

# Enhanced Service

## Are you a one-person shop or a Perkins Loan Manager with limited resources? Let Campus Partners provide you with the Enhanced Service you need!

**Enhanced Service** offers customers a level of service beyond the standard entitlement processing and borrower telephone contact. Enhanced Service significantly increases the amount of responsibility Campus Partners has for managing your loan portfolio.

### With Enhanced Service, we manage your portfolio from the time a new loan is added to our system by:

- Storing your borrowers' original file folders including the promissory notes, deferment and cancellation forms, borrower correspondence, and other documentation. All transactions processed on a borrower's account will be noted in the permanent online history of the account.
- Documents that require permanent retention are scanned and then filed in the borrower files retained in the Campus Partners vault.
- Counseling borrowers who are having problems making payments on their accounts. This may include establishing special payment arrangements for past-due borrowers, counseling borrowers on forbearance, reviewing loan consolidation options and even creating loan rehabilitation programs.
- Managing the NSLDS *Load Error Reports* by updating all fields for which we have the necessary information.
- Processing lender consolidation verification requests when received in our office.
- Skip-tracing borrower addresses when an address is coded "BAD."
- Automatic first placement with your designated collection agencies at a specified number of days past due. After the loan has been placed with a collection agency for one year with noactivity, Campus Partners staff will review the account, and when appropriate, place the delinquent account with a second agency.
- Assigning loans to the Department of Education if second placement is unsuccessful. This includes 100% completion of computer-generated ED553 packages as well as historical and entitlement information. (Note: There is an extra fee for this service.)
- Reviewing borrower credit balances and issuing refund checks after 60 days.
- Returning Paid-In-Full promissory notes after the loan has been paid off for 60 days.



For more information about Enhanced Service, please contact Campus Partners.

Campus Partners  
(800) 458-4492, ext. 2270  
[www.campuspartners.com](http://www.campuspartners.com)

*Experts at managing campus-based loan programs for 40 years!*