



overview

h i g h e r e d u c a t i o n

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Expertise.

West Asset Management has the knowledge and expertise to proactively manage your debt collection services. Our solutions are designed to not only boost your recoveries, but also help reduce the number of overall delinquencies.

History of Service.

We provide comprehensive and effective collection and default prevention programs for the higher education community. We have the programs, custom solutions, and resources necessary to maximize debt recoveries and ensure the most effective portfolio management for our clients. Our combination of experience, technology, and financial stability sets us apart from the competition and is the reason many higher education entities choose West above all others.

Working closely with our clients, we develop customized default prevention and aversion programs with a focus on “borrower advocacy” that greatly reduces overall default rates. Our collection programs conform to all federal and state regulations and are designed to provide the highest possible recovery of delinquent accounts.

Our Services.

Through our state-of-the-art collection centers located throughout the United States, we offer a complete range of prevention and recovery solutions including:

Default Prevention

West Asset Management has a dedicated group for ensuring student borrowers do not enter a default status. We deliver in-depth borrower information, comprehensive default prevention reports, skip tracing services and cohort default projections, which allow our clients to maintain up-to-date knowledge of their cohort population. In addition, our clients have the option of engaging our services at any point during the student loan cycle.

Third Party Collections – Primary, Secondary and Tertiary

At West Asset Management, we tailor our third party collections programs specifically to meet your needs. We incorporate letters and calling campaigns, skip tracing, credit bureau reporting and automated follow-up to collect all portfolios, including primary, secondary and tertiary placements. Our attention to customized work standards and collection process flows make it possible for us to rapidly recover more outstanding receivables.



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Our Advantages.

Years of Proven Experience

At West Asset Management, we have over 16 years of higher education collection experience and the proven capability to deliver outstanding results. Our management team has extensive knowledge of the industry, monitors regulatory trends and responds rapidly to new developments.

Recruiting & Training

We carefully screen all of our applicants and evaluate their skills, professionalism, and commitment. Once hired, West team members receive extensive training on the student loan cycle, borrower advocacy, and the legal regulations governing student loans.

Our team members are fully prepared to handle the unique aspects and requirements of their assigned portfolio type. Our associates learn the best approaches to help borrowers understand their options and determine the best method of resolution, including payment in full, rehabilitation, consolidation, deferment, or forbearance.

Superior Technology

Our customized solutions are supported by state-of-the-art systems that are both secure and reliable. Our telecommunications infrastructure has the capacity and versatility to maximize borrower interaction and enhances productivity. Our system provides:

- An industry leading platform - Flexible Automated Collection System (FACS)
- Innovative scoring analysis
- State-of-the-art skip tracing techniques
- Predictive dialer capabilities
- Flexible data exchange capabilities
- Authorized client user electronic access to reports and borrower accounts

Unmatched Stability

As a division of West Corporation, West Asset Management has the financial strength, technology and state-of-the-art facilities necessary to meet the evolving needs of today's higher education industry. We combine all our strengths to deliver superior quality and exceptional results for many of the nation's leading higher education institutions.

- Dedicated Client Service staff
- On-site IT staff
- Government Ombudsman

performance focused