



ECSI VALUE ADDED SERVICES Skip Trace Services



“As a result of using your Skip Trace Services, I’m getting calls from debtors who haven’t been located in years. Debtors are coming out of the woodwork giving me the chance to make payment arrangements or collect the balance in full. Just thought you should know!”

— Henry Saas, Miami University of Ohio, Oxford, OH

Fully Automated Skip Trace Services

According to Federal Regulations, the school must take reasonable steps to locate borrowers if communications are returned as undelivered. If these methods are unsuccessful, efforts must be intensified to locate the borrower, using school personnel or a commercial skip-trace firm, at least twice a year.

By utilizing ECSI's Fully Automated Skip Trace Services, you'll always be in compliance with Federal Regulations, while increasing your collections, reducing your Cohort Default Rate, and enhancing your operating efficiencies.

Here's how it works:

- Each month, ECSI will submit an electronic file to Innovis containing all of your bad addresses.
- Upon receipt, Innovis then provides ECSI with several potentially good addresses per borrower, which are automatically downloaded and stored within the SAL System.
- Next, each bad address will be automatically overlaid with Innovis' Certified Address and the remaining potentially good addresses will also be stored for future use.
- An Automatic Skip Trace Memo will then be created on each account for auditing purposes.
- Finally, ECSI will provide you with a Management Report to show you how much income our Industry-Leading Skip Trace Services are generating for your school.

During the past two (2) years, ECSI's Skip Trace Services have generated over \$5.2 million from borrowers who previously could not be located. Just as important, the SAL System allows you to assess a Skip Trace Fee, which is automatically billed back to the borrower, to offset your ECSI Skip Trace Investment—allowing the service to pay for itself.

World Class Customer Service

As an ECSI Client, you'll have access to the Highest Levels of Customer Service and Support in the Industry. Unlike our competitors, ECSI does not have an Automated Phone System or Voicemail. When needed, your staff and students can reach a live, experienced ECSI Customer Service Representative from 7:30 a.m. to 8:00 p.m. EST, Monday through Friday. At ECSI, all requests and inquiries are responded to within 24 hours or less, providing you and your students with World Class Customer Service that will exceed your expectations.

About ECSI

Since our inception in 1972, ECSI has established itself as the Industry Leader by being the most responsive, stable, and cost-effective company in the Student Loan Management Industry.

Today, we continue to flourish because we actually listen and learn from our clients' requests and quickly respond with system enhancements and streamlined solutions that will save you time and money, and reduce hassles, every step of the way.

More than 800 Colleges and Universities across the country would agree. Our Superior Technology, Custom-Designed Solutions and World Class Customer Service are evidence that 36+ years of continuous ownership fulfills a promise of unparalleled quality and reliability.

At ECSI, seeing is believing. Let us show you what so many in your profession have already discovered. ECSI simply provides the most innovative, efficient and well-supported solutions in Higher Education.

For more information or to arrange a demonstration, please contact the ECSI Sales Department at [1.866.841.ECSI \(3274\)](tel:1.866.841.ECSI) or e-mail us at sales@ecsi.net. We'd love to hear from you.

www.ecsi.net

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