



STUDENT LOAN SERVICER ANNUAL REPORT

ORS ch. 725A/OAR 441-895

As of June 30, 20____.

Note: This report is due by Aug. 1 for the prior 12-month period (ending June 30 of the current year).

Required Data	Data received
Customer Service metrics	
Wait times for customer service calls	
Wait times for addressing borrower inquiries, and complaints, including electronic communications	
Number of borrower contacts via chatbot	
Application and Payment processing times	
IDR application processing time	
Payment processing times	
Borrower metrics	
Number of borrower complaints received	
The number of borrowers who requested forbearance	
The number of borrowers whose requests for forbearance were approved	
The number of borrowers whose requests for forbearance were denied	
Number of Escalated Complaints	
Most Frequent Subject Matter for Complaints	
Second-Most Frequent Subject Matter for Complaints	
Third-Most Frequent Subject Matter for Complaints	
Average time for Complaint Resolution	
Total Number of Borrowers with Multiple Complaints	
Loan status	
The number of loans whose missed payments were reported to credit reporting agencies	
The number of loans whose missed payments were reported to credit reporting agencies as late	
The number of defaulted loan accounts were sent to third-party debt collectors	
The number of borrowers whose late payment fees were waived	
The number of borrowers for whom late payment fees were assessed	