

Appendix B2: Issues Picklists

Picklist Display Name: Issue Category

Picklist Name: PickList SR Area

Values:

Account Balance	Discharge - Death	<u>Pell Grant*</u>
<u>Balance Dispute*</u>	Discharge Denied	<u>Quality of Education*</u>
<u>Bankruptcy*</u>	Due Diligence	<u>Repayment Plans/Amounts*</u>
<u>Closed School*</u>	False Certification	<u>School Refund*</u>
<u>Collection Practices*</u>	<u>Forbearance*</u>	<u>Service Quality*</u>
<u>Consolidation*</u>	Forbearance Rejected	<u>Social Security Number*</u>
Credit Bureau Report	<u>Loan Cancellation*</u>	Student Eligibility
<u>Credit Report*</u>	<u>Loan Discharge*</u>	Tax Offset
<u>Default*</u>	Loan Servicing	<u>Tax Refund Offset*</u>
<u>Deferment*</u>	<u>NSLDS*</u>	
Disability Discharge	Other	

* This category has a sub-category picklist with values other than “None.”

Picklist Display Name: Issue Sub-Category

Picklist Name: PickList SR Hierarchical Sub-Area

(note: All values from Picklist SR Hierarchical Sub-Area have “None” as a sub-category)

Sub-Category of: Balance Dispute

Values:

Disputes Late Charges	Interest Accrual	Payments Posted Incorrectly
Incorrect	Payments Not Posted	Payments Refused

Sub-Category of: Bankruptcy

Values:

Cus Belve Lns Discharged
Ln Hldr Cntct Cus Dur Bnrkptcy

Sub-Category of: Closed School

Values:

Discharge Never Processed
Wants Discharge

Sub-Category of: Collection Practices

Values:

Agency Calling At All Hours	Cus Wnts CA To Stop Call	Fees Too High
CA Will Not Work With	Wrk	Wants Fees Removed
Customer	Disputes Fees	

Sub-Category of: Consolidation

Values:

Balance Incorrect
Not All Loans Included

Wants To Add Loans
Wants To Consolidate

Sub-Category of: Credit Report

Values:

Ln Shws Deflt On Credit Rpt

Sub-Category of: Default

Values:

Customer was in School
Default In Error

Sub-Category of: Deferment

Values:

Economic Hardship
Graduate Fellowship
In-School Full-time
In-School Half-time
Internship/Residency

Mil Or Pub Health Services
Mother Entering Workforce
NOAA
Parental Leave
Rehabilitation Training

Teacher Shortage Area
Temporary/Total Disability
Unemployment

Sub-Category of: Forbearance

Values:

Disaster Area
Emergency Mobilization

Hardship
Internship/Residency

Sub-Category of: Loan Cancellation

Values:

Child or Family Service
Agency
Early Intervention
Health Care
Law Enforcement

Military Service
Peace Corps/Action
Volunteers
Teach Ser-Handicapped Stu
Teach Ser-Shortage Area

Teach Ser-Special ED
Teacher Service-Low Income

Sub-Category of: Loan Discharge

Values:

Bankruptcy
Closed School

Death
Disability

False Signature

Sub-Category of: NSLDS

Values:

Default record incorrect

Loan Paid In Full

Incorrect Loan on Record

Sub-Category of: Pell Grant

Values:

School Withholding Funds

Sub-Category of: Quality of Education

Values:

Cus D/N Get Job Trained For
School D/N Offer Classes Adver

Sub-Category of: Repayment Plans/Amounts

Values:

Payments Too High
Srvcr Won't Alter Pmt Amt

Sub-Category of: School Refund

Values:

Never Credited To Loan Never Received Not Enough Refunded

Sub-Category of: Service Quality

Values:

Error Correction Too Slow Notices/Bills Lt/Nvr Poor Explanation of Options
Incomplete Service Received Representative Rude

Sub-Category of: Social Security Number

Values:

Duplicate
Incorrect on Loan

Sub-Category of: Tax Refund Offset

Values:

Not Applied
Wants Returned