

Common Origination &  
Disbursement System (COD)  
February 7, 2001



## Presenters

### ▲ Sue Szabo, Vice President

*Direct Loan Servicing Operations  
AFSA Data Corporation  
Rockville, Maryland*

### ▲ Douglas Tinder, Director

*Direct Loan Servicing Operations  
AFSA Data Corporation  
Rockville, Maryland*



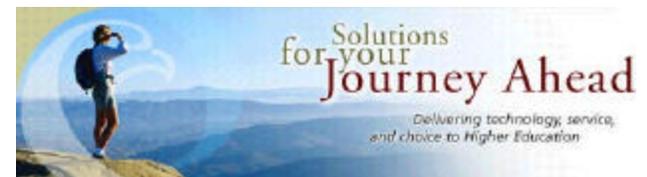
## **Agenda**

Section 1 - Business Overview

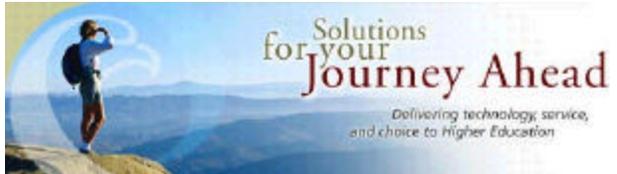
Section 2 - Product and Services

Section 3 - Federal Direct Student Loan  
Program

# Business Overview



## Corporate Organization



## Corporate Relationships



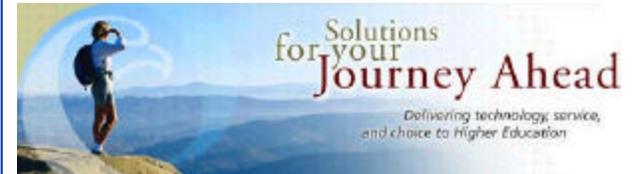
### FleetBoston Financial Corporation

*AFSA Data Corp.  
Wholly owned affiliate of FleetBoston*

- ▲ 8th largest financial holding company
- ▲ \$181+ billion assets
- ▲ 20+ million customers
- ▲ Located in 20 countries and territories around the world
- ▲ Largest retail banking franchise in Northeast
  - more than 4,700 retail outlets

FleetBoston Financial Corporation

AFSA Data Corp.  
*Wholly owned  
affiliate of FleetBoston*





## About AFSA Data Corp.

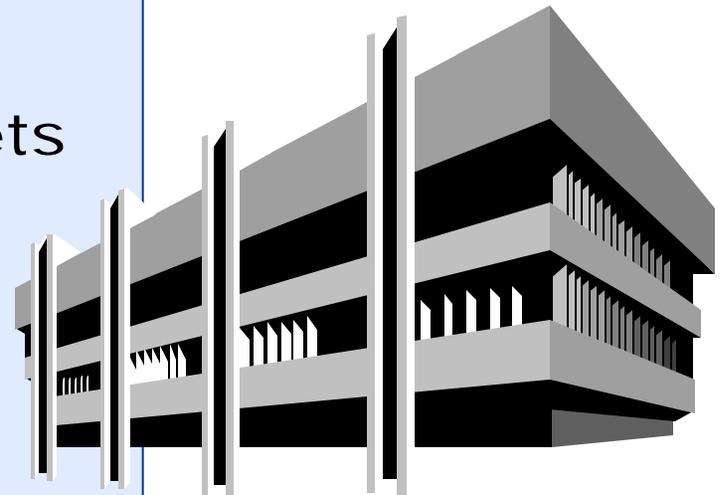
- ▲ AFSA founded in 1967
- ▲ 33 years of experience in the student loan industry
- ▲ Service 7.6 million borrowers valued over \$71 billion in assets
- ▲ Provide customer service for
  - Financial Institutions
  - Secondary Markets
  - Colleges and Universities
  - U.S. Department of Education



AFSA Data Corp.

*Wholly owned*

*affiliate of FleetBoston*



## AFSA's Corporate Relationships

### **Benova** *Making self-reliance a reality*

Wholly owned affiliate of AFSA Data Corp.



- ▲ Joined AFSA Data Corp. in 1998
- ▲ 16 years experience working with the Medicaid population
- ▲ Enrolled 2+ million Medicaid clients into managed care plans
- ▲ Provide government health care programs for state, local and federal agencies

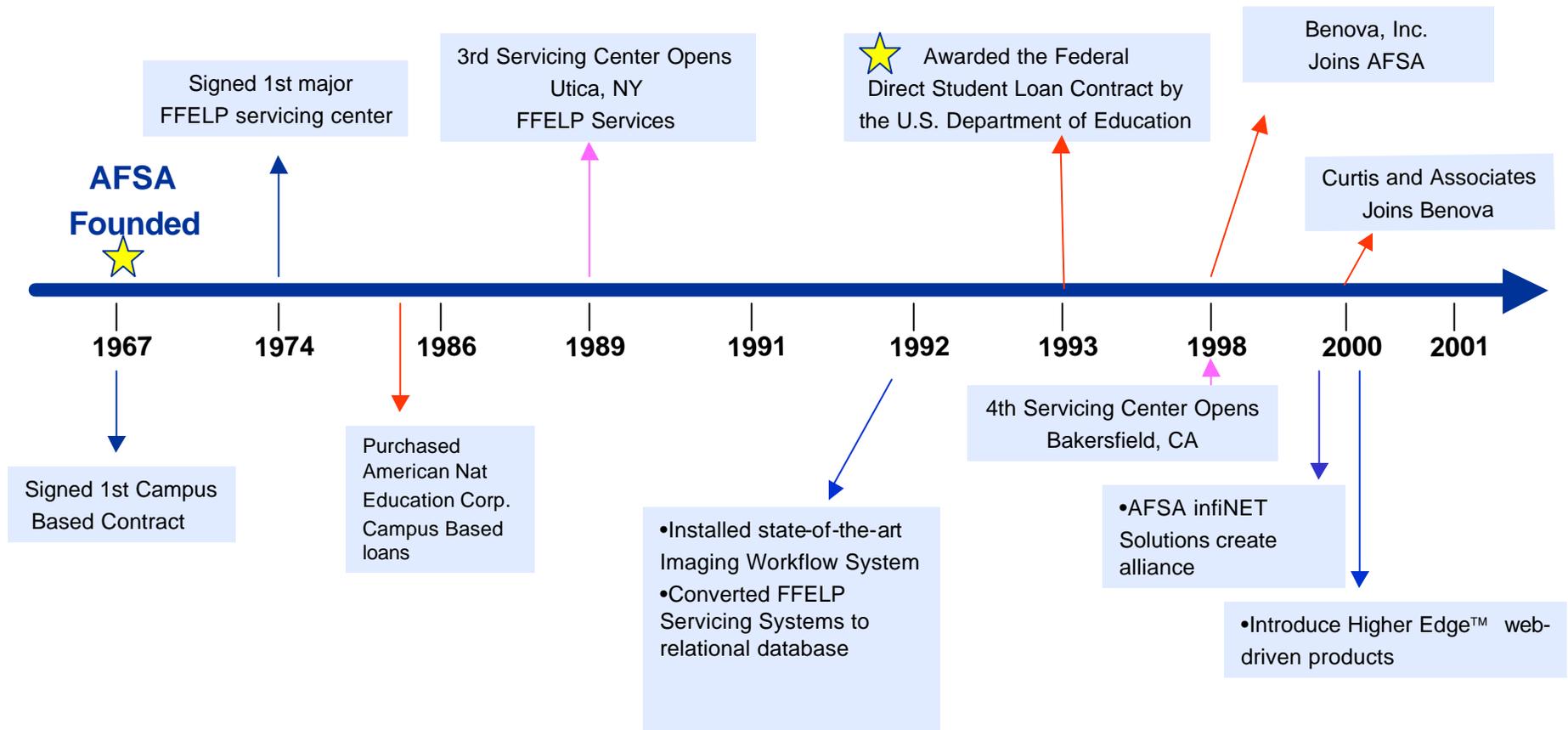
### **C&A** Curtis & Associates, Inc. EMPLOYMENT COMMUNICATION CONSULTANTS

Wholly owned affiliate of Benova, Inc.



- ▲ Joined Benova, Inc. in July 2000
- ▲ 14 years experience in developing programs designed to meet the needs under or unemployed people
- ▲ Offers self-sufficiency skills and job training through health and human service programs

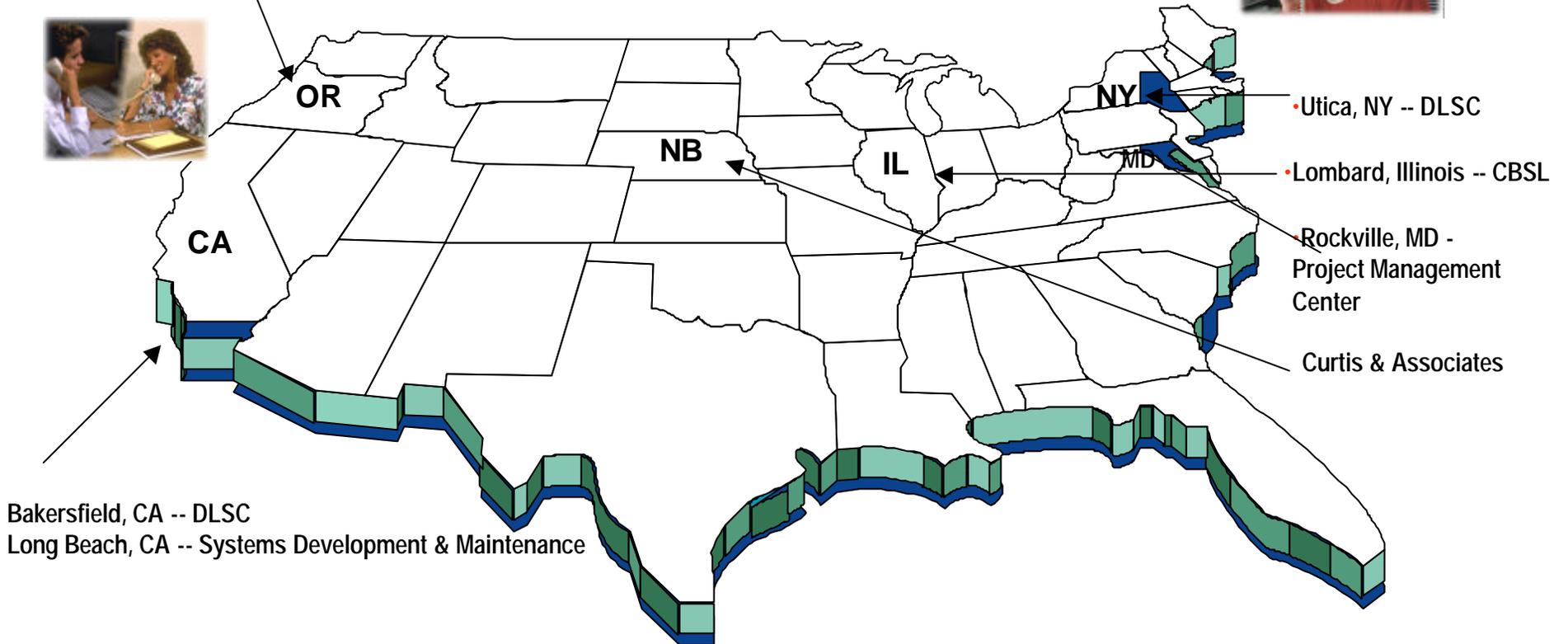
# Historical Accomplishments



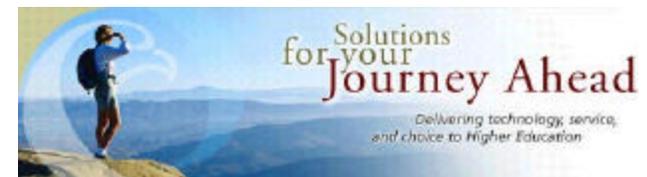
# Locations



Benova, Inc.



# Products and Services





## AFSA's Higher Education products and services are delivered by three component businesses...

|                  | Direct  | FFELP   | CBSL  |
|------------------|---|---|---|
| Product/Services | <ul style="list-style-type: none"> <li>• Direct Loan Servicing</li> </ul>                 | <ul style="list-style-type: none"> <li>• Origination &amp; Disb. Services – AppWorks</li> <li>• Loan Servicing</li> </ul> | <ul style="list-style-type: none"> <li>• e-CBSL - Perkins Servicing</li> <li>• TCRS</li> <li>• Campus OnCall</li> </ul> |
| Customers        | <ul style="list-style-type: none"> <li>• Colleges and Universities nation-wide</li> </ul> | <ul style="list-style-type: none"> <li>• Lenders and Holders</li> <li>• Indirect School Customer</li> </ul>               | <ul style="list-style-type: none"> <li>• Colleges and Universities nation-wide</li> </ul>                               |
| Portfolio Size   | 5MM Serviced Accounts<br>\$ 73 Portfolio  | 1.4MM Serviced Accounts<br>\$11B Portfolio  | 1.1MM Serviced Accounts – Perkins<br>3.5MM Serviced Accounts – TCRS   |
| Employees        | 1,144   | 620   | 103   |
| Facilities       | Utica, NY<br>Bakersfield, CA<br>Rockville, MD   | Utica, NY<br>Carson, CA   | Lombard, IL<br>Bakersfield, CA  |

## **Basic Services Provided**

- ▲ Call Center Support
  - Inbound customer service calls
  - Outbound customer service calls
  
- ▲ Workflow Management
  - Imaging
  - Transaction Processing





**AFSA Data Corporation**  
 **Higher Edge™**  
*It's About Choice*

# New Services

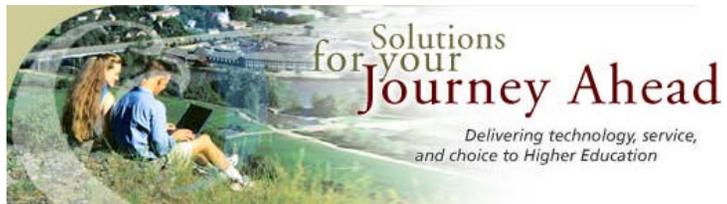
**Campus  
onCall™**  
*Customized Web Portals for Colleges & Universities*

 **AppWorks™**

**e-CBSL™**  
*Campus Based Loan & Receivables Management Services*

**TCRS™**  
*Tax Credit Reporting Service*

**e-Service**  
*Web-based Services for Students*





## Student Loan Origination Internet-based Platform

- Information on loan disbursement
- E-mail communication
- Reprints of Prom Notes
- Instant Credit Check
- Ability to Review a loan application on-line





▲ Allows students to access school information and communicate with school administrators via the

- Intranet
- Internet

▲ Administration of Perkins, Health Profession, Nursing & Other Institutional Loan Programs in web based products.

- Real time Processing Via eCommand™
- Electronic Data Interfaces With School Systems





**TCRS**<sup>SM</sup>  
*Tax Credit Reporting Service*

- ▲ A full-service solution For Taxpayer Relief Act of '97 Reporting Student & School Secure Web-based access to 1098-T information & detailed financial information.

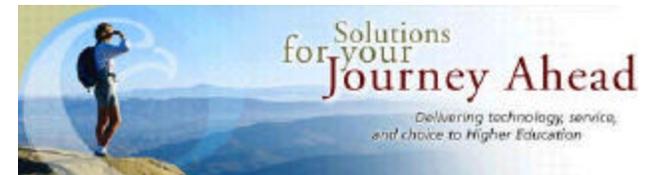




▲ **e-Service**<sup>SM</sup> Web-based services nationwide which include...

- **ExpressPay**<sup>SM</sup> - Web-based bill presentment and payment service.
  - Borrowers can view their bills
  - make payments on-line on a one time or recurring basis.
  - Sign up is easy and can be done on-line via the Borrower portion of our web site.
- **Deferment Assistant**<sup>SM</sup> -On-line deferment pre-qualification

# Overview of the Federal Direct Student Loan Program



## **Direct Loan Servicing Today**

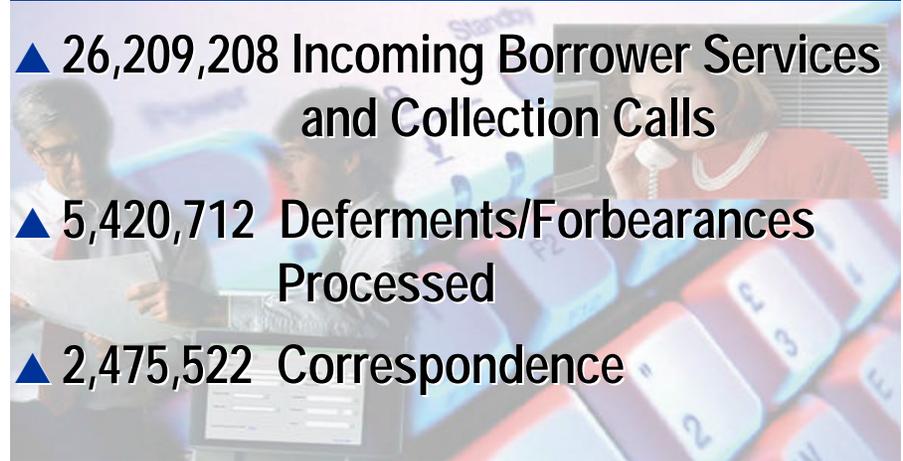
### **Program-To-Date**

- ▲ 5,099,791 Million Active Borrowers
- ▲ \$73 Billion Student Loan Portfolio



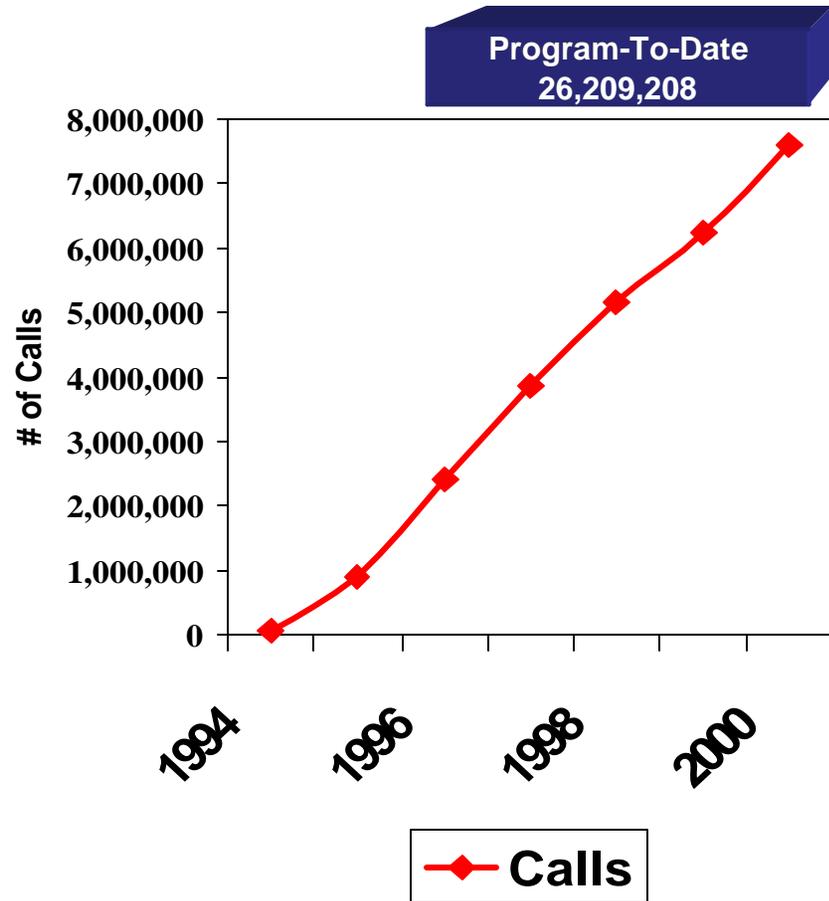
### **Direct Loan Servicing Center**

- ▲ 26,209,208 Incoming Borrower Services and Collection Calls
- ▲ 5,420,712 Deferments/Forbearances Processed
- ▲ 2,475,522 Correspondence



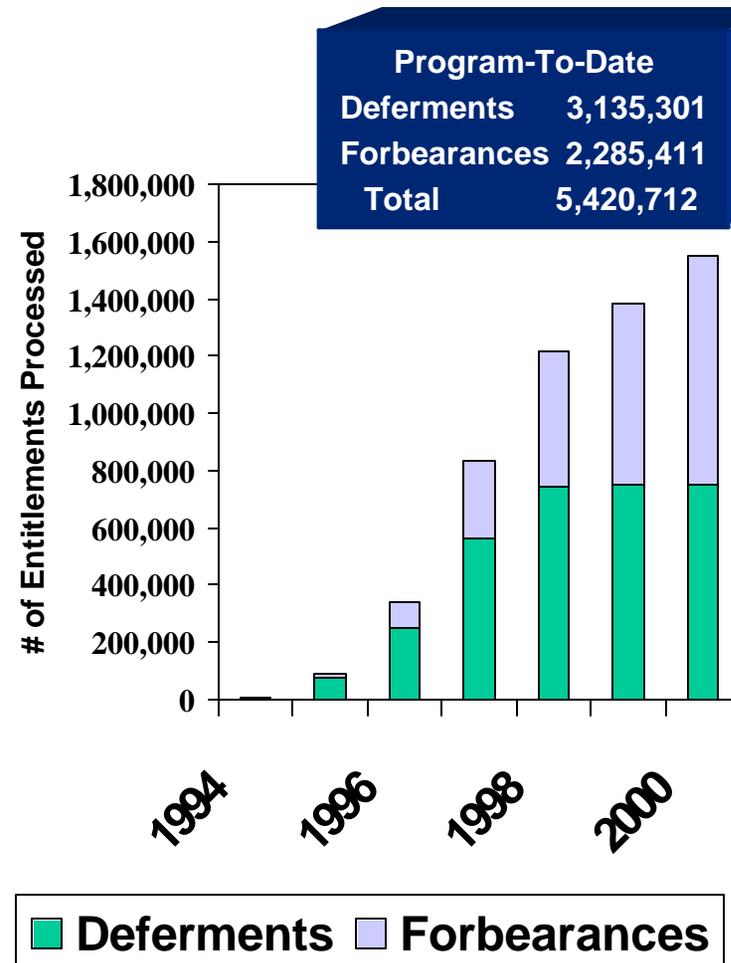
## Incoming Calls

|  |           |
|--|-----------|
|  1994   | 57,488    |
|  1995   | 885,256   |
|  1996   | 2,412,674 |
|  1997   | 3,867,544 |
|  1998   | 5,160,496 |
|  1999   | 6,241,378 |
|  2000 | 7,583,372 |



## Deferments/Forbearances Processed

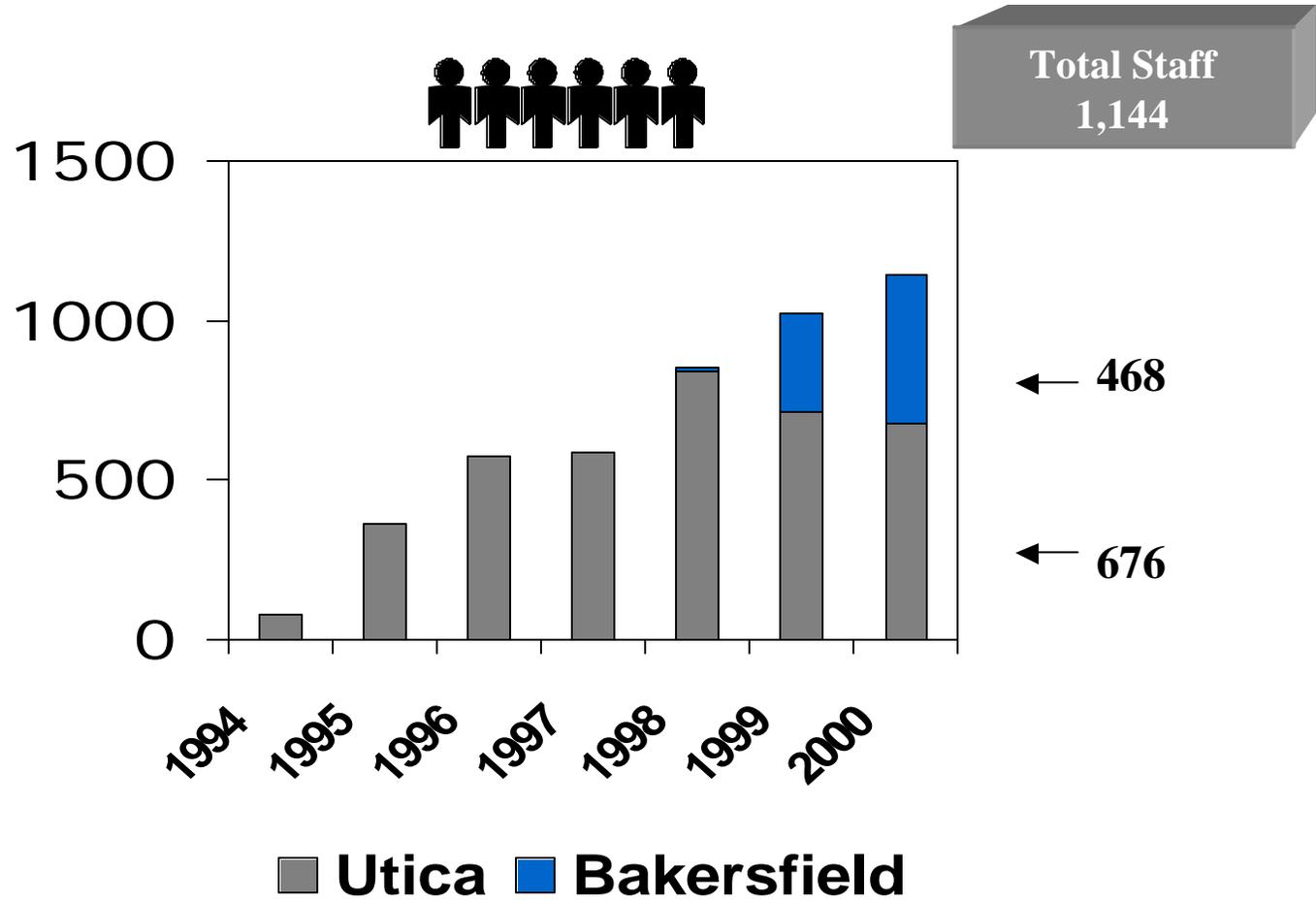
|      |           |
|------|-----------|
| 1994 | 5,299     |
| 1995 | 90,375    |
| 1996 | 338,004   |
| 1997 | 885,186   |
| 1998 | 1,213,061 |
| 1999 | 1,385,825 |
| 2000 | 1,552,962 |





# AFSA Data Corporation

## Staff



## Conclusion

- ▲ AFSA Team provides expertise in the areas of...
  - managing call centers
  - workflow management solutions
  - loan origination

