



Project Success: Grace Period Outreach and Delinquency Counseling

ASSISTING STUDENTS

Trellis Project Success assists student loan borrowers during their grace period and at points of delinquency while they are within one of the active cohort default periods for your institution.

We help

- **Institutions manage their cohort default rate**
- **Borrowers understand their loans and help them stay on the path to successful repayment**



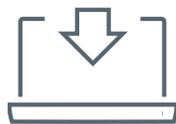
OUTREACH DURING THE GRACE PERIOD

Trellis Company will reach out to borrowers during the grace period to introduce ourselves and our services. We will inform borrowers that their loans will soon enter repayment, encourage them to connect with their student loan servicer, introduce them to NSLDS, and counsel them on the different repayment options and benefits. We will assist borrowers who intend to continue enrollment with applying for a deferment.



OUTREACH DURING DELINQUENCY

Trellis Company contacts borrowers who are 30 to 360 days delinquent in the active cohorts to urge them to make a payment, enter into a new payment arrangement, or apply for a deferment or forbearance. We will explain obligations and benefits to borrowers and help them communicate with their servicer.



GETTING STARTED

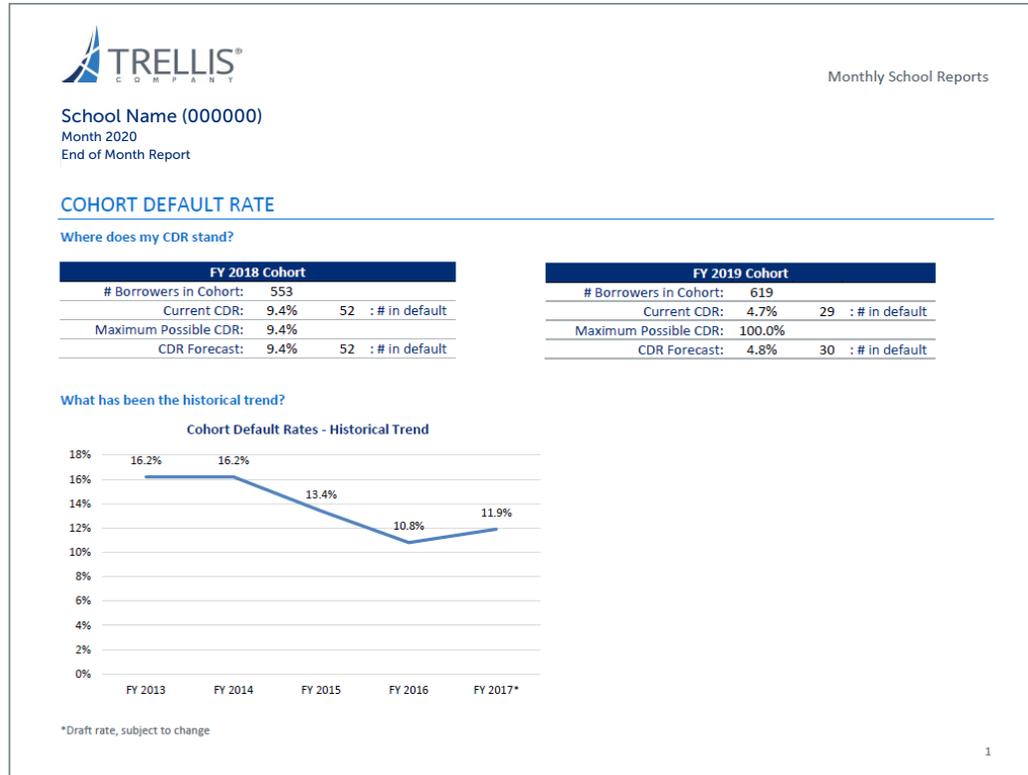
In order to use Trellis delinquency counseling services, Trellis must be able to download NSLDS loan information files on behalf of your institution. Designated Trellis staff will need to be authorized by your institution as Destination Point Administrators, so we can import the necessary loan information on a weekly basis.



COHORT MANAGEMENT TECHNICAL ASSISTANCE

You will receive a monthly report that identifies the volume of phone calls and e-mail messages our counselors made to your students in the prior month as well as updated tracking of your default rates and CDR forecasts for the active cohorts.

Sample Monthly School Report



HERE WHEN YOU NEED US

Our counselors can speak to students at any time they have questions or need assistance navigating their loan issues.

Trellis Company Student Outreach and Support Team
(888) 642-9557

Email: studentsuccess@trelliscompany.org



www.trelliscompany.org

About Trellis Company

Trellis Company's Project Success team is dedicated to helping institutions design and create student success programs that measure and address student financial wellness issues on campus. We provide programs, research and analysis, and support to help institutions develop outcomes-based success programs and direct-to-student services that help students understand and navigate the growing complexities associated with education financing.

Trellis Company is a nonprofit 501(c)(3) corporation with the dual mission of helping student borrowers successfully repay their education loans and promoting access and success in higher education.