



ECMC

## Solutions



Solutions at ECMC creates a collaborative education experience resulting in increased repayment success and reduced cohort default rates. Personalized services assist schools and help students remain on track for sustainable success.

### Services and products for schools:

- Cohort default rate (CDR) management: Assist financial aid staff with default aversion, incorrect data challenges and best practices.
- LoanTracker software: Enable schools to track the effectiveness of our default prevention activities using the LoanTracker Dashboard. Ability to generate on-demand reports that contain real-time data.
- Program Evaluator (within the LoanTracker software): Manage gainful employment and evaluate the health of your program offerings.

### Services for students:

- Grace counseling: Educate students on available repayment options, explain loan servicing and reinforce healthy financial habits.
- 31+ days delinquency counseling: Emphasize affordable payment options, helpful outreach throughout delinquency and delinquency resolution with servicer.

- Forbearance counseling: Convert borrowers who are in forbearance into an affordable payment plan.

Our approach to a successful default prevention program blends collaboration and transparency in all of our services, educating students by way of multiple lines of communication, and being a responsive, trustworthy resource for schools.

### About Solutions at ECMC

*Educational Credit Management Corporation (ECMC) is a nonprofit with a mission to help students succeed. Through Solutions, we offer postsecondary institutions a suite of student loan repayment services that includes one-on-one repayment advising, financial literacy and default prevention services. This line of business is a natural adjacency to our role as a guaranty agency as it expands our reach to help student loan borrowers successfully meet their student loan obligations.*

# ECMC