



Servicing Statistics

The following dramatic results are the average of all clients sharing the goal of low cohort default rates, including:

- Schools with high cohort default rates who wanted to lower their rates
- Schools who began with low cohort default rate and wanted to maintain those low rates

Before In-service CDR	Year 1	Year2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9
20.6%	14.9%	13.0%	11.5%	11.8%	11.4%	10.1%	10.4%	9.3%	7.8%

The following statistics are provided to give a broader understanding of the complexities and extensive servicing needed to effectively perform default prevention for low-income, high-risk students at a school level. These activities have been performed by Champion College Solutions, LLC (Champion) on behalf of their client schools for 2005-2007 data. Since the Cohort Default Rate (CDR) definitions overlap, we are always in more than one cohort. We chose this set of data for information purposes.

School Information:

Total Number of Schools Serviced: 146
 Number of States Schools are Located: 30

Borrower Information:

Total Number of Borrowers: 189,530
 Statuses Verified: 1,690,567
 Letters Sent: 1,247,892**

**Statuses Verified* is the information requested from lenders, servicers, and guarantors to properly educate borrowers and prevent Federal Student Loan defaults.

***Letters* include borrower education and delinquent activities.

Skip Tracing Information:

Total Skips - Bad Addr/Ph: 469,421***
 Addresses Updated: 244,842
 Phone #'s Updated: 202,950
 Current Skips: 21,629

***Borrowers become skips multiple times during the CDR servicing.

Delinquent Information:

Total Delinquent Accounts: 124,018
 Current Delinquent: 21,537****
 Outgoing Calls: 1,646,988
 Incoming Calls: 55,085
 Borrower Contacts: 137,124
 Recoveries: 90,342
 Defaults: 12,139

****Some of these are out of our servicing window. Champion's FY2005 recovery rate was 85.6%. We have many process improvements for increasing the recovery rate for the FY 2007 and subsequent servicing years.

What Some of Our Borrowers Say...

“Thank you very much for being so kind and understanding. I never thought dealing with a student loan could be so easy. Thanks again. ”

- Lea

“I would like to thank you for contacting me in regards to my student loans ... I had thought that my student loans were already in default. I am very relieved that they are not because they're very important to me. Thank you very much! ”

- M. Liberatz

“Thank you so much for the reminders. They are a great help.”

- B. Whittaker

“Thank you so much. You made my day by letting me know there were options. ”

- T. Smith

“... I thank God for every new day and for people like you that care enough to help. I can tell you've got a big heart and your job is 'not just a job' but a career in helping others! You are so much appreciated and I just needed to let you know!”

- L. Floyd

“I just wanted to say, Thank you again for making sure I got these papers in time before it was too late ... Thank God for people like you!”

- M. Gipson

“I am writing to say 'Thank You'. I received your letter regarding my school loan and my payments ... Again, Thank You So Much for your concern and if for any reason I need any question answered, I will give you guys a call. ”

- A. Medrano

“You kindly helped me defer my ... school loan due to my illness ... Thank you so much for your help.”

- A. Rios

“I'm just writing to say thank you for the second chance ... I apologize for failure to contact you -- I thought I could handle it. Thank you again!”

- A. Billingsen

“Do you really know how proud I am that I was able to get the help that I needed to get where I want to go?”

- S. Eckles

“Thank you for help in this matter, I am very appreciative of your efforts in aiding my financial dilemma.”

- Y. Buckley

“Thank you for your help!! You have made my day better.”

- J. Rosado

“Thank-you so much for your kind words and support! I truly appreciate it!”

- L. Chadwick

“I would like to thank you for looking out for me at a time like this.”

- T. James

“Your help is greatly appreciated!”

- M. Hubbard

“Thank you so much for assisting me during a difficult time ... I am grateful for your help.”

- T. Newby

“Thank you so much for your phone call and all your help.”

- L. McGavin

“Thank you for all of the help you have done for me. ”

- S. McBride

“Thank you for getting back to us so promptly. We will take care of this problem.”

-A & J Noel

What Some of Our Clients Say...

"I am glad to assist you with positive feedback... 'your organization has been a tremendous support system for our school and has assisted the financial aid department in maintaining an exceptionally low default rate'. Thank you."

Gina Simpson, Director of Financial Aid
Colorado School of Healing Arts

"I find the customer service at Champion to be top notch. They are so good and caring about our school that I sometimes wonder if Cheryl Kesson, Client Relations Manager for Champion, has any other clients?! She interacts with us in such a manner that I am convinced that she really cares about our students as well as the overall Institution. It has been a real pleasure to work with an organization that employs staff like Cheryl as well as having the comfort of knowing that Champion are the experts when it comes to student loan management."

Christopher Coutts, President
Fox Institute of Business.

"Thank you for your continued support and cooperation in serving our student population; you are much appreciated by our team!"

Student Relations,
Corinthian Colleges, Inc.

"I wanted to say thank you very much ... I appreciate all the help with our loan management. You've been a great help, and very patient with me when I first started. "

Financial Aid Office Coordinator/Manager
Rochester Business Institute

"[Champion] works! For the past 9 years they have maintained our cohort default rate below 10% (5 years below 5%), and we attribute that to the [Champion] system."

Kirt Hamm, President
Conservatory of Recording Arts & Sciences

" Your services are well worth the minimal fees that we pay and are definitely less expensive than the additional staff that we would have to hire just for default management. I would not hesitate for a minute to recommend your services to any school that participates in any type of loan program. You guys are great! Keep up the good work and thanks again. "

Rick Gordon, Financial Aid Director
Carsten Institute

“WOW! Great job -- you can put me on your list of references! ”

Gregory Jones, President
Southwest Florida College

“To ... and all the staff [at Champion]... In appreciation for all your help in achieving a record-breaking cohort! You are the best!” “Thanks for helping us make history – AGAIN! Your excellent work is much appreciated.”

Donna Hackenberger and Joyce Stackhouse, Default Managers
California Paramedical & Technical College

“We proactively manage our students’ repayment obligations and have engaged [Champion.] to assist us in reducing the Cohort Default Rates at our institutions... To date this firm has favorably impacted the Cohort Default Rates. We believe that professional default management services can continue to assist us in reducing the Cohort Default Rates at our institutions.”

Corinthian Colleges Inc.

“Since we joined [Champion] we have experienced a steady decline in our default rate. Thanks to [Champion].”

Mike Mikhail, President
Institute for Business & Technology

“I wanted to let you know how well everything went ... They were quite impressed with the ease of the new [Champion system] versus the original we trained on in 1991. I want to compliment you on your helpful employees. Greg is always happy to help me no matter when or where I call. Your staff at the office is very efficient at getting me answers. I hope this new year brings continued success to [Champion] ... Sincerely, A Very Happy Client.”

Virginia Jones, Corporate Default Manager
Pima Medical Institute

“I wanted to thank you for your help in lowering our Cohort Default Rate from 15.4% to 12.9%, without your help we could not have achieved this ... Again, thank you for your assistance we greatly appreciate it.”

Director of Financial Aid
A Computer & Business School in Miami, Florida