

Customer Interaction Center Scorecard

Operating Partner
Location(s)

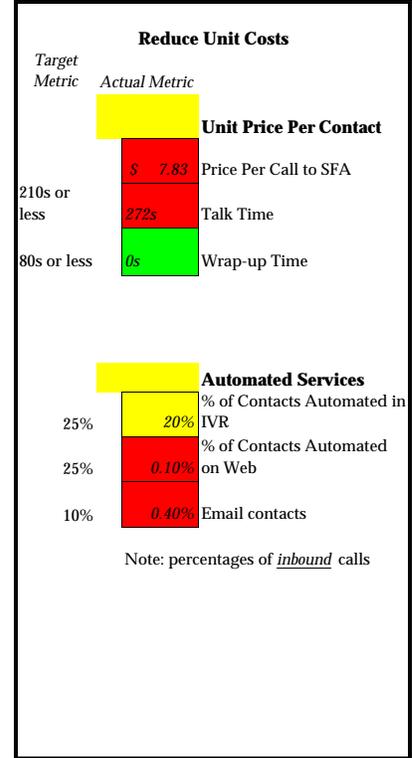
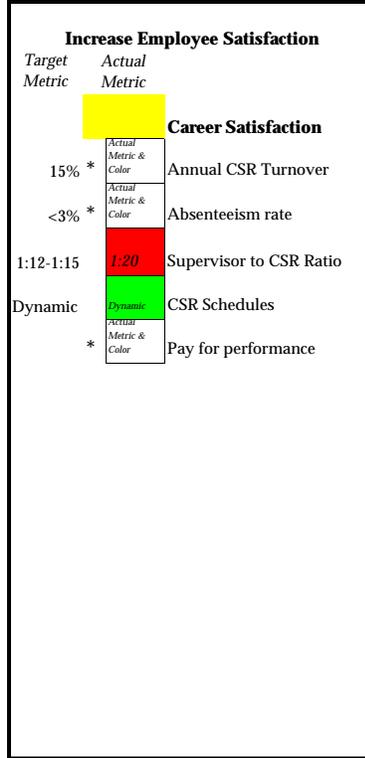
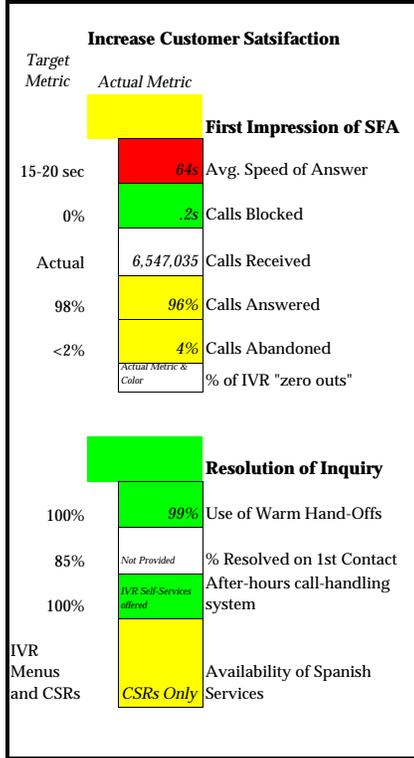
AFSA
Utica, NY
Bakersfield, CA

Direct Loan Servicing Center

Annual Call Volume (4/00-3/01)
Annual email Volume (4/00-3/01)
Annual Fax Volume (4/00-3/01)
Annual Written Corr. Volume (4/00-3/01)
Annual Web Volume (4/00-3/01)
Annual "Other" Volume (4/00-3/01)

6,547,035
39,254
397,787
345,070
0
7,012,521

Contract Price to SFA



* The information in the above section is not available to the Consistent Answers Team; however, for a complete picture, the Operating Partner and the SFA office in charge of the contract should complete these metrics.