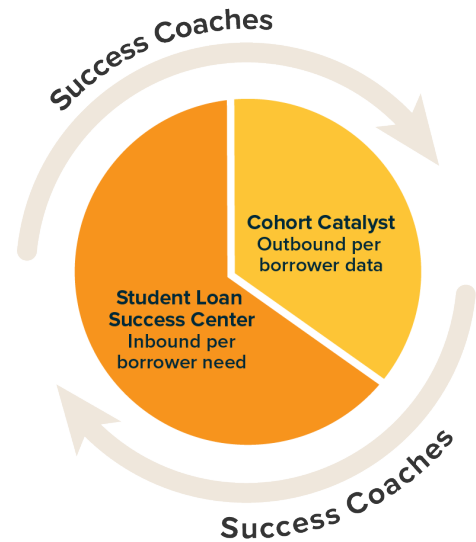


# 360° of Repayment Support

Student loan borrowers need different types of support. They may still be in school or long departed from it. Some may have a budding career, others may work two jobs to make ends meet. Regardless of their unique situation, Ascendium's deep experience in student loan repayment support helps people achieve repayment success, stay out of delinquency, or rehabilitate their defaulted loans if they've temporarily lost their way.

**We partner with schools and other organizations to provide comprehensive personalized counseling.**



## **Cohort Catalyst® Repayment Support and Default Prevention**

Rooted in lessons we learned from helping millions of borrowers avoid default, our Cohort Catalyst solution helps borrowers through outreach, education, and counseling. **It uses cohort data from the National Student Loan Data Service (NSLDS)** and loan servicers to identify those who may need support (e.g., in grace, forbearance, delinquency or default). Our Success Coaches reach out through multiple channels and provide expert counseling to help borrowers succeed.

## **Student Loan Success Center™**

This inbound call center is open to current students and alumni at all stages of student loan repayment. Borrowers can contact our knowledgeable Success Coaches through a toll-free phone number or by email if they have questions, concerns, want clarification, or are looking for guidance on their student loans from a trustworthy source. Whether high level or detailed, we can address most repayment questions, provide personalized insight, and empower the borrower to achieve their goals.

### **For Example:**

**A current student** who has questions about loan consolidation and wants to know if they should consolidate now or wait until after their student loans have entered repayment.

**A recent alum** who started working for a 501(c)(3) employer wants to know if they're eligible for Public Service Loan Forgiveness.

## Success Coaches

Our Success Coaches average **7+ years of experience** at Ascendium. They are compassionate to each student loan borrower's unique situation and possess an unparalleled knowledge of student loan regulations and policies. They're familiar with the many facets of student loan repayment and know how to help. And they take pride in partnering with each individual to help them succeed.

## Exceptional Support

- Knowledgeable counselors provide clear and accurate guidance to support successful repayment
- Take the time to educate, no talk time limits
- Determine the best repayment option for each situation
- Advocate for borrowers when speaking with loan servicers
- Protect from fraud
- Bilingual
- Toll-free number
- Fair Debt Collection Practices Act (FDCPA) compliant

"I [am] grateful for Erika's humor, patience, and sincerity. Fortunately for me and Ascendium, Erika is someone who innately possesses that rare customer service trait that is often missing in today's business: waiting and willing to go the extra mile."

**John D.**  
Ascendium Student Loan  
Borrower Customer

Learn more at [attigo.com](https://attigo.com)

