

Illinois Student Assistance Commission (ISAC) with Bob Frick

What do they do? ISAC is responsible for managing delinquent loans under the Guaranteed Student Loan Program (now replaced by the Federal Direct Loan Program).

How did you obtain the lead? We have a long standing relationship with ISAC and have been working to expand the solution that we provided from a traditional third-party agency to a strong business partner handling all of their portfolio needs

What are we doing for them? We are providing default recovery work, which based on the portfolio includes working with borrowers to rehabilitate their defaulted loans, but can also include an administrative wage garnishment process unique to Federal Loans

What gave TSI the competitive edge? Our strong performance history, recognition as a leader in the industry and responsiveness to their needs

Washington University with Bob Frick

What do they do? A St. Louis top tier private university recognized nationally

How did you obtain the lead? While they have been with their current loan servicing provider for over 30 years (with no interest in making a change), we continued to stay in touch and had the inside edge when their current provider announced that they were exiting this space

What are we doing for them? We are providing primary loan servicing for their student loan portfolio of over 10K active loans

What gave TSI the competitive edge? Our willingness to listen to their needs and provide a flexible solution that not only allowed them the comfort of continuing existing process with which they were familiar, but also provided an enhanced system that will also make their internal job easier to manager

Partners Healthcare Systems, Inc. with Rick Yancey

What do they do? Partners Healthcare Systems Inc. is the largest health system in New England with multiple inpatient and outpatient facilities and a large network of physician groups and specialists

How did you obtain the lead? Partners is an existing healthcare client who approached us with the opportunity to work with their network of un-owned affiliates

What are we doing for them? Primary Third Party Bad Debt Collections

What gave TSI the competitive edge? TSI is a valued partner with an existing IT interface and competitive pricing

University Hospital with Scott Foster

What do they do? State run hospital

How did you obtain the lead? Existing client

What are we doing for them? Primary bad debt

What gave TSI the competitive edge? Our detailed plan for all major aspects of collections

Texas DOW Credit Union with Bob Robinson

What do they do? They are a regional credit union with approx. 150K members

How did you obtain the lead? They are an existing client

What are we doing for them? Accelerator CV series was added to Profit Recovery and Collections. An LCI was also added. The result is that DSO moved from Day 45 to Day 20 and usage was increased from 500-600/month to approx. 2,000/month

What gave TSI the competitive edge? The goal is to drive members back to the credit union, as-well-as recover negative Share Draft accounts. Accelerator CV is meant as an extension of their (soon realized) non-existent in house efforts. They keep more members (lowers member retention cost and lessens the pressure on new member acquisition cost) and they get their negative draft accounts resolved much faster (they get their money sooner). In essence, this solutions has an impact on key pieces of the business beyond just simply recovering negative Share Draft account dollars.

I expect to grow this model into other business lines at TDECU, beyond Share Draft accounts.