

Who Ya Gonna Call?

We may not actually be the Ghostbusters, but College Assist’s customer service team prides itself on being able to bust just about every other issue that arises for the schools, lenders, and borrowers we work with. In these times of automated phone trees and electronic responses, we understand that matching a face with the voice at the

other end of the conversation is more meaningful than ever. To help you do that, here are some of the College Assist staff you may commonly talk to or hear from — the customer service representatives who respond to issues covering everything from applications and repayment to loan processing and compliance.



*Jamie Mason —
Customer Service
Representative*



*Kristin Borie —
Customer Service
Representative*



*Dan Downing —
Lead Worker*



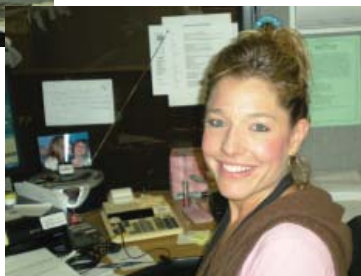
*Connie Sue Suespindle —
Customer Service
Representative*



*Richard White —
Customer Service
Representative*



*Ron Solt —
Lead Worker*



*Rhonda Green —
Customer Service
Guarantee Analyst*



*Barbara Jaramillo —
Customer Service
Representative*

College Assist customer service representatives are available Monday through Friday 7:30 a.m. to 5 p.m. Mountain time. All voice messages and e-mails are answered within 24 hours, but the team strives to answer

all e-mails on the day they are received. For more contact information on loan processing, compliance and training, default aversion assistance, and borrower-related questions, visit www.college-assist.com and choose “Contact Us.”