

## Need Help? We're Here

With economics changing the shape of many industries, even student financial aid, truly responsive customer service can be hard to come by. But even in the face of political change, shifting business models and marketplace fluctuations, College Assist remains committed to the feature that sets us apart: excellent service to borrowers and to our school and lender partners.

“We place a premium on being able to provide fast, expert assistance,” says Director Debra DeMuth. “Every request we handle makes higher education that much easier for students, and that’s why we’re here.”

A quick response to an e-mail question, a problem-solving voice on the other end of a phone or an in-person visit to help with a technical issue – all are customer service standards at College Assist.

“The individual attention that we have received has been such a refreshing change,” says Kim Balentine, financial aid director for Ozark Christian College in Missouri. “College Assist is truly a partner that provides the tools we need to help our students.”

College Assist staff respond to financial aid offices,

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### key contacts for schools and lenders

#### ***Loan processing information***

Toll free: 800.727.9834

Fax: 303.305.3442

E-mail: [askops@college-assist.com](mailto:askops@college-assist.com)

#### ***Compliance, training and investigations***

Telephone: 303.305.3000

E-mail: [compliance@college-assist.com](mailto:compliance@college-assist.com)

For more contact information, such as default aversion assistance and borrower-related questions, visit [www.college-assist.com](http://www.college-assist.com) and choose “Contact Us.”

lenders and borrowers on a broad range of issues covering everything from applications and repayment to loan processing and compliance. On average the customer service team receives about 1,400 e-mails each month and more than 4,000 calls. During peak times, the numbers nearly double.

“I was very fortunate to have been connected with Elizabeth Maness (a College Assist team member),” a

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borrower recently wrote. “She took a little extra time to listen to what I had to say and to research my situation. She also took the time to e-mail my school and then follow up again with me to let me know that she had received a reply and that my increase would be certified tomorrow. I can’t say how much I appreciate her hard work.”

College Assist customer service representatives are available Monday through Friday 7:30 a.m. to 5 p.m. 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.

“Each member of the team plays a big role in our success,” said Customer Service Manager Susie Trujillo. “As we head into summer processing and testing for the upcoming conversion I am confident that we will stay on task and meet our goals.”

Customer service contact information for schools and lenders is conveniently boxed on page 1 and is always available at [www.college-assist.com](http://www.college-assist.com) by choosing “Contact Us.” The Web site also provides information on finding help for default aversion and other borrower-related questions.

## the buzz

*“Any time I have needed assistance with processing, training or compliance questions I have been able to reach the person that can help me in one call or e-mail. No more being passed around between departments, just great customer service!”*

— Kim Balentine, financial aid director

Ozark Christian College  
Joplin, Missouri

College Assist customer: 18 months  
Four-year private college

*We enjoy working with the folks at College Assist. The staff is attentive and always willing to help, which makes it a real pleasure working with College Assist.”*

—Thad Spaulding, associate director  
of financial aid

Arapahoe Community College  
Littleton, Colorado  
College Assist customer: 30 years  
Two-year public community college

## outlook

Outlook is a quarterly publication of College Assist. For questions or comments, contact Teena Cooper at [teena.cooper@college-assist.com](mailto:teena.cooper@college-assist.com).

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