



Overview

Intervene™ is Loan Science's full service cohort management borrower outreach program. This program targets Cohort Default Rate (CDR) objectives encompassing default prevention (early intervention) and delinquency remediation, with an emphasis on promoting positive payment behaviors and wise use of credit.

The premise of Intervene™ is to establish ongoing relationships with borrowers to remind, inform, and educate them about their federal student loans. The key benefits of the Intervene™ approach are:

- o A segmented, targeted approach based on risk profiles, life cycle, and past activity.
- o Reduction of early incidence of delinquency and default.
- o No bounds to the number of attempts to contact borrowers. Results of previous contacts and attempts drive the strategy for the next attempt.
- o Maintaining contact with borrowers so that continued outreach activities will have a higher rate of successful contacts.
- o Multiple communication channels (voice messaging, live operator phone calls, e-mail, and mail) driven by risk and activity segmentation.

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Intervene

Default prevention and delinquency remediation,
emphasizing responsible financial behavior

Data Retrieval, Reporting and Analysis

Loan Science provides a performance management dashboard and analytical database for all your CDR and portfolio reporting needs. It cohesively integrates information from loan servicers and NSLDS to create a powerful platform for managing your compliance. Loan Science will retrieve and aggregate this data on your behalf on a weekly basis. Some examples of the reporting available to schools are:

- Two-year Cohort Default Rates (including maximum rate forecast)
- Three-year Cohort Default Rates (including maximum rate forecast)
- Portfolio stratification by loan status
- Trend analysis and forecast (CDR measured throughout each cohort period)
- Outreach activity (attempts, contacts, cures, etc.)
- Year-over-year performance comparison (current cohort year vs. previous cohort year's performance from one year ago)

Grace Period Counseling

Loan Science provides counseling to borrowers during their six month grace period. This counseling is a combination of written communication and outbound phone calls with live counselors.

The purpose of the counseling is to inform borrowers of the importance of maintaining a strong credit history, staying in contact with their loan servicer, understanding the many options available if they run into financial challenges, and that they can always contact Loan Science if they need help.

This combination of financial literacy messaging and direct guidance regarding the repayment of their student loans prepares borrowers for repayment and familiarizes them with Loan Science.

Delinquency Remediation

Loan Science will communicate with delinquent borrowers through various channels, depending on available contact information. Channels include live telephone calls, emails, and letters.

Loan Science will routinely design and implement contact campaign strategies, including designations of borrower populations to receive specific combinations of communications content, form, and mode of delivery, and the timing and frequency of communications through the loan cohort lifecycle.

Our approach is driven from data and analytics. Borrower contact strategies are determined from risk profile, status, previous outreach activity, and cohort lifecycle stage.

Loan Science will also perform skip tracing activities for all newly assigned borrowers and as often as every 30 days thereafter.

Description of Deliverables

1. Third party outreach:
 - a. Loan Science will communicate with Borrowers in its own name, acting as a third party to Client.
 - b. All communications to Borrowers, including messages, emails, scripts, letters, and telephone calls, will contain Loan Science name and branding.
 - c. Communications with Borrowers will reference Client's educational institutions with respect to the student loans in question.
2. Loan Science will attempt to communicate with Borrowers through various channels, depending on available contact information. Channels will include emails, telephone calls, and letters.
3. Loan Science will develop the form and content of communications, which will be designed to:
 - a. Promote timely repayment and avoidance of default.
 - b. Elicit updated contact and school enrollment status information from Borrowers.
 - c. Provide financial literacy educational resources.
 - d. Assist Borrowers in contacting their loan servicer(s) (three-way phone calls) to arrange for payment, update contact and status information, and seek assistance with special loan programs available to them.
 - e. Educate Borrowers about the special provisions for payment plans, deferment, or forbearance options they may qualify for under federal loan guidelines.
 - f. Counsel Borrowers about the benefits and consequences of compliance or non-compliance with the terms of their student loans.
 - g. Assist Borrowers with their applications for the various payment plans, deferment, or forbearance options they may qualify for under federal loan guidelines.
4. Loan Science will routinely design and implement contact campaign strategies, including designations of Borrower populations to receive specific combinations of communications content, form, and mode of delivery; and the timing and frequency of communications through the loan cohort lifecycle.
5. Loan Science will perform skip tracing activities for all newly assigned borrowers and as often as every 30 days thereafter.
6. Loan Science shall provide to Client, no less than monthly, management reporting summarizing the assigned Borrower population key statistics, the outreach activities performed, and the measurable results of activities.

Contact us:
www.loanscience.com