

Default Aversion

Outreach and Support Services



Default Aversion Programs

- **Exit Counseling** – Call students to confirm if exit counseling has been completed and, if not, provide contact information for DOE and loan servicer.
- **Option Review** – Review repayment, consolidation, deferment, forbearance and discharge options (including death, disability or bankruptcy) with students.
- **Academic Probation** – Contact students with information about their responsibility to provide information to their loan servicer.
- **Customized Communication** – CMD works with you to develop the right script and customize calling campaigns to maximize contact rates.
- **Customized Reporting** – CMD captures the data you need when you need it.

Strategies for Default Reduction

High default rates can result in loss of Title IV eligibility and damage a school's reputation. Today, schools are not only faced with the challenge of mandatory Entrance and Exit Counseling, but also with developing a default prevention strategy specifically targeted at their student population. Static staffing levels and increasingly complex responsibilities for current staff require that institutions look for additional communication resources to better interact with borrowers PRIOR to default.

Even with Student Loan Debt at record levels, you can mitigate high default rates by assisting students in avoiding default.

CMD Can Help

CMD works side-by-side with your Financial Aid Office in creating appropriate outreach and support programs. This can include contacting at-risk borrowers while they are still enrolled through contacting those who have entered the grace period and advising them on repayment, deferment or forbearance options, as well as the consequences of default. Partnering with CMD will allow your institution to put in place a customized communication strategy that will positively impact your default rate. Even if you don't currently have a high default rate, implementing a proactive communications strategy will help better inform your students and increase their chance for success.

An Effective Partnership

Partnering with CMD allows your Financial Aid Office to focus on students and leave the support functions to our staff. Additionally, our borrower outreach is supported by detailed reporting. Let CMD help you better identify future at-risk borrowers and provide detailed reports to enhance your ability to manage and analyze your data and help you better estimate anticipated default rates.

To learn more, contact David Cooper at 888-817-7575 ext. 254 or dcooper@cmdosi.com.