

# Meet Your Representatives

---

## The Tradition of Customer Service Excellence Continues

Deeply embedded in the culture of Campus Partners is our overwhelming commitment to customer service. In fact, customer service is the hallmark of our success. Recently, customers have been introduced to six fresh voices; however, these are not the voices of new employees. With a combined tenure of over 98 years of service, these voices are irreplaceable in the level of customer satisfaction they create.

These names will be a blast from the past for many of our customers. Each has a reputation that exemplifies the mission of Campus Partners. Customers, you are in good hands. Read on and be prepared to be impressed!

### Debbie Fallin

**Debbie Fallin** is a Customer Service Representative with over 20 years of experience in the Forms Processing and customer service areas and **11** years of perfect attendance. How is that for consistency? Debbie's knowledge of the processing system, regulatory processes, and borrower needs enables her to provide invaluable training to our staff as well as customers. Debbie's inherent capacity for customer service led to her promotion as a Team Leader. The University of Texas-San Antonio, a long time customer, has enjoyed a relationship with Debbie that has enabled them to streamline the processing of their borrower entitlement forms.

Whether your need is great or small, Debbie Fallin has proven that she will rise to the occasion and exceed your expectations with the quality of service she delivers. Debbie is a remarkable resource to our organization and provides superior service to our clients and their borrowers.

### Monica Whicker

**Monica Whicker** is no stranger to customer service. Monica has almost 20 years of experience in the Forms Processing, Borrower Services, Customer Service, and Customer Support areas. Monica's knowledge of our system and the regulatory demands of each of our loan programs has been sharpened by her experience as a Customer Service Representative for some of our largest customers. Customers like the California State University System as well as Dickinson College and multi-campus system FAS, Inc. have benefited from Monica's drive for excellence. She is a dedicated team player whose commitment to quality service and performance has gained recognition from customers and fellow employees. Her sensitivity to customer and borrower needs has earned the devotion and respect of every customer that she has served. Rest assured customers, Monica Whicker is a name to be praised.

### Carrie Gillett

Some of our customers may be hearing a new voice on the telephone when they talk to **Carrie Gillett**, one of our Customer Service Representatives in Kathy Riddle's area, but they really are listening to the voice of experience when it comes to getting answers to questions about loan deferments, cancellations, forbearance, assignment packages, and daily and monthly reports. Carrie Gillett has been with Campus Partners for nearly five years and has become a vital factor in successful customer relations. Carrie's proclivity for detail and accuracy is evident in the quality of work she produces. Additionally, her affinity for technology has enabled her to provide Help Desk assistance to our customers. Carrie recently received the **Employee of the Month** award for excellence.

## Meet Your Representatives

---

### Linda Glenn

**Linda Glenn** is an icon at Campus Partners. For nearly 30 years, Linda Glenn has delivered customer service to our clients with grace and panache. No one here can reconcile your out of balance accounting reports or FISAP's like Linda Glenn. She is the epitome of knowledge. During Linda's career with Campus Partners, she has enjoyed relationships with a wealth of customers including the University of Kentucky, Pfeiffer University, Winston-Salem State, North Carolina Central, and North Carolina A & T, Meharry Medical, Salem College, and many more. The list is out of sight! Loyal, patient, knowledgeable, sensitive and caring are only a few of the adjectives that describe Linda's character. Her dedication to the customer and her job has been proven in the perfect attendance Linda has achieved for over **15** years. Linda Glenn is what customer service is all about.

### Tomika Wallen

**Tomika Wallen** is a Customer Service Representative with a Can Do spirit. For almost 22 years, Tomika has served her customer base with a passion. She is determined to do the job right and recognizes that without the loyalty and satisfaction of our customer base, we might as well pack it up and go home. In her career with Campus Partners, Tomika has won the admiration of customer after customer. Joe Shane from Yeshiva University thanks Tomika for her dedication and endurance while his school went through a massive change in their Institutional loan program. Tomika was the driving factor in making this process successful with little interruption for his borrowers. Tomika has been responsible for many large conversions and has proudly serviced customers like Iowa State, Texas A & M-Corpus Christi, and Hood College. Campus Partners is fortunate to have employees like Tomika

whose dedication to our customers benefits every client, every borrower, and every systems user.

### Vickie Nelson

Customer Service Representative **Vickie Nelson** has been playing a critical role in the success of our borrower relations since she was hired nearly five years ago. Fresh from class, Vickie was driven to make sure our callers get the most consistent and accurate information possible, and, just as importantly, be treated with the courtesy and respect they deserve. This led to her promotion to the position of Team Leader in 2001. Her mission as a Team Leader was to make sure her representatives understood all aspects of their job and were prepared to convey their knowledge to our callers. Through personal interaction with Vickie, her team was bolstered by the confidence that their skills and knowledge were up-to-date, and they communicated that confidence to the caller. Vickie is now giving her role as a Customer Service Representative this same attention. This can only mean great things for our customers because Vickie is sure to continue in her tradition of customer service excellence.

