



## ServicingSelect

Fully customizable student loan servicing solutions designed to allow colleges and universities to focus on what's important - their students.

ECSI has more than 45 years of experience focused specifically on the higher education community. We have serviced more than 7 million students and have more than 10,000 unique loan programs on our system today. Because we offer three customizable levels of service, we can offer schools the best solutions to meet their unique needs.

It is through our vast experience that we have designed our Student Loan Servicing Platform, SAL. SAL can accommodate any type of student loan, payment plan, or delinquent receivable. It offers a complete student loan tracking, billing, and collection system designed to report complete activity relating to the payment of student loans.

### Software + Service Methodology

ECSI's SAL system is flexible enough to handle any loan or debt type in existence — Federal Perkins Loans, Health and Nursing Loans, School Institutional Loans, Institutional Loan Programs, Alternative Loans, and more. Our loan servicing platform provides 24/7/365 system access with real-time processing for you and your staff. Most importantly, SAL is a comprehensive and fully compliant student loan billing system, which uses our comprehensive technologies to support your school and your borrowers.

With our software + service methodology, our solution is focused on keeping your school in compliance and providing your borrowers an exceptional level of service at every interaction so you can maintain long-term alumni relationships.

### Intuitive Primary Window

With ECSI's SAL System, there are no more confusing screens, function key paths, or elaborate menu choices to remember. With SAL, 95% of all questions can be answered from just one screen, and the remaining 5% is tab driven for easy access.

### Comprehensive Management Reporting

ECSI is the only servicer offering unlimited report flexibility. In addition to our robust reporting library, ECSI is willing to create or customize any management report to meet your specific reporting needs. Additionally, all ECSI reports may be customized according to your specific field and layout requirements, sort and sequence criteria, and report frequency.

### The ECSI Difference

Promissory Notes	Integrated Collection Module	Loan Consolidations
Exit Interviews	DRAP Reporting	Default Prevention Services
Mailed Exit Packages	Address & Home Phone Skip Tracing	Emergency Loans
Disclosure Statements	Perpetual Letters	Daily or Monthly Interest Accrual
Regulation Z Servicing	Red Flag Regulation Services	E-Oscar
Bankruptcy Monitoring	MS Word Document Writer	Real-Time Credit Scoring
Custom Letters	1098-E Reporting	Mobile Application
Custom Phone Calls	Cosigner Authentication	Government Assignment Processing
Custom Emails	Multiple Agency Placements	Solutions
Custom Postcards	Automatic Agency Placements	

### Industry-Leading Customer Service

ECSI's Client Support Team is your one-stop-shop for any questions, issues, or training you need. Our knowledgeable Dedicated Client Support Representatives are passionate about ensuring you have everything you need to be successful. With multiple contact methods such as toll-free phone, email, and our online ticketing system, ECSI makes it easy for clients to get the answers they need.



We know your students and borrowers are your number one priority. That's why ECSI's Customer Service Team is dedicated to providing your students and borrowers the very best customer service at every interaction. Students and borrowers can reach us via toll-free phone, live chat, or email. Additionally, ECSI's user-friendly student website allows students and borrowers to manage their account completely online — they can make a payment, set up recurring payments, view their transaction history, update demographic information, and so much more.



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