

**From:** Seeley, Theresa L  
**Sent:** Mon, 14 Jun 2021 13:16:21 +0000  
**To:** Szathmary, Michael; Tyrrell, Pete; Bryant, Michael; Wise, Mark; Burris, Joshua; Wohlfiel, Luz  
**Cc:** Smith, Karen M; Salanik, Kathleen; Santos, Bob; Lindbloom, Niev E; Johnston, Lamonica M; Razmadze, Sophio; DMCS Contracts; Pugh, James  
**Subject:** Re-Opening of AWG Lockbox - 6/14/21 Weekly Update  
**Attachments:** AWG Payment 6-11-2021.xlsx

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Good Morning,

Based on a conversation between Pete and Maximus this report will be sent weekly on Monday's.

Summary of payments received in the AWG Lockbox from 5/31/21 - 6/11/2021

Type of Payment Received	Number of Payments Received	Amount Received	Number of Employers	Number of Borrowers	WG30 / WG34 Sent
AWG Payments	18	\$2,036.65	14	15	15
Non-AWG Payments	5	\$7,225.86			
<b>Total</b>	<b>23</b>	<b>\$9,262.51</b>	<b>14</b>	<b>15</b>	<b>15</b>

See attached file for details.

**Theresa Seeley**

Research Analyst, Business Operations  
 Debt Management and Collections System (DMCS)

**Maximus Federal**

Remote: Deerfield, NY, Eastern Time

Mobile: (b)(6)

[TheresaLSeeley@maximus.com](mailto:TheresaLSeeley@maximus.com)

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**From:** Seeley, Theresa L  
**Sent:** Friday, June 11, 2021 1:29 PM  
**To:** Michael.Szathmary@ed.gov; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael <Michael.Bryant@ed.gov>; 'Mark.Wise@ed.gov' <Mark.Wise@ed.gov>; Burris, Joshua <Joshua.Burris@ed.gov>; Luz.Wohlfiel@ed.gov  
**Cc:** Smith, Karen M <KarenMSmith@maximus.com>; Salanik, Kathleen <KathleenSalanik@maximus.com>; Santos, Bob <RobertSantos@maximus.com>; Lindbloom, Niev E <NievLindbloom@maximus.com>; Johnston, Lamonica M <LamonicaJohnston@maximus.com>;

Razmadze, Sophio <SophioRazmadze@maximus.com>; DMCS Contracts  
<DMCScontracts@maximus.com>

**Subject:** RE: Re-Opening of AWG Lockbox - 6/11/21 Daily Update

Good Afternoon,

Research was completed on the two borrowers where the payment was received from NEW YORK STATE HIGHER EDUCATION SERVICES CORP. These are not AWG payments and are being reclassified as voluntary payments. These will be moved to the Non-AWG tab and reflected on the spreadsheet sent Monday.

Thank you.

**Theresa Seeley**

Research Analyst, Business Operations  
Debt Management and Collections System (DMCS)

**Maximus Federal**

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Mobile: (b)(6)

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**From:** Seeley, Theresa L

**Sent:** Friday, June 11, 2021 10:03 AM

**To:** [Michael.Szathmary@ed.gov](mailto:Michael.Szathmary@ed.gov); Tyrrell, Pete <[Pete.Tyrrell@ed.gov](mailto:Pete.Tyrrell@ed.gov)>; Bryant, Michael <[Michael.Bryant@ed.gov](mailto:Michael.Bryant@ed.gov)>; 'Mark.Wise@ed.gov' <[Mark.Wise@ed.gov](mailto:Mark.Wise@ed.gov)>; Burris, Joshua <[Joshua.Burris@ed.gov](mailto:Joshua.Burris@ed.gov)>; [Luz.Wohlfiel@ed.gov](mailto:Luz.Wohlfiel@ed.gov)

**Cc:** Smith, Karen M <[KarenMSmith@maximus.com](mailto:KarenMSmith@maximus.com)>; Salanik, Kathleen <[KathleenSalanik@maximus.com](mailto:KathleenSalanik@maximus.com)>; Santos, Bob <[RobertSantos@maximus.com](mailto:RobertSantos@maximus.com)>; Lindbloom, Niev E <[NievLindbloom@maximus.com](mailto:NievLindbloom@maximus.com)>; Johnston, Lamonica M <[LamonicaJohnston@maximus.com](mailto:LamonicaJohnston@maximus.com)>;

Razmadze, Sophio <[SophioRazmadze@maximus.com](mailto:SophioRazmadze@maximus.com)>; DMCS Contracts <[DMCScontracts@maximus.com](mailto:DMCScontracts@maximus.com)>

**Subject:** Re-Opening of AWG Lockbox - 6/11/21 Daily Update

Good Morning,

AWG Payments Received 6/10/2021

- 3 payments received in file
  - 3 AWG payments
  - 0 Voluntary payments
- 2 Employers
- 2 had WG30/34 sent – 4/18/2020
- 1 had WG 30/34 sent - 4/30/2020
- Total amount received \$111.96
  - Total AWG payments \$389.59
  - Total VOL payment \$0

See attached file for details.

Thank you

**Theresa Seeley**

Research Analyst, Business Operations  
Debt Management and Collections System (DMCS)

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Payment Amount	Date Received	Borrower Number	Employer Name	WG30/34 Sent	Date WG30/W34 was sent	AWG Payment	Unable to Locate (U/L) Borrower or Debt Manager Y/N	Comments
\$103.71	6/4/2021	(b)(6)	LOAD KING MFG	Y	4/18/2020	Y	N	Last AWG received on 04/27/20
\$136.19	6/4/2021		LOAD KING MFG	Y	4/18/2020	Y	N	Last AWG received on 04/27/20
\$135.58	6/4/2021		DBI SERVICES LLC	Y	4/18/2020	Y	N	Last AWG received on 04/13/20
\$96.88	6/4/2021		SILKTOWN ROOFING, INC	Y	4/18/2020	Y	N	Last AWG received on 2/26/20
\$154.00	6/4/2021		SILKTOWN ROOFING, INC	Y	4/18/2020	Y	N	Last AWG received on 2/26/20
\$100.80	6/4/2021		BAYOU CONCRETE	Y	4/18/2020	Y	N	Last AWG received 5/26/20 was making voluntary payments from 2/12/21 through 5/10/21
\$80.46	6/4/2021		THOMAS JEFFERSON FOU.	Y	4/18/2020	Y	N	Last AWG received on 04/28/20
\$59.81	6/4/2021		Swift Beef Company C/O	Y	4/18/2020	Y	N	Last AWG received on 04/17/20
\$83.85	6/8/2021		WILLIAMS-SONOMA INC	Y	4/18/2020	Y	N	Last AWG received 3/30/20 received voluntary payments 5/10/21
\$192.17	6/8/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Employer garnished and sent payments up until lockbox PO box closed
\$202.83	6/8/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Employer garnished and sent payments up until lockbox PO box closed
\$45.37	6/8/2021		Heat Treating Services	Y	4/18/2020	Y	N	Last AWG received on 6/8/20
\$30.63	6/8/2021		Heat Treating Services	Y	4/18/2020	Y	N	Last AWG received on 6/8/20
\$180.55	6/8/2021		Alcott HR Group	Y	4/18/2020	Y	N	First AWG payment ever received on the account
\$111.96	6/9/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/21, was sending voluntary payments from 2/11/2021 through 5/10/2021.
\$62.73	6/10/2021		WHITE RIVER MARINE LLC	Y	4/30/2020	Y	N	Last AWG payment received 4/22/2020.
\$100.06	6/11/2021		ROUSES ENTERPRISES LLC	Y	4/11/2020	Y	N	Last AWG payment received 1/28/2020
\$159.07	6/11/2021		UPS	Y	4/10/2020	Y	N	Last AWG payment received 3/31/2020

\$2,036.65

Payment Amount	Date Received	Borrower Number	Employer Name	WG30/34 Sent	Date WG30/W34 was sent	AWG Payment	Unable to Locate (UTL) Borrower or Debt Manager Y/N	Comments
\$3,341.00	6/4/2021		UC SAN DIEGO			N	Y	This was a misdirected payment; should have been sent to Department of Energy funds forwarded to them
\$217.00	6/4/2021	(b)(6)				N	N	contacted to inform her to change the payment address
\$3,341.00	6/4/2021		WASHINGTON UNIVERSITY IN STL			N	Y	This was a misdirected payment; should have been sent to Department of Energy funds forwarded to them.
\$146.86	6/10/2021	(b)(6)	NEW YORK STATE HIGHER EDUCATION SERVICES CORP	Y	4/18/2020	N	N	Last AWG payment received 10/13/2020. Payments 11/2/2020 - 6/9/2021 were voluntary. These are not AWG payments and are being reclassified as voluntary payments.
\$180.00	6/10/2021	(b)(6)	NEW YORK STATE HIGHER EDUCATION SERVICES CORP	Y	4/18/2020	N	N	First AWG payment received on this account. Prior payments were voluntary. These are not AWG payments and are being reclassified as voluntary payments.

\$7,225.86

**From:** Seeley, Theresa L  
**Sent:** Mon, 28 Jun 2021 13:20:50 +0000  
**To:** Szathmary, Michael;Tyrrell, Pete;Bryant, Michael;Wise, Mark;Burris, Joshua;Wohlfiel, Luz;Derrick, Annette  
**Cc:** Smith, Karen M;Salanik, Kathleen;Santos, Bob;Lindbloom, Niev E;Johnston, Lamonica M;Razmadze, Sophio;DMCS Contracts;Pugh, James  
**Subject:** Re-Opening of AWG Lockbox - 6/28/21 Weekly Update  
**Attachments:** AWG Payment 6-25-2021.xlsx

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Summary of payments received in the AWG Lockbox from 5/31/21 - 6/25/2021:

Type of Payment Received	Number of Payments Received	Amount Received	Number of Employers	Number of Borrowers	WG30 / WG34 Sent
AWG Payments	67	\$9,372.73	25	28	28
Non-AWG Payments	11	\$31,178.04			
<b>Total</b>	<b>78</b>	<b>\$40,550.77</b>	<b>25</b>	<b>28</b>	<b>28</b>

21 AWG payments were received the week of 6/21-6/25:

- 7 unique employers
  - 3 Employers had garnished in previous weeks
- 7 unique borrowers
  - 3 borrowers were garnished in previous weeks
- No AWG payments were received from US Bank on 6/22

See attached file for details.

**Theresa Seeley**

Research Analyst, Business Operations  
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Payment Amount	Date Received	Borrower Number	Employer Name	WG30/34 Sent	Date WG30/W34 was sent	AWG Payment	Unable to locate (UTI) Borrower on Debt Manager Y/N	Comments
\$103.71	6/4/2021	(b)(6)	LOAD KING MFG	Y	4/18/2020	Y	N	Last AWG received on 04/27/20
\$136.19	6/4/2021		LOAD KING MFG	Y	4/18/2020	Y	N	Last AWG received on 04/27/20
\$135.58	6/4/2021		DBI SERVICES LLC	Y	4/18/2020	Y	N	Last AWG received on 04/13/20
\$96.88	6/4/2021		SILKTOWN ROOFING, INC	Y	4/18/2020	Y	N	Last AWG received on 2/26/20
\$154.00	6/4/2021		SILKTOWN ROOFING, INC	Y	4/18/2020	Y	N	Last AWG received on 2/26/20
\$100.80	6/4/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG received 5/26/20 was making voluntary payments from 2/12/21 through 5/10/21
\$80.46	6/4/2021		THOMAS JEFFERSON FOU.	Y	4/18/2020	Y	N	Last AWG received on 04/28/20
\$59.81	6/4/2021		Swift Beef Company C/O	Y	4/18/2020	Y	N	Last AWG received on 04/17/20
\$83.85	6/8/2021		WILLIAMS-SONOMA INC.	Y	4/18/2020	Y	N	Last AWG received 3/30/20 received voluntary payments 5/10/21
\$192.17	6/8/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Employer garnished and sent payments up until lockbox PO box closed
\$202.83	6/8/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Employer garnished and sent payments up until lockbox PO box closed
\$45.37	6/8/2021		HEAT TREATING SERVICES	Y	4/18/2020	Y	N	Last AWG received on 6/8/20.
\$30.63	6/8/2021		HEAT TREATING SERVICES	Y	4/18/2020	Y	N	Last AWG received on 6/8/20.
\$180.55	6/8/2021		ALCOTT HR Group	Y	4/18/2020	Y	N	First AWG payment ever received on the account
\$111.96	6/9/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/21, was sending voluntary payments from 2/11/2021 through 5/10/2021.
\$62.73	6/10/2021		WHITE RIVER MARINE LLC	Y	4/30/2020	Y	N	Last AWG payment received 4/22/2020.
\$100.06	6/11/2021		ROUSES ENTERPRISES LLC	Y	4/11/2020	Y	N	Last AWG payment received 1/28/2020.
\$159.07	6/11/2021		UPS	Y	4/10/2020	Y	N	Last AWG payment received 3/31/2020.
\$441.97	6/14/2021		AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	Last AWG payment received 4/27/2020.
\$307.18	6/14/2021		AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	Last AWG payment received 4/27/2020.
\$307.18	6/14/2021		AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	Last AWG payment received 4/27/2020.
\$39.85	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 2/8/2021.
\$94.60	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 10/15/2019
\$12.20	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 10/15/2019.
\$64.45	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 2/8/2021.
\$75.22	6/15/2021	SOUTHEAST CONNECTIONS LLC	Y	4/30/2020	Y	N	Last AWG payment received 3/13/2020.	
\$184.04	6/16/2021	AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.	
\$184.04	6/16/2021	AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.	
\$170.70	6/16/2021	OASIS OUTSOURCING INC	Y	4/18/2020	Y	N	Last AWG payment received 4/09/2020.	
\$368.08	6/16/2021	AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.	
\$184.04	6/16/2021	AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.	
\$83.75	6/16/2021	BEST WESTERN ROSEVILLE INN	Y	4/18/2020	Y	N	Last AWG payment received 5/10/2021, posted as VDL, corrected.	
\$44.79	6/16/2021	MCDONALD'S	Y	4/18/2020	Y	N	First AWG payment received, prior pmts were PayGovs.	
\$41.44	6/16/2021	MCDONALD'S	Y	4/18/2020	Y	N	First AWG payment received, prior pmts were PayGovs.	
\$136.76	6/16/2021	OASIS OUTSOURCING INC	Y	4/18/2020	Y	N	Last AWG payment received 4/22/2020.	
\$58.66	6/16/2021	BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/2021	
\$119.95	6/16/2021	BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/2021	
\$188.54	6/16/2021	ALCOTT HR Group	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.	
\$198.64	6/16/2021	ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.	
\$186.66	6/16/2021	ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.	
\$210.74	6/16/2021	ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.	
\$193.68	6/16/2021	ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.	
\$99.37	6/16/2021	WILLIAMS-SONOMA INC	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.	
\$144.53	6/16/2021	WHOLE FOODS	Y	5/15/2020	Y	N	Last AWG payment received 4/20/2020.	
\$111.29	6/16/2021	WHOLE FOODS	Y	5/15/2020	Y	N	Last AWG payment received 4/20/2020.	
\$76.18	6/17/2021	BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/16/2020.	
\$153.81	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$195.60	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$212.82	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$230.04	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$162.39	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$220.09	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$188.70	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$195.48	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$193.31	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$137.96	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$187.53	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$215.76	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$217.96	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$58.34	6/21/2021	OLYMPIA FAMILY RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 10/13/2020.	
\$26.15	6/21/2021	J&M SMOG & AUTO REPAIR	Y	4/18/2020	Y	N	Last AWG payment received 4/8/2020.	
\$61.28	6/21/2021	OLYMPIA FAMILY RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 10/13/2020.	
\$26.15	6/21/2021	J&M SMOG & AUTO REPAIR	Y	4/18/2020	Y	N	Last AWG payment received 4/8/2020.	
\$194.82	6/23/2021	ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/16/2021.	
\$88.14	6/23/2021	WILLIAMS-SONOMA INC	Y	4/18/2020	Y	N	Last AWG payment received 6/16/2021.	
\$50.29	6/24/2021	BAYOU CONCRETE LLC	Y	4/18/2021	Y	N	Last AWG payment received 6/17/2021.	
\$0.93	6/25/2021	NORTHWEST ARKANSAS EMPLOYEES LLC	Y	4/18/2021	Y	N	Last AWG payment received 2/7/2020.	

\$9,372.73





**From:** Seeley, Theresa L  
**Sent:** Mon, 12 Jul 2021 13:42:26 +0000  
**To:** Szathmary, Michael;Tyrrell, Pete;Bryant, Michael;Wise, Mark;Burriss, Joshua;Wohlfiel, Luz;Derrick, Annette  
**Cc:** Smith, Karen M;Salanik, Kathleen;Santos, Bob;Lindbloom, Niev E;Johnston, Lamonica M;Razmadze, Sophio;DMCS Contracts;Pugh, James  
**Subject:** Re-Opening of AWG Lockbox - 7/12/21 Weekly Update  
**Attachments:** AWG Payment 7-8-2021.xlsx

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Summary of payments received in the AWG Lockbox from 5/31/21 – 7/9/2021:

Type of Payment Received	Number of Payments Received	Amount Received	Number of Employers	Number of Borrowers	WG30 / WG34 Sent
AWG Payments	83	\$15,133.39	29	33	33
Non-AWG Payments	11	\$31,178.04			
<b>Total</b>	<b>94</b>	<b>\$46,311.43</b>	<b>29</b>	<b>33</b>	<b>33</b>

15 AWG payments for 5 borrowers received the week of 7/6-7/9:

- 4 unique employers who had not sent in garnishments in the past. Reached out to the employers:
  - One was a replacement check from 2019; employer confirmed they will stop garnishing.
  - Payroll thought CARES Act ended; confirmed they will stop garnishing.
  - Spoke to payroll who opened a ticket for further research; would not confirm garnishment stopped until research is completed. This employer sent 11 of the 15 payments.
  - Left voicemail with employer.
- No AWG payments were received from US Bank on 7/5 (Federal Holiday), 7/6, 7/7, or 7/9.

See attached file for details.

**Theresa Seeley**  
 Research Analyst, Business Operations  
 Debt Management and Collections System (DMCS)  
**Maximus Federal**  
 Remote: Deerfield, NY, Eastern Time  
 Mobile: (b)(6)  
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Payment Amount	Date Received	Borrower Number	Employer Name	WG30/34 Sent	Date WG30/W34 was sent	AWG Payment	Unable to Locate (UTL) Borrower on Debt Manager Y/N	Comments
\$103.71	6/4/2021	(b)(6)	LOAD KING MFG	Y	4/18/2020	Y	N	Last AWG received on 04/27/20
\$136.19	6/4/2021		LOAD KING MFG	Y	4/18/2020	Y	N	Last AWG received on 04/27/20
\$135.58	6/4/2021		DBI SERVICES LLC	Y	4/18/2020	Y	N	Last AWG received on 04/13/20
\$96.88	6/4/2021		SILKTOWN ROOFING, INC	Y	4/18/2020	Y	N	Last AWG received on 2/26/20
\$154.00	6/4/2021		SILKTOWN ROOFING, INC	Y	4/18/2020	Y	N	Last AWG received on 2/26/20
\$100.80	6/4/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG received 5/26/20 was making voluntary payments from 2/12/21 through 5/10/21
\$80.46	6/4/2021		THOMAS JEFFERSON FOU.	Y	4/18/2020	Y	N	Last AWG received on 04/28/20
\$59.81	6/4/2021		Swift Beef Company C/O	Y	4/18/2020	Y	N	Last AWG received on 04/17/20
\$83.85	6/8/2021		WILLIAMS-SONOMA INC.	Y	4/18/2020	Y	N	Last AWG received 3/30/20 received voluntary payments 5/10/21
\$192.17	6/8/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Employer garnished and sent payments up until lockbox PO box closed
\$202.83	6/8/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Employer garnished and sent payments up until lockbox PO box closed
\$45.37	6/8/2021		HEAT TREATING SERVICES	Y	4/18/2020	Y	N	Last AWG received on 6/8/20.
\$30.63	6/8/2021		HEAT TREATING SERVICES	Y	4/18/2020	Y	N	Last AWG received on 6/8/20.
\$180.55	6/8/2021		ALCOTT HR Group	Y	4/18/2020	Y	N	First AWG payment ever received on the account
\$111.96	6/9/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/21, was sending voluntary payments from 2/11/2021 through 5/10/2021.
\$62.73	6/10/2021		WHITE RIVER MARINE LLC	Y	4/30/2020	Y	N	Last AWG payment received 4/22/2020.
\$100.06	6/11/2021		ROUSES ENTERPRISES LLC	Y	4/11/2020	Y	N	Last AWG payment received 1/28/2020.
\$159.07	6/11/2021		UPS	Y	4/10/2020	Y	N	Last AWG payment received 3/31/2020.
\$441.97	6/14/2021		AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	Last AWG payment received 4/27/2020.
\$307.18	6/14/2021		AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	Last AWG payment received 4/27/2020.
\$307.18	6/14/2021		AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	Last AWG payment received 4/27/2020.
\$39.85	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 2/8/2021.
\$94.60	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 10/15/2019
\$12.20	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 10/15/2019
\$64.45	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 2/8/2021.
\$75.22	6/15/2021		SOUTHEAST CONNECTIONS LLC	Y	4/30/2020	Y	N	Last AWG payment received 3/13/2020.
\$184.04	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.
\$184.04	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.
\$170.70	6/16/2021		OASIS OUTSOURCING INC	Y	4/18/2020	Y	N	Last AWG payment received 4/08/2020.
\$368.08	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.
\$184.04	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.
\$83.75	6/16/2021		BEST WESTERN ROSEVILLE INN	Y	4/18/2020	Y	N	Last AWG payment received 5/10/2021, posted as VOL corrected.
\$44.79	6/16/2021		MCDONALD'S	Y	4/18/2020	Y	N	First AWG payment received, prior pmts were PayGovs.
\$41.44	6/16/2021		MCDONALD'S	Y	4/18/2020	Y	N	First AWG payment received, prior pmts were PayGovs.
\$136.76	6/16/2021		OASIS OUTSOURCING INC	Y	4/18/2020	Y	N	Last AWG payment received 4/22/2020.
\$58.66	6/16/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/2021
\$119.95	6/16/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/2021
\$188.54	6/16/2021		ALCOTT HR Group	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$195.64	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$186.66	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$210.74	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$193.68	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$99.37	6/16/2021		WILLIAMS-SONOMA INC.	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$144.53	6/16/2021		WHOLE FOODS	Y	5/15/2020	Y	N	Last AWG payment received 4/20/2020.
\$111.29	6/16/2021		WHOLE FOODS	Y	5/15/2020	Y	N	Last AWG payment received 4/20/2020.
\$76.18	6/17/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/16/2020.
\$153.81	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$185.60	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$212.82	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$230.04	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$162.39	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$220.09	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$188.70	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$195.48	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$193.31	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$137.96	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$187.53	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$215.76	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$217.96	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$58.34	6/21/2021		OLYMPIA FAMILY RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 10/13/2020.
\$26.15	6/21/2021		J&M SMOG & AUTO REPAIR	Y	4/18/2020	Y	N	Last AWG payment received 4/8/2020.
\$61.28	6/21/2021		OLYMPIA FAMILY RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 10/13/2020.
\$26.15	6/21/2021		J&M SMOG & AUTO REPAIR	Y	4/18/2020	Y	N	Last AWG payment received 4/8/2020.
\$194.82	6/23/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/16/2021.
\$88.14	6/23/2021		WILLIAMS-SONOMA INC.	Y	4/18/2020	Y	N	Last AWG payment received 6/16/2021.
\$50.29	6/24/2021		BAYOU CONCRETE LLC	Y	4/18/2021	Y	N	Last AWG payment received 6/17/2021.
\$0.93	6/25/2021		NORTHWEST ARKANSAS EMPLOYEES LLC	Y	4/18/2021	Y	N	Last AWG payment received 2/7/2020.
\$106.52	6/29/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 06/18/2021.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$117.68	7/8/2021		MANATEE COUNTY SCHOOL DISTRICT	Y	4/18/2020	Y	N	Last AWG payment received 03/30/2020.
\$2.21	7/8/2021		CHS INC	Y	4/18/2020	Y	N	First AWG payment received, prior pmts were TOPS.
\$155.00	7/8/2021		SUPERIOR TECHNICAL CERAMICS	Y	5/8/2020	Y	N	Last AWG payment received 4/27/2020.
\$195.50	7/8/2021		SUPERIOR TECHNICAL CERAMICS	Y	4/12/2020	Y	N	Last AWG payment received 10/15/2019.



**From:** Seeley, Theresa L  
**Sent:** Mon, 19 Jul 2021 15:48:23 +0000  
**To:** Szathmary, Michael;Tyrrell, Pete;Bryant, Michael;Wise, Mark;Burris, Joshua;Wohlfiel, Luz;Derrick, Annette  
**Cc:** Smith, Karen M;Salanik, Kathleen;Santos, Bob;Lindbloom, Niev E;Johnston, Lamonica M;Razmadze, Sophio;DMCS Contracts;Pugh, James  
**Subject:** Re-Opening of AWG Lockbox - 7/19/21 Weekly Update  
**Attachments:** AWG Payment 7-16-2021.xlsx

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Summary of payments received in the AWG Lockbox from 5/31/21 – 7/16/2021:

Type of Payment Received	Number of Payments Received	Amount Received	Number of Employers	Number of Borrowers	WG30 / WG34 Sent
AWG Payments	125	\$22,516.85	33	37	37
Non-AWG Payments	11	\$31,178.04			
<b>Total</b>	<b>136</b>	<b>\$53,694.89</b>	<b>33</b>	<b>37</b>	<b>37</b>

42 AWG payments for 5 borrowers received the week of 7/12-7/16:

- 4 unique employers who had not sent in garnishments in the past. Reached out to the employers:
  - Replacement checks (33) for one borrower, left message for employer to verify they are not continuing to garnish
  - Spoke with the payroll and they are contacting their payroll department to ensure cease garnishment.
  - Left voicemail with employer.
- Reaching out to employers on 7/19 from the payments received in the 7/16 file.
- No AWG payments were received from US Bank on 7/12, 7/13, and 7/15.

See attached file for details.

**Theresa Seeley**

Research Analyst, Business Operations  
 Debt Management and Collections System (DMCS)

**Maximus Federal**

Remote: Deerfield, NY, Eastern Time

Mobile: (b)(6)

[TheresaLSeeley@maximus.com](mailto:TheresaLSeeley@maximus.com)

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Payment Amount	Date Received	Borrower	Employer Name	WG30/34 Sent	Date WG30/W34 was sent	AWG Payment	Unable to Locate (U/L) Borrower on Debt Manager Y/N	Comments
\$103.71	6/4/2021	(b)(6)	LOAD KING MFG	Y	4/18/2020	Y	N	Last AWG received on 04/27/20
\$136.19	6/4/2021		LOAD KING MFG	Y	4/18/2020	Y	N	Last AWG received on 04/27/20
\$135.58	6/4/2021		DBI SERVICES LLC	Y	4/18/2020	Y	N	Last AWG received on 04/13/20
\$96.88	6/4/2021		SILKTOWN ROOFING, INC	Y	4/18/2020	Y	N	Last AWG received on 2/26/20
\$154.00	6/4/2021		SILKTOWN ROOFING, INC	Y	4/18/2020	Y	N	Last AWG received on 2/26/20
\$100.80	6/4/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG received 5/26/20 was making voluntary payments from 2/12/21 through 5/10/21
\$80.46	6/4/2021		THOMAS JEFFERSON FOU	Y	4/18/2020	Y	N	Last AWG received on 04/28/20
\$59.81	6/4/2021		Swift Beef Company C/O	Y	4/18/2020	Y	N	Last AWG received on 04/17/20
\$83.85	6/8/2021		WILLIAMS-SONOMA INC.	Y	4/18/2020	Y	N	Last AWG received 3/30/20 received voluntary payments 5/10/21
\$192.17	6/8/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Employer garnished and sent payments up until lockbox PO box closed
\$202.83	6/8/2021	ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Employer garnished and sent payments up until lockbox PO box closed	
\$45.37	6/8/2021	HEAT TREATING SERVICES	Y	4/18/2020	Y	N	Last AWG received on 6/8/20.	
\$30.63	6/8/2021	HEAT TREATING SERVICES	Y	4/18/2020	Y	N	Last AWG received on 6/8/20.	
\$180.55	6/8/2021	ALCOTT HR Group	Y	6/18/2020	Y	N	First AWG payment ever received on the account	
\$111.96	6/9/2021	BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/21, was sending voluntary payments from 2/11/2021 through 5/10/2021.	
\$62.73	6/10/2021	WHITE RIVER MARINE LLC	Y	4/30/2020	Y	N	Last AWG payment received 4/22/2020.	
\$100.06	6/11/2021	ROUSES ENTERPRISES LLC	Y	4/11/2020	Y	N	Last AWG payment received 1/28/2020.	
\$159.07	6/11/2021	LIPS	Y	4/10/2020	Y	N	Last AWG payment received 3/31/2020.	
\$441.97	6/14/2021	AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	Last AWG payment received 4/27/2020.	
\$307.18	6/14/2021	AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	Last AWG payment received 4/27/2020.	
\$307.18	6/14/2021	AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	Last AWG payment received 4/27/2020.	
\$39.85	6/14/2021	SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 2/8/2021.	
\$94.60	6/14/2021	SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 10/15/2019	
\$12.20	6/14/2021	SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 10/15/2019	
\$64.45	6/14/2021	SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 2/8/2021.	
\$75.22	6/15/2021	SOUTHEAST CONNECTIONS LLC	Y	4/30/2020	Y	N	Last AWG payment received 3/13/2020.	
\$184.04	6/16/2021	AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.	
\$184.04	6/16/2021	AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.	
\$170.70	6/16/2021	OASIS OUTSOURCING INC	Y	4/18/2020	Y	N	Last AWG payment received 4/08/2020.	
\$368.08	6/16/2021	AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.	
\$184.04	6/16/2021	AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.	
\$83.75	6/16/2021	BEST WESTERN ROSEVILLE INN	Y	4/18/2020	Y	N	Last AWG payment received 5/10/2021, posted as VOL corrected.	
\$44.79	6/16/2021	MCDONALD'S	Y	4/18/2020	Y	N	First AWG payment received, prior pmts were PayGovs.	
\$41.44	6/16/2021	MCDONALD'S	Y	4/18/2020	Y	N	First AWG payment received, prior pmts were PayGovs.	
\$136.76	6/16/2021	OASIS OUTSOURCING INC	Y	4/18/2020	Y	N	Last AWG payment received 4/22/2020.	
\$58.66	6/16/2021	BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/2021	
\$119.95	6/16/2021	BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/2021	
\$188.54	6/16/2021	ALCOTT HR Group	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.	
\$198.64	6/16/2021	ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.	
\$186.66	6/16/2021	ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.	
\$210.74	6/16/2021	ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.	
\$393.68	6/16/2021	ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.	
\$99.37	6/16/2021	WILLIAMS-SONOMA INC	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.	
\$144.53	6/16/2021	WHOLE FOODS	Y	5/15/2020	Y	N	Last AWG payment received 4/20/2020.	
\$111.29	6/16/2021	WHOLE FOODS	Y	5/15/2020	Y	N	Last AWG payment received 4/20/2020.	
\$76.18	6/17/2021	BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/16/2020.	
\$153.81	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$185.60	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$212.82	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$230.04	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$162.39	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$270.09	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$188.70	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$195.48	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$193.31	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$137.96	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$187.53	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$215.76	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$217.96	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$58.34	6/21/2021	OLYMPIA FAMILY RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 10/13/2020	
\$26.15	6/21/2021	J&M SMOG & AUTO REPAIR	Y	4/18/2020	Y	N	Last AWG payment received 4/8/2020.	
\$61.28	6/21/2021	OLYMPIA FAMILY RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 10/13/2020.	
\$26.15	6/21/2021	J&M SMOG & AUTO REPAIR	Y	4/18/2020	Y	N	Last AWG payment received 4/8/2020.	
\$194.82	6/23/2021	ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/16/2021.	
\$88.14	6/23/2021	WILLIAMS-SONOMA INC.	Y	4/18/2020	Y	N	Last AWG payment received 6/16/2021.	
\$50.29	6/24/2021	BAYOU CONCRETE LLC	Y	6/18/2021	Y	N	Last AWG payment received 6/17/2021.	
\$0.93	6/25/2021	NORTHWEST ARKANSAS EMPLOYEES LLC	Y	4/18/2021	Y	N	Last AWG payment received 2/7/2020.	
\$106.52	6/29/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 06/18/2021.	
\$471.25	7/8/2021	BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020	
\$471.25	7/8/2021	BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.	
\$471.25	7/8/2021	BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.	
\$471.25	7/8/2021	BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.	
\$471.25	7/8/2021	BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.	
\$471.25	7/8/2021	BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.	
\$471.25	7/8/2021	BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.	
\$471.25	7/8/2021	BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.	
\$471.25	7/8/2021	BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.	
\$117.68	7/8/2021	MANATEE COUNTY SCHOOL DISTRICT	Y	4/18/2020	Y	N	Last AWG payment received 03/30/2020.	
\$2.21	7/8/2021	CHS INC	Y	4/18/2020	Y	N	First AWG payment received, prior pmts were TOP5.	
\$155.00	7/8/2021	SUPERIOR TECHNICAL CERAMICS	Y	5/8/2020	Y	N	Last AWG payment received 4/27/2020.	
\$195.50	7/8/2021	SUPERIOR TECHNICAL CERAMICS	Y	4/12/2020	Y	N	Last AWG payment received 10/15/2019.	
\$192.12	7/15/2021	PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.	
\$193.61	7/15/2021	PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.	
\$189.07	7/15/2021	PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.	
\$212.26	7/15/2021	PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.	
\$238.26	7/15/2021	PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.	
\$213.27	7/15/2021	PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.	
\$187.32	7/15/2021	PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.	

\$237.47	7/15/2021	(b)(6)	PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$189.07	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$205.61	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$206.33	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$227.58	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$246.37	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$202.06	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$223.74	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$266.61	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$196.28	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$202.05	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$222.76	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$224.69	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$248.30	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$217.47	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$202.06	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$222.76	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$202.06	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$202.05	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$253.85	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$248.30	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$222.76	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$291.67	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$200.81	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$123.64	7/15/2021		CITY WINERY	Y	4/18/2020	Y	N	Last AWG payment received 4/7/2020.
\$72.86	7/15/2021		PYURE SALON	Y	4/30/2020	Y	N	Last AWG payment received 7/21/2020.
\$184.04	7/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 6/16/2021.
\$20.07	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$145.10	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$163.74	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$142.81	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$166.27	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$36.97	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$150.00	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$169.45	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.

523,296.96





**From:** Seeley, Theresa L  
**Sent:** Mon, 26 Jul 2021 13:04:46 +0000  
**To:** Szathmary, Michael;Tyrrell, Pete;Bryant, Michael;Wise, Mark;Burriss, Joshua;Wohlfiel, Luz;Derrick, Annette  
**Cc:** Smith, Karen M;Salanik, Kathleen;Santos, Bob;Lindbloom, Niev E;Johnston, Lamonica M;Razmadze, Sophio;DMCS Contracts;Pugh, James  
**Subject:** Re-Opening of AWG Lockbox - 7/26/21 Weekly Update  
**Attachments:** AWG Payment 7-22-2021.xlsx

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Summary of payments received in the AWG Lockbox from 5/31/21 – 7/23/2021:

Type of Payment Received	Number of Payments Received	Amount Received	Number of Employers	Number of Borrowers	WG30 / WG34 Sent
AWG Payments	129	\$24,551.20	37	41	*40
Non-AWG Payments	11	\$31,178.04			
<b>Total</b>	<b>140</b>	<b>\$55,729.24</b>	<b>37</b>	<b>41</b>	<b>*40</b>

4 AWG payments for \*4 borrowers received the week of 7/19-7/23:

- 4 unique employers who had not sent in garnishments in the past. Reached out to the employers:
  - \*Unable to identify one borrower; reached out to employer for assistance; awaiting reply.
  - Payroll aware of previous notices to cease, will research to determine why ADP sent check; awaiting reply.
  - Left multiple voicemails with payroll for two employers; awaiting reply.
- No AWG payments were received from US Bank on 7/23.

For employers where stop garnishment confirmation has not been received, MFS reaches out weekly to get resolution.

See attached file for details.

**Theresa Seeley**

Research Analyst, Business Operations  
 Debt Management and Collections System (DMCS)

**Maximus Federal**

Remote: Deerfield, NY, Eastern Time

Mobile: (b)(6)

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Payment Amount	Date Received	Borrower Number	Employer Name	WG30/34 Sent	Date WG30/W34 was sent	AWG Payment	Unable to locate (U/L) Borrower on Debt Manager Y/N	Comments
\$103.71	6/4/2021	(b)(6)	LOAD KING MFG	Y	4/18/2020	Y	N	Last AWG received on 04/27/20
\$136.19	6/4/2021		LOAD KING MFG	Y	4/18/2020	Y	N	Last AWG received on 04/27/20
\$135.58	6/4/2021		DBI SERVICES LLC	Y	4/18/2020	Y	N	Last AWG received on 04/13/20
\$96.88	6/4/2021		SILKTOWN ROOFING, INC	Y	4/18/2020	Y	N	Last AWG received on 2/26/20
\$154.00	6/4/2021		SILKTOWN ROOFING, INC	Y	4/18/2020	Y	N	Last AWG received on 2/26/20
\$100.80	6/4/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG received 5/26/20 was making voluntary payments from 2/12/21 through 5/10/21
\$80.46	6/4/2021		THOMAS JEFFERSON FOU	Y	4/18/2020	Y	N	Last AWG received on 04/28/20
\$59.81	6/4/2021		Swift Beef Company C/O	Y	4/18/2020	Y	N	Last AWG received on 04/17/20
\$83.85	6/8/2021		WILLIAMS-SONOMA INC	Y	4/18/2020	Y	N	Last AWG received 3/30/20 received voluntary payments 5/10/21
\$192.17	6/8/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Employer garnished and sent payments up until lockbox PO box closed
\$202.83	6/8/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Employer garnished and sent payments up until lockbox PO box closed
\$45.37	6/8/2021		HEAT TREATING SERVICES	Y	4/18/2020	Y	N	Last AWG received on 6/8/20.
\$30.63	6/8/2021		HEAT TREATING SERVICES	Y	4/18/2020	Y	N	Last AWG received on 6/8/20.
\$180.55	6/8/2021		ALCOTT HR Group	Y	4/18/2020	Y	N	First AWG payment ever received on the account.
\$111.96	6/9/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/21, was sending voluntary payments from 2/11/2021 through 5/10/2021
\$62.73	6/10/2021		WHITE RIVER MARINE LLC	Y	4/30/2020	Y	N	Last AWG payment received 4/22/2020.
\$100.06	6/11/2021		ROUSES ENTERPRISES LLC	Y	4/11/2020	Y	N	Last AWG payment received 1/28/2020.
\$159.07	6/11/2021		UPS	Y	4/10/2020	Y	N	Last AWG payment received 3/31/2020.
\$441.97	6/14/2021		AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	Last AWG payment received 4/27/2020.
\$307.18	6/14/2021		AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	Last AWG payment received 4/27/2020.
\$307.18	6/14/2021		AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	Last AWG payment received 4/27/2020.
\$39.85	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 2/8/2021.
\$94.60	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 10/15/2019
\$12.20	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 10/15/2019
\$64.45	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 2/8/2021.
\$75.22	6/15/2021		SOUTHEAST CONNECTIONS LLC	Y	4/30/2020	Y	N	Last AWG payment received 3/13/2020.
\$184.04	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.
\$184.04	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.
\$170.70	6/16/2021		OASIS OUTSOURCING INC	Y	4/18/2020	Y	N	Last AWG payment received 4/08/2020.
\$368.08	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.
\$184.04	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.
\$83.75	6/16/2021		BEST WESTERN ROSEVILLE INN	Y	4/18/2020	Y	N	Last AWG payment received 5/10/2021, posted as VOL, corrected.
\$44.79	6/16/2021		MCDONALD'S	Y	4/18/2020	Y	N	First AWG payment received, prior pmts were PayGovs.
\$41.44	6/16/2021		MCDONALD'S	Y	4/18/2020	Y	N	First AWG payment received, prior pmts were PayGovs.
\$136.76	6/16/2021		OASIS OUTSOURCING INC	Y	4/18/2020	Y	N	Last AWG payment received 4/22/2020.
\$58.66	6/16/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/2021
\$119.95	6/16/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/2021
\$188.54	6/16/2021		ALCOTT HR Group	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$198.64	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$186.66	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$210.74	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$393.68	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$99.37	6/16/2021		WILLIAMS-SONOMA INC	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$144.53	6/16/2021		WHOLE FOODS	Y	5/15/2020	Y	N	Last AWG payment received 4/20/2020.
\$111.29	6/16/2021		WHOLE FOODS	Y	5/15/2020	Y	N	Last AWG payment received 4/20/2020.
\$76.18	6/17/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/16/2020.
\$153.81	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$185.60	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$212.82	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$230.04	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$162.39	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$220.09	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$188.70	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$195.48	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$193.31	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$137.96	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$187.53	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$215.76	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$217.96	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$58.34	6/21/2021		OLYMPIA FAMILY RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 10/13/2020.
\$26.15	6/21/2021		J&M SMOG & AUTO REPAIR	Y	4/18/2020	Y	N	Last AWG payment received 4/8/2020.
\$61.28	6/21/2021		OLYMPIA FAMILY RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 10/13/2020.
\$26.15	6/21/2021		J&M SMOG & AUTO REPAIR	Y	4/18/2020	Y	N	Last AWG payment received 4/8/2020.
\$194.82	6/23/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 5/16/2021.
\$88.14	6/23/2021		WILLIAMS-SONOMA INC	Y	4/18/2020	Y	N	Last AWG payment received 6/16/2021.
\$50.29	6/24/2021		BAYOU CONCRETE LLC	Y	4/18/2021	Y	N	Last AWG payment received 6/17/2021.
\$0.93	6/25/2021		NORTHWEST ARKANSAS EMPLOYEES LLC	Y	4/18/2021	Y	N	Last AWG payment received 2/7/2020.
\$106.52	6/29/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 06/18/2021.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$117.68	7/8/2021		MANATEE COUNTY SCHOOL DISTRICT	Y	4/18/2020	Y	N	Last AWG payment received 03/30/2020.
\$2.21	7/8/2021		CHS INC	Y	4/18/2020	Y	N	First AWG payment received, prior pmts were TOPS
\$155.00	7/8/2021		SUPERIOR TECHNICAL CERAMICS	Y	5/8/2020	Y	N	Last AWG payment received 4/27/2020.
\$195.50	7/8/2021		SUPERIOR TECHNICAL CERAMICS	Y	4/12/2020	Y	N	Last AWG payment received 10/15/2019.
\$192.12	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$193.61	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$189.07	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$212.26	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$238.26	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$213.27	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$187.32	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.

\$237.47	7/15/2021	(b)(6)	PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$189.07	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$205.61	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$206.33	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$227.58	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$246.37	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$202.06	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$223.74	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$266.61	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$196.28	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$202.05	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$222.76	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$224.69	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$248.30	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$217.47	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$202.06	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$222.76	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$202.05	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$202.05	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$253.85	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$248.30	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$222.76	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$291.67	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$200.81	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check.
\$123.64	7/15/2021		CITY WINERY	Y	4/18/2020	Y	N	Last AWG payment received 4/7/2020.
\$72.86	7/15/2021		PYURE SALON	Y	4/30/2020	Y	N	Last AWG payment received 7/21/2020.
\$184.04	7/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 6/16/2021.
\$20.07	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$145.10	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$163.74	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$142.81	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$166.27	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$36.97	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$150.00	7/16/2021	OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.	
\$169.45	7/16/2021	OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.	
\$681.82	7/19/2021	CREE INC	Y	4/30/2020	Y	N	First AWG payment ever received on the account.	
\$106.95	7/20/2021	SKILCRAFT LLC	Y	4/18/2020	Y	N	Last AWG payment received 5/12/2020.	
\$282.87	7/21/2021	SLEEP NUMBER CORPORATION	Y	4/18/2020	Y	N	Last AWG payment received 3/11/2020.	
\$182.60	7/22/2021	LONG ISLAND TUTORIAL SERVICES INC			Y	Y	Awaiting employer reply to identify borrower: 7/23/2021.	

\$24,551.20

Payment Amount	Date Received	Borrower Number	Employer Name	WG30/34 Sent	Date WG30/W34 was sent	AWG Payment	Unable to Locate (UTL) Borrower on Debt Manager Y/N	Comments
\$3,341.00	6/4/2021		UC SAN DIEGO			N	Y	This was a misdirected payment; should have been sent to Department of Energy funds forwarded to them.
\$217.00	6/4/2021	(b)(6)				N	N	contacted to inform her to change the payment address
\$3,341.00	6/4/2021		WASHINGTON UNIVERSITY IN STL			N	Y	This was a misdirected payment; should have been sent to Department of Energy funds forwarded to them.
\$146.86	6/10/2021	(b)(6)	NEW YORK STATE HIGHER EDUCATION SERVICES CORP	Y	4/18/2020	N	N	Last AWG payment received 10/13/2020. Payments 11/2/2020 - 6/9/2021 were voluntary. These are not AWG payments and are being reclassified as voluntary payments.
\$180.00	6/10/2021	(b)(6)	NEW YORK STATE HIGHER EDUCATION SERVICES CORP	Y	4/18/2020	N	N	First AWG payment received on this account. Prior payments were voluntary. These are not AWG payments and are being reclassified as voluntary payments.
\$133.93	6/14/2021		NEW YORK STATE HIGHER EDUCATION SERVICES CORP	N		N	N	First AWG payment received on this account. Prior payments were voluntary. These are not AWG payments and are being reclassified as voluntary payments.
\$100.00	6/14/2021		PARKWOOD LANDSCAPE MAINTENANCE	N		N	N	Last AWG received 8/3/2020. Contacted employer to verify AWG payments. Not AWG
\$10,000.00	6/22/2021		IOWA SPECIALTY HOSPITALS & CLINICS	N		N	Y	Contacted payroll. Payment is a tuition assistance payment. Not a garnishment. The borrower has account with Great Lakes.
\$30.00	6/22/2021	(b)(6)	MITCHELL FRASER	N		N	N	Payment was sent to wrong lockbox. Payment is a money order.
\$6,688.25	6/24/2021		OFFICE OF STATE TREASURER SOUTH CAROLINA	N		N	Y	Payment was sent to wrong lockbox. Contacted Finance. Payment belongs to
\$7,000.00	6/24/2021		OFFICE OF STATE TREASURER SOUTH CAROLINA	N		N	Y	Payment was sent to wrong lockbox. Contacted Finance. Unsure of servicer.
\$31,178.04								

**From:** Seeley, Theresa L  
**Sent:** Mon, 16 Aug 2021 15:08:13 +0000  
**To:** Szathmary, Michael;Tyrrell, Pete;Bryant, Michael;Wise, Mark;Burriss, Joshua;Wohlfiel, Luz;Derrick, Annette  
**Cc:** Smith, Karen M;Salanik, Kathleen;Santos, Bob;Lindbloom, Niev E;Johnston, Lamonica M;Razmadze, Sophio;DMCS Contracts;Pugh, James  
**Subject:** Re-Opening of AWG Lockbox - 8/16/21 Weekly Update  
**Attachments:** AWG Payment 8-13-21.xlsx

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Summary of payments received in the AWG Lockbox from 5/31/21 – 8/13/2021:

Type of Payment Received	Number of Payments Received	Amount Received	Number of Employers	Number of Borrowers	WG30 / WG34 Sent
AWG Payments	140	\$25,877.94	45	49	48
Non-AWG Payments	15	\$51,253.41			
<b>Total</b>	<b>155</b>	<b>\$77,131.35</b>	<b>45</b>	<b>49</b>	<b>48</b>

7 AWG Payments received the week of 8/9-8/13:

- 4 employers confirmed stopped.
- 3 employers; left voicemails; first contact was 8/16.
- No AWG payments were received from US Bank on 8/11, or 8/12.

1 Voluntary payment was received in the AWG lockbox.

For employers where stop garnishment confirmation has not been received, MFS reaches out weekly to get resolution.

See attached file for details.

**Theresa Seeley**

Research Analyst, Business Operations  
Debt Management and Collections System (DMCS)

**Maximus Federal**

Remote: Deerfield, NY, Eastern Time

Mobile: (b)(6)

[TheresaLSeeley@maximus.com](mailto:TheresaLSeeley@maximus.com)

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Payment Amount	Date Received	Borrower Number	Employer Name	WG30/34 Sent	Date WG30/W34 was sent	AWG Payment	Unable to Locate (UTL) Borrower on Debt Manager Y/N	Comments
\$103.71	6/4/2021	(b)(6)	LOAD KING MFG	Y	4/18/2020	Y	N	Last AWG received on 04/27/20
\$136.19	6/4/2021		LOAD KING MFG	Y	4/18/2020	Y	N	Last AWG received on 04/27/20
\$135.58	6/4/2021		DBI SERVICES LLC	Y	4/18/2020	Y	N	Last AWG received on 04/13/20
\$96.88	6/4/2021		SILKTOWN ROOFING, INC	Y	4/18/2020	Y	N	Last AWG received on 2/26/20
\$154.00	6/4/2021		SILKTOWN ROOFING, INC	Y	4/18/2020	Y	N	Last AWG received on 2/26/20
\$100.80	6/4/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG received 5/26/20 was making voluntary payments from 2/12/21 through 5/10/21
\$80.46	6/4/2021		THOMAS JEFFERSON FOU	Y	4/18/2020	Y	N	Last AWG received on 04/28/20
\$59.81	6/4/2021		Swift Beef Company C/O	Y	4/18/2020	Y	N	Last AWG received on 04/17/20
\$83.85	6/8/2021		WILLIAMS-SONOMA INC.	Y	4/18/2020	Y	N	Last AWG received 3/30/20 received voluntary payments 5/10/21
\$192.17	6/8/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Employer garnished and sent payments up until lockbox PO box closed
\$202.83	6/8/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Employer garnished and sent payments up until lockbox PO box closed
\$45.37	6/8/2021		HEAT TREATING SERVICES	Y	4/18/2020	Y	N	Last AWG received on 6/8/20.
\$30.63	6/8/2021		HEAT TREATING SERVICES	Y	4/18/2020	Y	N	Last AWG received on 6/8/20.
\$180.55	6/8/2021		ALCOTT HR Group	Y	4/18/2020	Y	N	First AWG payment ever received on the account
\$111.96	6/9/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/21, was sending voluntary payments from 2/11/2021 through 5/10/2021.
\$62.73	6/10/2021		WHITE RIVER MARINE LLC	Y	4/30/2020	Y	N	Last AWG payment received 4/22/2020.
\$100.06	6/11/2021		ROUSES ENTERPRISES LLC	Y	4/11/2020	Y	N	Last AWG payment received 1/28/2020.
\$159.07	6/11/2021		UPS	Y	4/10/2020	Y	N	Last AWG payment received 3/31/2020.
\$441.97	6/14/2021		AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	Last AWG payment received 4/27/2020.
\$307.18	6/14/2021		AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	Last AWG payment received 4/27/2020.
\$307.18	6/14/2021		AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	Last AWG payment received 4/27/2020.
\$39.85	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 2/8/2021.
\$94.60	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 10/15/2019
\$12.20	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 10/15/2019
\$64.45	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 2/8/2021.
\$75.22	6/15/2021		SOUTHEAST CONNECTIONS LLC	Y	4/30/2020	Y	N	Last AWG payment received 3/13/2020.
\$184.04	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.
\$184.04	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.
\$170.70	6/16/2021		OASIS OUTSOURCING INC	Y	4/18/2020	Y	N	Last AWG payment received 4/08/2020.
\$368.08	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.
\$184.04	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.
\$83.75	6/16/2021		BEST WESTERN ROSEVILLE INN	Y	4/18/2020	Y	N	Last AWG payment received 5/10/2021, posted as VOL, corrected.
\$44.79	6/16/2021		MCDONALD'S	Y	4/18/2020	Y	N	First AWG payment received, prior pmts were PayGovs.
\$41.44	6/16/2021		MCDONALD'S	Y	4/18/2020	Y	N	First AWG payment received, prior pmts were PayGovs.
\$136.76	6/16/2021		OASIS OUTSOURCING INC	Y	4/18/2020	Y	N	Last AWG payment received 4/22/2020.
\$58.66	6/16/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/2021
\$119.95	6/16/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/2021
\$188.54	6/16/2021		ALCOTT HR Group	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$198.64	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$186.66	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$210.74	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$393.68	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$99.37	6/16/2021		WILLIAMS-SONOMA INC	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$144.53	6/16/2021	WHOLE FOODS	Y	5/15/2020	Y	N	Last AWG payment received 4/20/2020.	
\$111.29	6/16/2021	WHOLE FOODS	Y	5/15/2020	Y	N	Last AWG payment received 4/20/2020.	
\$76.18	6/17/2021	BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/16/2020.	
\$153.81	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$185.60	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$212.82	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$230.04	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$162.39	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$220.09	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$188.70	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$195.48	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$193.31	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$137.96	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$187.53	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$215.76	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$217.96	6/21/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.	
\$58.34	6/21/2021	OLYMPIA FAMILY RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 10/13/2020	
\$26.15	6/21/2021	J&M SMOG & AUTO REPAIR	Y	4/18/2020	Y	N	Last AWG payment received 4/8/2020.	
\$61.28	6/21/2021	OLYMPIA FAMILY RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 10/13/2020.	
\$26.15	6/21/2021	J&M SMOG & AUTO REPAIR	Y	4/18/2020	Y	N	Last AWG payment received 4/8/2020.	
\$194.82	6/23/2021	ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/16/2021.	
\$88.14	6/23/2021	WILLIAMS-SONOMA INC.	Y	4/18/2020	Y	N	Last AWG payment received 6/16/2021.	
\$50.29	6/24/2021	BAYOU CONCRETE LLC	Y	4/18/2021	Y	N	Last AWG payment received 6/17/2021.	
\$0.93	6/25/2021	NORTHWEST ARKANSAS EMPLOYEES LLC	Y	4/18/2021	Y	N	Last AWG payment received 2/7/2020.	
\$106.52	6/29/2021	PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 06/18/2021.	
\$471.25	7/8/2021	BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020	
\$471.25	7/8/2021	BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.	
\$471.25	7/8/2021	BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.	
\$471.25	7/8/2021	BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.	
\$471.25	7/8/2021	BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.	
\$471.25	7/8/2021	BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.	
\$471.25	7/8/2021	BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.	
\$471.25	7/8/2021	BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.	
\$471.25	7/8/2021	BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.	
\$117.68	7/8/2021	MANATEE COUNTY SCHOOL DISTRICT	Y	4/18/2020	Y	N	Last AWG payment received 03/30/2020.	
\$2.21	7/8/2021	CHS INC	Y	4/18/2020	Y	N	First AWG payment received, prior pmts were TOP5.	
\$155.00	7/8/2021	SUPERIOR TECHNICAL CERAMICS	Y	5/8/2020	Y	N	Last AWG payment received 4/27/2020.	
\$195.50	7/8/2021	SUPERIOR TECHNICAL CERAMICS	Y	4/12/2020	Y	N	Last AWG payment received 10/15/2019.	
\$192.12	7/15/2021	PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.	
\$193.61	7/15/2021	PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.	
\$189.07	7/15/2021	PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.	



\$212.26	7/15/2021	(b)(6)	PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$238.26	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$213.27	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$187.32	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$237.47	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$189.07	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$205.61	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$206.33	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$227.58	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$246.37	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$202.06	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$223.74	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$266.61	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$196.28	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$202.05	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$222.76	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$224.69	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$248.30	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$217.47	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$202.06	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$222.76	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$202.06	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$202.05	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$253.85	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$248.30	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$222.76	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$291.67	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$200.81	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$123.64	7/15/2021		CITY WINERY	Y	4/18/2020	Y	N	Last AWG payment received 4/7/2020.
\$72.86	7/15/2021		PYURE SALON	Y	4/30/2020	Y	N	Last AWG payment received 7/21/2020.
\$184.04	7/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 6/16/2021.
\$20.07	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$145.10	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$163.74	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$142.81	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$166.27	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$36.97	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$150.00	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$169.45	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$681.82	7/19/2021		CREE INC	Y	4/30/2020	Y	N	First AWG payment ever received on the account.
\$106.95	7/20/2021		SKILCRAFT LLC	Y	4/18/2020	Y	N	Last AWG payment received 5/12/2020.
\$282.87	7/21/2021		SLEEP NUMBER CORPORATION	Y	4/18/2020	Y	N	Last AWG payment received 3/11/2020.
\$182.60	7/22/2021		LONG ISLAND TUTORIAL SERVICES INC	Y	4/18/2020	Y	Y	Last AWG payment received 3/17/2020.
\$27.14	7/27/2021		NESCO RESOURCE	N	N/A	Y	N	Last AWG payment received 11/13/2017.
\$110.51	7/27/2021		SKILCRAFT LLC	Y	4/18/2020	Y	N	Last AWG payment received 5/12/2020.
\$233.55	7/29/2021		VIRGINIA DEPT OF HEALTH	Y	4/18/2020	Y	N	Payment dated prior to CARES Act.
\$82.54	8/4/2021		SKILCRAFT LLC	Y	4/18/2020	Y	N	Last AWG payment received 7/26/2021.
\$114.98	8/10/2021		SKILCRAFT LLC	Y	4/18/2020	Y	N	Last AWG payment received 8/4/2021.
\$5.00	8/10/2021		MONGE & ASSOCIATES	Y	4/18/2020	Y	N	Last AWG payment received 8/25/2020.
\$88.87	8/10/2021		TODAY'S HEALTH AND NUTRITION HEALTH	Y	4/18/2020	Y	N	Last AWG payment received 8/24/2020.
\$164.37	8/13/2021		TAYLOR FRAC	Y	4/10/2020	Y	N	Last AWG payment received 4/10/2020.
\$42.80	8/13/2021		HOTEL VALENCIA	Y	4/18/2020	Y	N	Last AWG payment received 7/18/2019.
\$271.88	8/14/2021		HARVEST CHADDS FORD LLC	Y	4/18/2020	Y	N	Last AWG payment received 1/14/2021.
\$185.10	8/13/2021		CESCAPHIE EVENT GROUP	Y	4/18/2020	Y	N	Last AWG payment received 3/12/2020.

\$25,877.94



**From:** Seeley, Theresa L  
**Sent:** Mon, 23 Aug 2021 11:26:00 +0000  
**To:** Szathmary, Michael;Tyrrell, Pete;Bryant, Michael;Wise, Mark;Burris, Joshua;Wohlfiel, Luz;Derrick, Annette  
**Cc:** Smith, Karen M;Salanik, Kathleen;Santos, Bob;Lindbloom, Niev E;Johnston, Lamonica M;Razmadze, Sophio;DMCS Contracts;Pugh, James  
**Subject:** Re-Opening of AWG Lockbox - 8/23/21 Weekly Update  
**Attachments:** AWG Payment 8-18-21.xlsx

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Summary of payments received in the AWG Lockbox from 5/31/21 – 8/20/2021:

Type of Payment Received	Number of Payments Received	Amount Received	Number of Employers	Number of Borrowers	WG30 / WG34 Sent
AWG Payments	153	\$26,580.14	48	52	48
Non-AWG Payments	17	\$120,323.41			
<b>Total</b>	<b>170</b>	<b>\$146,903.55</b>	<b>48</b>	<b>52</b>	<b>48</b>

13 AWG Payments received the week of 8/16-8/20:

- 5 employers confirmed stopped.
- No AWG payments were received from US Bank on 8/18, 8/19, or 8/20.

2 Voluntary payments received in the AWG lockbox.

As AWG payments are received MFS reaches out to get resolution; employers have been very responsive to the outreach.

See attached file for details.

**Theresa Seeley**

Research Analyst, Business Operations  
 Debt Management and Collections System (DMCS)

**Maximus Federal**

Remote: Deerfield, NY, Eastern Time

Mobile: (b)(6)

[TheresaLSeeley@maximus.com](mailto:TheresaLSeeley@maximus.com)

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Payment Amount	Date Received	Borrower Number	Employer Name	WG30/34 Sent	Date WG30/W34 was sent	AWG Payment	Unable to Locate (U/L) Borrower on Debt Manager Y/N	Comments
\$103.71	6/4/2021	(b)(6)	LOAD KING MFG	Y	4/18/2020	Y	N	Last AWG received on 04/27/20
\$136.19	6/4/2021		LOAD KING MFG	Y	4/18/2020	Y	N	Last AWG received on 04/27/20
\$135.58	6/4/2021		DBI SERVICES LLC	Y	4/18/2020	Y	N	Last AWG received on 04/13/20
\$96.88	6/4/2021		SILKTOWN ROOFING, INC	Y	4/18/2020	Y	N	Last AWG received on 2/26/20
\$154.00	6/4/2021		SILKTOWN ROOFING, INC	Y	4/18/2020	Y	N	Last AWG received on 2/26/20
\$100.80	6/4/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG received 5/26/20 was making voluntary payments from 2/12/21 through 5/10/21
\$80.46	6/4/2021		THOMAS JEFFERSON FOU	Y	4/18/2020	Y	N	Last AWG received on 04/28/20
\$59.81	6/4/2021		Swift Beef Company C/O	Y	4/18/2020	Y	N	Last AWG received on 04/17/20
\$83.85	6/8/2021		WILLIAMS-SONOMA INC.	Y	4/18/2020	Y	N	Last AWG received 3/30/20 received voluntary payments 5/10/21
\$192.17	6/8/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Employer garnished and sent payments up until lockbox PO box closed
\$202.83	6/8/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Employer garnished and sent payments up until lockbox PO box closed
\$45.37	6/8/2021		HEAT TREATING SERVICES	Y	4/18/2020	Y	N	Last AWG received on 6/8/20.
\$30.63	6/8/2021		HEAT TREATING SERVICES	Y	4/18/2020	Y	N	Last AWG received on 6/8/20.
\$180.55	6/8/2021		ALCOTT HR Group	Y	6/18/2020	Y	N	First AWG payment ever received on the account
\$111.96	6/9/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/21, was sending voluntary payments from 2/11/2021 through 5/10/2021.
\$62.73	6/10/2021		WHITE RIVER MARINE LLC	Y	4/30/2020	Y	N	Last AWG payment received 4/22/2020.
\$100.06	6/11/2021		ROUSES ENTERPRISES LLC	Y	4/11/2020	Y	N	Last AWG payment received 1/28/2020.
\$159.07	6/11/2021		UPS	Y	4/10/2020	Y	N	Last AWG payment received 3/31/2020.
\$441.97	6/14/2021		AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	Last AWG payment received 4/27/2020.
\$307.18	6/14/2021		AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	Last AWG payment received 4/27/2020.
\$307.18	6/14/2021		AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	Last AWG payment received 4/27/2020.
\$39.85	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 2/8/2021.
\$94.60	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 10/15/2019
\$12.20	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 10/15/2019
\$64.45	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	Last AWG payment received 2/8/2021.
\$75.22	6/15/2021		SOUTHEAST CONNECTIONS LLC	Y	4/30/2020	Y	N	Last AWG payment received 3/13/2020.
\$184.04	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.
\$184.04	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.
\$170.70	6/16/2021		OASIS OUTSOURCING INC	Y	4/18/2020	Y	N	Last AWG payment received 4/08/2020.
\$368.08	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.
\$184.04	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 8/28/2020.
\$83.75	6/16/2021		BEST WESTERN ROSEVILLE INN	Y	4/18/2020	Y	N	Last AWG payment received 5/10/2021, posted as VOL corrected.
\$44.79	6/16/2021		MCDONALD'S	Y	4/18/2020	Y	N	First AWG payment received, prior pmts were PayGovs.
\$41.44	6/16/2021		MCDONALD'S	Y	4/18/2020	Y	N	First AWG payment received, prior pmts were PayGovs.
\$136.76	6/16/2021		OASIS OUTSOURCING INC	Y	4/18/2020	Y	N	Last AWG payment received 4/22/2020.
\$58.66	6/16/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/2021
\$119.95	6/16/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/9/2021
\$188.54	6/16/2021		ALCOTT HR Group	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$198.64	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$186.66	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$210.74	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$393.68	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$99.37	6/16/2021		WILLIAMS-SONOMA INC	Y	4/18/2020	Y	N	Last AWG payment received 6/8/2021.
\$144.53	6/16/2021		WHOLE FOODS	Y	5/15/2020	Y	N	Last AWG payment received 4/20/2020.
\$111.29	6/16/2021		WHOLE FOODS	Y	5/15/2020	Y	N	Last AWG payment received 4/20/2020.
\$76.18	6/17/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/16/2020.
\$153.81	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$185.60	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$212.82	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$230.04	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$162.39	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$270.09	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$188.70	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$195.48	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$193.31	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$137.96	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$187.53	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$215.76	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$217.96	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020.
\$58.34	6/21/2021		DLYMPIA FAMILY RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 10/13/2020
\$26.15	6/21/2021		J&M SMOG & AUTO REPAIR	Y	4/18/2020	Y	N	Last AWG payment received 4/8/2020.
\$61.28	6/21/2021		DLYMPIA FAMILY RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 10/13/2020.
\$26.15	6/21/2021		J&M SMOG & AUTO REPAIR	Y	4/18/2020	Y	N	Last AWG payment received 4/8/2020.
\$194.82	6/23/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	Last AWG payment received 6/16/2021.
\$88.14	6/23/2021		WILLIAMS-SONOMA INC.	Y	4/18/2020	Y	N	Last AWG payment received 6/16/2021.
\$50.29	6/24/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	Last AWG payment received 6/17/2021.
\$0.93	6/25/2021		NORTHWEST ARKANSAS EMPLOYEES LLC	Y	4/18/2020	Y	N	Last AWG payment received 2/7/2020.
\$106.52	6/29/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	Last AWG payment received 06/18/2021.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	Last AWG payment received 06/04/2020.
\$117.68	7/8/2021		MANATEE COUNTY SCHOOL DISTRICT	Y	4/18/2020	Y	N	Last AWG payment received 03/30/2020.
\$2.21	7/8/2021		CHS INC	Y	4/18/2020	Y	N	First AWG payment received, prior pmts were TOP5.
\$155.00	7/8/2021		SUPERIOR TECHNICAL CERAMICS	Y	5/8/2020	Y	N	Last AWG payment received 4/27/2020.
\$195.50	7/8/2021		SUPERIOR TECHNICAL CERAMICS	Y	4/12/2020	Y	N	Last AWG payment received 10/15/2019.
\$192.12	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$193.61	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.
\$189.07	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020, Replacement Check. Payment dated prior to CARES ACT.

\$212.26	7/15/2021	(b)(6)	PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$238.26	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$213.27	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$187.32	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$237.47	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$189.07	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$205.61	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$206.33	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$227.58	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$246.37	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$202.06	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$223.74	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$266.61	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$196.28	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$202.05	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$222.76	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$224.69	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$248.30	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$217.47	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$202.06	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$222.76	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$202.06	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$202.05	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$253.85	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$248.30	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$222.76	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$291.67	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$200.81	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$123.64	7/15/2021		CITY WINERY	Y	4/18/2020	Y	N	Last AWG payment received 4/7/2021.
\$72.86	7/15/2021		PYURE SALON	Y	4/30/2020	Y	N	Last AWG payment received 7/21/2020.
\$184.04	7/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 6/16/2021.
\$20.07	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$145.10	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$163.74	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$142.81	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$166.27	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$36.97	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$150.00	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$109.45	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$681.82	7/19/2021		CREE INC	Y	4/30/2020	Y	N	First AWG payment ever received on the account.
\$106.95	7/20/2021		SKILCRAFT LLC	Y	4/18/2020	Y	N	Last AWG payment received 5/12/2020.
\$282.87	7/21/2021		SLEEP NUMBER CORPORATION	Y	4/18/2020	Y	N	Last AWG payment received 3/11/2020.
\$182.60	7/22/2021		LONG ISLAND TUTORIAL SERVICES INC	Y	4/18/2020	Y	Y	Last AWG payment received 3/17/2020.
\$27.14	7/27/2021		NESCO RESOURCE	Y	8/12/2021	Y	N	Last AWG payment received 11/13/2021.
\$110.51	7/27/2021		SKILCRAFT LLC	Y	4/18/2020	Y	N	Last AWG payment received 5/12/2020.
\$233.55	7/29/2021		VIRGINIA DEPT OF HEALTH	Y	4/18/2020	Y	N	Payment dated prior to CARES Act.
\$82.54	8/4/2021		SKILCRAFT LLC	Y	4/18/2020	Y	N	Last AWG payment received 7/26/2021.
\$114.98	8/10/2021		SKILCRAFT LLC	Y	4/18/2020	Y	N	Last AWG payment received 8/4/2021.
\$5.00	8/10/2021		MONGE & ASSOCIATES	Y	4/18/2020	Y	N	Last AWG payment received 8/25/2020.
\$88.87	8/10/2021		TODAY'S HEALTH AND NUTRITION HEALTH	Y	4/18/2020	Y	N	Last AWG payment received 8/24/2020.
\$164.37	8/13/2021		TAYLOR FRAC	Y	4/18/2020	Y	N	Last AWG payment received 4/10/2020.
\$42.80	8/13/2021		HOTEL VALENCIA	Y	4/18/2020	Y	N	Last AWG payment received 7/18/2019.
\$271.88	8/14/2021		HARVEST CHADDS FORD LLC	Y	4/18/2020	Y	N	Last AWG payment received 1/14/2021.
\$185.10	8/17/2021		CESCAPHE EVENT GROUP	Y	4/18/2020	Y	N	Last AWG payment received 3/12/2020.
\$8.65	8/17/2021		JALAPENOE MEXICAN RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 4/6/2020.
\$8.95	8/17/2021		JALAPENOE MEXICAN RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 4/6/2020.
\$13.03	8/17/2021		JALAPENOE MEXICAN RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 4/6/2020.
\$4.86	8/17/2021		JALAPENOE MEXICAN RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 4/6/2020.
\$8.84	8/17/2021		JALAPENOE MEXICAN RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 4/6/2020.
\$7.55	8/17/2021		JALAPENOE MEXICAN RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 4/6/2020.
\$99.96	8/17/2021		IDAHO CONSUMER DIRECT PERSONAL CARE LLC	Y	4/18/2020	Y	N	Last AWG payment received 4/28/2020.
\$99.96	8/17/2021		IDAHO CONSUMER DIRECT PERSONAL CARE LLC	Y	4/18/2020	Y	N	Last AWG payment received 4/28/2020.
\$40.27	8/17/2021		NESCO RESOURCE	Y	8/12/2021	Y	N	Last AWG payment received 8/2/2021.
\$74.10	8/17/2021		NESCO RESOURCE	Y	8/12/2021	Y	N	Last AWG payment received 8/2/2021.
\$37.80	8/17/2021		ARVADA CENTER FOR THE ARTS AND HUMANITIES	Y	4/18/2020	Y	N	Last AWG payment received 3/16/2020.
\$184.42	8/17/2021		CESCAPHE EVENT GROUP	Y	4/18/2020	Y	N	Last AWG payment received 8/13/2021.
\$113.81	8/17/2021		CESCAPHE EVENT GROUP	Y	4/18/2020	Y	N	Last AWG payment received 8/13/2021.
\$26,580.14								

Payment Amount	Date Received	Borrower Number	Employer Name	WG30/34 Sent	Date WG30/W34 was sent	AWG Payment	Unable to Locate (UTL) Borrower or Debt Manager Y/N	Comments
\$3,341.00	6/4/2021	(b)(6)	UC SAN DIEGO			N	Y	This was a misdirected payment; should have been sent to Department of Energy funds forwarded to them
\$217.00	6/4/2021	(b)(6)				N	N	contacted to inform her to change the payment address
\$3,341.00	6/4/2021	(b)(6)	WASHINGTON UNIVERSITY IN STL			N	Y	This was a misdirected payment; should have been sent to Department of Energy funds forwarded to them.
\$146.86	6/10/2021	(b)(6)	NEW YORK STATE HIGHER EDUCATION SERVICES CORP	Y	4/18/2020	N	N	Last AWG payment received 10/13/2020. Payments 11/2/2020 - 6/9/2021 were voluntary. These are not AWG payments and are being reclassified as voluntary payments.
\$180.00	6/10/2021	(b)(6)	NEW YORK STATE HIGHER EDUCATION SERVICES CORP	Y	4/18/2020	N	N	First AWG payment received on this account. Prior payments were voluntary. These are not AWG payments and are being reclassified as voluntary payments.
\$133.93	6/14/2021	(b)(6)	NEW YORK STATE HIGHER EDUCATION SERVICES CORP	N		N	N	First AWG payment received on this account. Prior payments were voluntary. These are not AWG payments and are being reclassified as voluntary payments.
\$100.00	6/14/2021	(b)(6)	PARKWOOD LANDSCAPE MAINTENANCE	N		N	N	Last AWG received 8/3/2020. Contacted employer to verify AWG payments. Not AWG
\$10,000.00	6/22/2021	(b)(6)	IOWA SPECIALTY HOSPITALS & CLINICS	N		N	Y	Contacted payroll. Payment is a tuition assistance payment. Not a garnishment. The borrower has account with Great Lakes.
\$30.00	6/22/2021	(b)(6)	MITCHELL FRASER	N		N	N	Payment was sent to wrong lockbox. Payment is a money order.
\$6,688.25	6/24/2021	(b)(6)	OFFICE OF STATE TREASURER SOUTH CAROLINA	N		N	Y	Payment was sent to wrong lockbox. Contacted Finance. Payment belongs to Great Lakes.
\$7,000.00	6/24/2021	(b)(6)	OFFICE OF STATE TREASURER SOUTH CAROLINA	N		N	Y	Payment was sent to wrong lockbox. Contacted Finance. Unsure of service.
\$4,934.47	7/29/2021	N/A	UNC AT CHAPEL HILL	N/A	N/A	N	Y	Special project refund. Contacted POC for further information.
\$108.00	8/3/2021	(b)(6)	N/A	N/A	N/A	N	N	Payment was sent to wrong lockbox. Payment is a personal check.
\$32.90	8/4/2021	N/A	N/A	N/A	N/A	N	N	Payment is a money order. Payment sent to wrong lockbox.
\$15,000.00	8/9/2021	N/A	DEPARTMENT OF AGRICULTURE	N/A	N/A	N	N	Payment sent to wrong address.
\$54,070.00	8/16/2021	N/A	SHAWNEE COMMUNITY COLLEGE	N/A	N/A	N	N	Payment sent to wrong address.
\$15,000.00	8/17/2021	(b)(6)	LEXINGTON HEALTH INC	N	N/A	N	N	Payment is voluntary deduction. TOP GA account. Advised employer to send future payments to correct address.

-\$120,323.41

**From:** Seeley, Theresa L  
**Sent:** Mon, 30 Aug 2021 14:44:54 +0000  
**To:** Szathmary, Michael;Tyrrell, Pete;Bryant, Michael;Wise, Mark;Burris, Joshua;Wohlfiel, Luz;Derrick, Annette;Krobath, Christopher  
**Cc:** Smith, Karen M;Salanik, Kathleen;Santos, Bob;Lindbloom, Niev E;Johnston, Lamonica M;Razmadze, Sophio;DMCS Contracts;Pugh, James  
**Subject:** Re-Opening of AWG Lockbox - 8/30/21 Weekly Update  
**Attachments:** AWG Payment 083021.xlsx

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Summary of payments received in the AWG Lockbox from 5/31/21 – 8/27/2021:

Type of Payment Received	Number of Payments Received	Amount Received	Number of Employers	Number of Borrowers	WG30 / WG34 Sent
AWG Payments	186	\$30,311.75	60	70	69
Non-AWG Payments	18	\$120,523.41			
<b>Total</b>	<b>204</b>	<b>\$150,835.16</b>	<b>60</b>	<b>70</b>	<b>69</b>

33 AWG Payments received the week of 8/23-8/27:

- 17 payments received from Ultimate Software Group (Payroll company) for 11 unique employers
  - Of these 11 employers: 4 confirmed stop, 5 voicemails left with employers, 2 unable to leave voicemail so sent email to employer.
  - Left voicemails for Ultimate Software Group (payroll company)
- 13 payments received for one borrower from one unique employer; employer confirmed stop.
- 3 payments received from 2 employers that previously confirmed stop garnishment
  - Both employers confirmed stop garnishment,
- No AWG payments were received from US Bank on 8/23 or 8/27.

1 Voluntary payment received in the AWG lockbox.

For employers where stop garnishment confirmation has not been received, MFS reaches out weekly to get resolution.

See attached file for details.

**Theresa Seeley**

Research Analyst, Business Operations  
 Debt Management and Collections System (DMCS)

**Maximus Federal**

Remote: Deerfield, NY, Eastern Time

Mobile: (b)(6)

[TheresaLSeeley@maximus.com](mailto:TheresaLSeeley@maximus.com)

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Payment Amount	Date Received	Borrower Number	Employer Name	WG30/34 Sent	Date WG30/W34 was sent	AWG Payment	Unable to Locate (U/L)	Borrower on Debt Manager Y/N	Comments
\$103.71	6/4/2021	(b)(6)	LOAD KING MFG	Y	4/18/2020	Y	N	N	Replacement check. Last AWG received on 04/27/20
\$136.19	6/4/2021		LOAD KING MFG	Y	4/18/2020	Y	N	N	Replacement check. Last AWG received on 04/27/20
\$135.58	6/4/2021		DBI SERVICES LLC	Y	4/18/2020	Y	N	N	Last AWG received on 04/13/20
\$96.88	6/4/2021		SILKTOWN ROOFING, INC	Y	4/18/2020	Y	N	N	Last AWG received on 2/26/20
\$154.00	6/4/2021		SILKTOWN ROOFING, INC	Y	4/18/2020	Y	N	N	Last AWG received on 2/26/20
\$100.80	6/4/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	N	Last AWG received 5/26/20 was making voluntary payments from 2/12/21 through 5/10/21
\$80.46	6/4/2021		THOMAS JEFFERSON FOU.	Y	4/18/2020	Y	N	N	Replacement check from 4/28/20. Last AWG received on 04/28/20
\$59.81	6/4/2021		Swift Beef Company C/O	Y	4/18/2020	Y	N	N	Last AWG received on 04/17/20
\$83.85	6/8/2021		WILLIAMS-SONOMA INC.	Y	4/18/2020	Y	N	N	Last AWG received 3/30/20 received voluntary payments 5/10/21
\$192.17	6/8/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	N	Employer garnished and sent payments up until lockbox PQ box closed
\$202.83	6/8/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	N	Employer garnished and sent payments up until lockbox PD box closed
\$45.37	6/8/2021		HEAT TREATING SERVICES	Y	4/18/2020	Y	N	N	Last AWG received on 6/8/20.
\$30.63	6/8/2021		HEAT TREATING SERVICES	Y	4/18/2020	Y	N	N	Last AWG received on 6/8/20.
\$280.55	6/8/2021		ALCOTT HR Group	Y	4/18/2020	Y	N	N	First AWG payment ever received on the account
\$111.96	6/9/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	N	Last AWG payment received 6/9/21. was sending voluntary payments from 2/11/2021 through 5/10/2021.
\$62.73	6/10/2021		WHITE RIVER MARINE LLC	Y	4/30/2020	Y	N	N	Last AWG payment received 4/22/2020.
\$100.06	6/11/2021		ROUSE'S ENTERPRISES LLC	Y	4/11/2020	Y	N	N	Last AWG payment received 1/28/2020.
\$159.07	6/11/2021		LIPS	Y	4/10/2020	Y	N	N	Last AWG payment received 3/31/2020.
\$441.97	6/14/2021		AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	N	Last AWG payment received 4/27/2020.
\$307.18	6/14/2021		AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	N	Last AWG payment received 4/27/2020.
\$307.18	6/14/2021		AUBURN UNIVERSITY AT MONTGOMERY	Y	4/18/2020	Y	N	N	Last AWG payment received 4/27/2020.
\$39.85	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	N	Last AWG payment received 2/8/2021.
\$94.60	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	N	Last AWG payment received 10/15/2019.
\$12.20	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	N	Last AWG payment received 10/15/2019.
\$64.45	6/14/2021		SURGE STAFFING	Y	4/30/2020	Y	N	N	Last AWG payment received 2/8/2021.
\$75.22	6/15/2021		SOUTHEAST CONNECTIONS LLC	Y	4/30/2020	Y	N	N	Replacement check. Last AWG payment received 3/13/2020.
\$184.04	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	N	Last AWG payment received 8/28/2020.
\$184.04	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	N	Last AWG payment received 8/28/2020.
\$170.70	6/16/2021		OASIS OUTSOURCING INC.	Y	4/18/2020	Y	N	N	Last AWG payment received 4/08/2020.
\$368.08	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	N	Last AWG payment received 8/28/2020.
\$184.04	6/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	N	Last AWG payment received 8/28/2020.
\$83.75	6/16/2021		BEST WESTERN ROSEVILLE INN	Y	4/18/2020	Y	N	N	Last AWG payment received 5/10/2021, posted as VOL. corrected.
\$44.79	6/16/2021		MCDONALD'S	Y	4/18/2020	Y	N	N	First AWG payment received, prior pmnts were PayGous.
\$41.44	6/16/2021		MCDONALD'S	Y	4/18/2020	Y	N	N	First AWG payment received, prior pmnts were PayGous.
\$136.76	6/16/2021		OASIS OUTSOURCING INC	Y	4/18/2020	Y	N	N	Last AWG payment received 4/22/2020.
\$58.66	6/16/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	N	Last AWG payment received 6/9/2021
\$119.95	6/16/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	N	Last AWG payment received 6/9/2021
\$188.54	6/16/2021		ALCOTT HR Group	Y	4/18/2020	Y	N	N	Last AWG payment received 6/8/2021.
\$198.64	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	N	Last AWG payment received 6/8/2021.
\$186.66	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	N	Last AWG payment received 6/8/2021.
\$210.74	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	N	Last AWG payment received 6/8/2021.
\$193.68	6/16/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	N	Last AWG payment received 6/8/2021.
\$99.37	6/16/2021		WILLIAMS-SONOMA INC.	Y	4/18/2020	Y	N	N	Last AWG payment received 6/8/2021.
\$144.53	6/16/2021		WHOLE FOODS	Y	5/15/2020	Y	N	N	Last AWG payment received 4/20/2020.
\$111.29	6/16/2021		WHOLE FOODS	Y	5/15/2020	Y	N	N	Last AWG payment received 4/20/2020.
\$76.18	6/17/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	N	Last AWG payment received 6/16/2020.
\$153.81	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	N	Last AWG payment received 4/14/2020.
\$185.60	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	N	Last AWG payment received 4/14/2020.
\$212.82	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	N	Last AWG payment received 4/14/2020.
\$230.04	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	N	Last AWG payment received 4/14/2020.
\$162.39	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	N	Last AWG payment received 4/14/2020.
\$220.09	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	N	Last AWG payment received 4/14/2020.
\$188.70	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	N	Last AWG payment received 4/14/2020.
\$195.48	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	N	Last AWG payment received 4/14/2020.
\$193.31	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	N	Last AWG payment received 4/14/2020.
\$137.96	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	N	Last AWG payment received 4/14/2020.
\$187.53	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	N	Last AWG payment received 4/14/2020.
\$215.76	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	N	Last AWG payment received 4/14/2020.
\$217.96	6/21/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	N	Last AWG payment received 4/14/2020.
\$58.34	6/21/2021		OLYMPIA FAMILY RESTAURANT	Y	4/18/2020	Y	N	N	Last AWG payment received 10/13/2020.
\$26.15	6/21/2021		J&M SMOG & AUTO REPAIR	Y	4/18/2020	Y	N	N	Last AWG payment received 4/8/2020.
\$61.28	6/21/2021		OLYMPIA FAMILY RESTAURANT	Y	4/18/2020	Y	N	N	Last AWG payment received 10/13/2020.
\$26.15	6/21/2021		J&M SMOG & AUTO REPAIR	Y	4/18/2020	Y	N	N	Last AWG payment received 4/8/2020.
\$194.82	6/23/2021		ARDENT HEALTH SERVICES	Y	4/18/2020	Y	N	N	Last AWG payment received 6/16/2021.
\$88.14	6/23/2021		WILLIAMS-SONOMA INC.	Y	4/18/2020	Y	N	N	Last AWG payment received 6/16/2021.
\$50.29	6/24/2021		BAYOU CONCRETE LLC	Y	4/18/2020	Y	N	N	Last AWG payment received 6/17/2021.
\$0.93	6/25/2021		NRTHWEST ARKANSAS EMPLOYEES LLC	Y	4/18/2020	Y	N	N	Last AWG payment received 2/7/2020.
\$106.52	6/29/2021		PENDER VETERINARY CENTRE	Y	4/18/2020	Y	N	N	Last AWG payment received 06/18/2021.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	N	Last AWG payment received 06/04/2020.
\$471.25	7/8/2021		BHP BILLITON PETROLEUM	Y	4/18/2020	Y	N	N	Last AWG payment received 06/04/2020.
\$117.68	7/8/2021		MANATEE COUNTY SCHOOL DISTRICT	Y	4/18/2020	Y	N	N	Last AWG payment received 03/30/2020.
\$2.21	7/8/2021		CHS INC	Y	4/18/2020	Y	N	N	First AWG payment received, prior pmnts were TOPS.
\$155.00	7/8/2021		SUPERIOR TECHNICAL CERAMICS	Y	5/8/2020	Y	N	N	Last AWG payment received 4/27/2020.
\$195.50	7/8/2021		SUPERIOR TECHNICAL CERAMICS	Y	4/12/2020	Y	N	N	Last AWG payment received 10/15/2019.
\$192.12	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$193.61	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$189.07	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.

\$212.26	7/15/2021	(b)(6)	PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$238.26	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$213.27	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$187.32	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$237.47	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$189.07	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$205.61	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$206.33	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$227.58	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$246.37	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$202.06	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$223.74	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$266.61	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$196.28	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$202.05	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$222.76	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$224.69	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$248.30	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$217.47	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$202.06	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$222.76	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$202.06	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$202.05	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$253.85	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$248.30	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$222.76	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$291.67	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$200.81	7/15/2021		PENNSYLVANIA TURNPIKE COMMISSION	Y	4/18/2020	Y	N	Last AWG payment received 3/10/2020. Replacement Check. Payment dated prior to CARES ACT.
\$123.64	7/15/2021		CITY WINERY	Y	4/18/2020	Y	N	Last AWG payment received 4/7/2021.
\$72.86	7/15/2021		PYURE SALON	Y	4/30/2020	Y	N	Last AWG payment received 7/21/2020.
\$184.04	7/16/2021		AUTORIDAD DE CARRETERAS	Y	5/15/2020	Y	N	Last AWG payment received 6/16/2021.
\$20.07	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$145.10	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$163.74	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$142.81	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$166.27	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$36.97	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$150.00	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$109.45	7/16/2021		OUR HOUSE INC	Y	4/18/2020	Y	N	Last AWG payment received 9/22/2020.
\$681.82	7/19/2021		CREE INC	Y	4/30/2020	Y	N	First AWG payment ever received on the account.
\$106.95	7/20/2021		SKILCRAFT LLC	Y	4/18/2020	Y	N	Last AWG payment received 5/12/2020.
\$282.87	7/21/2021		SLEEP NUMBER CORPORATION	Y	4/18/2020	Y	N	Last AWG payment received 3/11/2020.
\$182.60	7/22/2021		LONG ISLAND TUTORIAL SERVICES INC	Y	4/18/2020	Y	Y	Last AWG payment received 3/17/2020.
\$27.14	7/27/2021		NESCO RESOURCE	Y	8/12/2021	Y	N	Last AWG payment received 11/13/2017.
\$110.51	7/27/2021		SKILCRAFT LLC	Y	4/18/2020	Y	N	Last AWG payment received 5/12/2020.
\$233.55	7/29/2021		VIRGINIA DEPT OF HEALTH	Y	4/18/2020	Y	N	Last AWG payment received 4/14/2020. Replacement check. Payment dated prior to CARES Act.
\$82.54	8/4/2021		SKILCRAFT LLC	Y	4/18/2020	Y	N	Last AWG payment received 7/26/2021.
\$114.98	8/10/2021		SKILCRAFT LLC	Y	4/18/2020	Y	N	Last AWG payment received 8/4/2021.
\$5.00	8/10/2021		MONGE & ASSOCIATES	Y	4/18/2020	Y	N	Last AWG payment received 8/25/2020.
\$88.87	8/10/2021		TODAY'S HEALTH AND NUTRITION HEALTH	Y	4/18/2020	Y	N	Last AWG payment received 8/24/2020.
\$164.37	8/13/2021		TAYLOR FRAC	Y	4/18/2020	Y	N	Last AWG payment received 4/10/2020.
\$42.80	8/13/2021		HOTEL VALENCIA	Y	4/18/2020	Y	N	Last AWG payment received 7/18/2019.
\$271.88	8/13/2021		HARVEST CHADDS FORD LLC	Y	4/18/2020	Y	N	Last AWG payment received 7/14/2021.
\$185.10	8/13/2021		CESCAPHE EVENT GROUP	Y	4/18/2020	Y	N	Last AWG payment received 3/12/2020.
\$8.65	8/17/2021		JALAPENOE MEXICAN RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 4/6/2020.
\$8.95	8/17/2021		JALAPENOE MEXICAN RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 4/6/2020.
\$13.03	8/17/2021		JALAPENOE MEXICAN RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 4/6/2020.
\$4.86	8/17/2021		JALAPENOE MEXICAN RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 4/6/2020.
\$8.84	8/17/2021		JALAPENOE MEXICAN RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 4/6/2020.
\$7.55	8/17/2021		JALAPENOE MEXICAN RESTAURANT	Y	4/18/2020	Y	N	Last AWG payment received 4/6/2020.
\$99.96	8/17/2021		IDAHO CONSUMER DIRECT PERSONAL CARE LLC	Y	4/18/2020	Y	N	Last AWG payment received 4/28/2020.
\$99.96	8/17/2021		IDAHO CONSUMER DIRECT PERSONAL CARE LLC	Y	4/18/2020	Y	N	Last AWG payment received 4/28/2020.
\$40.27	8/17/2021		NESCO RESOURCE	Y	8/12/2021	Y	N	Last AWG payment received 8/2/2021.
\$74.10	8/17/2021		NESCO RESOURCE	Y	8/12/2021	Y	N	Last AWG payment received 8/2/2021.
\$37.80	8/17/2021		ARVADA CENTER FOR THE ARTS AND HUMANITIES	Y	4/18/2020	Y	N	Last AWG payment received 3/16/2020.
\$184.42	8/17/2021		CESCAPHE EVENT GROUP	Y	4/18/2020	Y	N	Last AWG payment received 8/13/2021.
\$113.81	8/17/2021		CESCAPHE EVENT GROUP	Y	4/18/2020	Y	N	Last AWG payment received 8/13/2021.
\$124.46	8/24/2021		CONTINENTAL BATTERY	Y	4/18/2020	Y	N	Last AWG payment received 9/2/2020.
\$3.18	8/24/2021		GUCKENHEIMER ENTERPRISE	Y	4/18/2020	Y	N	Last AWG payment received 10/26/2020.
\$307.70	8/24/2021		THE PARADISE SHOPS	Y	4/18/2020	Y	N	Last AWG payment received 10/20/2020.
\$165.99	8/24/2021		GUCKENHEIMER ENTERPRISE	Y	4/18/2020	Y	N	Last AWG payment received 10/26/2020.

\$85.83	8/24/2021	(b)(6)	CARROLLTON SPRINGS	Y	4/18/2020	Y	N	Last AWG payment received 3/9/2020.
\$286.43	8/24/2021		CARROLLTON SPRINGS	Y	4/18/2020	Y	N	Last AWG payment received 3/24/2020.
\$204.21	8/24/2021		CARROLLTON SPRINGS	Y	4/18/2020	Y	N	Last AWG payment received 3/24/2020.
\$182.79	8/24/2021		CARROLLTON SPRINGS	Y	4/18/2020	Y	N	Last AWG payment received 3/24/2020.
\$76.80	8/24/2021		HOOTERS OF AMERICA INC	Y	4/18/2020	Y	N	Last AWG payment received 3/5/2020.
\$116.62	8/24/2021		CRUNCH FITNESS	Y	4/18/2020	Y	N	Last AWG payment received 10/28/2020.
\$147.17	8/24/2021		GUCKENHEIMER ENTERPRISE	Y	4/18/2020	Y	N	Last AWG payment received 10/26/2020.
\$110.96	8/24/2021		FANATICS RETAIL GROUP FULFILLMENT	Y	4/18/2020	Y	N	Last AWG payment received 6/18/2018.
\$142.66	8/24/2021		WP ENGINE INC	Y	4/18/2020	Y	N	Last AWG payment received 10/20/2020.
\$139.02	8/24/2021		AMERICAN BREAD COMPANY	Y	4/18/2020	Y	N	Last AWG payment received 4/6/2020.
\$96.28	8/24/2021		FANATICS RETAIL GROUP FULFILLMENT	N		Y	N	Last AWG payment received 9/16/2019.
\$149.70	8/24/2021		BARRY'S BOOTCAMP LLC	Y	4/18/2020	Y	N	Last AWG payment received 4/9/2020.
\$16.12	8/24/2021		SOUTHERN GRAPHIC SYSTEMS	Y	4/30/2020	Y	N	Last AWG payment received 3/24/2020.
\$71.78	8/25/2021		J MAC CONCESSIONS LLC	Y	4/18/2020	Y	N	No prior AWG payment.
\$12.52	8/25/2021		J MAC CONCESSIONS LLC	Y	4/18/2020	Y	N	No prior AWG payment.
\$23.39	8/25/2021		J MAC CONCESSIONS LLC	Y	4/18/2020	Y	N	No prior AWG payment.
\$48.12	8/25/2021		J MAC CONCESSIONS LLC	Y	4/18/2020	Y	N	No prior AWG payment.
\$55.41	8/25/2021		J MAC CONCESSIONS LLC	Y	4/18/2020	Y	N	No prior AWG payment.
\$77.31	8/25/2021		J MAC CONCESSIONS LLC	Y	4/18/2020	Y	N	No prior AWG payment.
\$137.68	8/25/2021		J MAC CONCESSIONS LLC	Y	4/18/2020	Y	N	No prior AWG payment.
\$60.07	8/25/2021		J MAC CONCESSIONS LLC	Y	4/18/2020	Y	N	No prior AWG payment.
\$34.95	8/25/2021		J MAC CONCESSIONS LLC	Y	4/18/2020	Y	N	No prior AWG payment.
\$128.81	8/25/2021		J MAC CONCESSIONS LLC	Y	4/18/2020	Y	N	No prior AWG payment.
\$85.84	8/25/2021		J MAC CONCESSIONS LLC	Y	4/18/2020	Y	N	No prior AWG payment.
\$13.93	8/25/2021		J MAC CONCESSIONS LLC	Y	4/18/2020	Y	N	No prior AWG payment.
\$94.07	8/25/2021		J MAC CONCESSIONS LLC	Y	4/18/2020	Y	N	No prior AWG payment.
\$182.60	8/26/2021		LONG ISLAND TUTORIAL SERVICES INC	Y	4/18/2020	Y	N	Last AWG payment received 7/22/2021.
\$182.60	8/26/2021		LONG ISLAND TUTORIAL SERVICES INC	Y	4/18/2020	Y	N	Last AWG payment received 7/22/2021.
\$166.61	8/26/2021		IDAHO CONSUMER DIRECT PERSONAL CARE LLC	Y	4/18/2020	Y	N	Last AWG payment 8/17/2021.
\$30,411.75								

Payment Amount	Date Received	Borrower Number	Employer Name	WG30/34 Sent	Date WG30/W34 was sent	AWG Payment	Unable to Locate (UTL) Borrower or Debt Manager Y/N	Comments
\$3,341.00	6/4/2021	(b)(6)	UC SAN DIEGO			N	Y	This was a misdirected payment; should have been sent to Department of Energy funds forwarded to them
\$217.00	6/4/2021	(b)(6)				N	N	contacted to inform her to change the payment address
\$3,341.00	6/4/2021		WASHINGTON UNIVERSITY IN STL			N	Y	This was a misdirected payment; should have been sent to Department of Energy funds forwarded to them.
\$146.86	6/10/2021	(b)(6)	NEW YORK STATE HIGHER EDUCATION SERVICES CORP	Y	4/18/2020	N	N	Last AWG payment received 10/13/2020. Payments 11/2/2020 - 6/9/2021 were voluntary. These are not AWG payments and are being reclassified as voluntary payments.
\$180.00	6/10/2021	(b)(6)	NEW YORK STATE HIGHER EDUCATION SERVICES CORP	Y	4/18/2020	N	N	First AWG payment received on this account. Prior payments were voluntary. These are not AWG payments and are being reclassified as voluntary payments.
\$133.93	6/14/2021	(b)(6)	NEW YORK STATE HIGHER EDUCATION SERVICES CORP	N		N	N	First AWG payment received on this account. Prior payments were voluntary. These are not AWG payments and are being reclassified as voluntary payments.
\$100.00	6/14/2021	(b)(6)	PARKWOOD LANDSCAPE MAINTENANCE	N		N	N	Last AWG received 8/3/2020. Contacted employer to verify AWG payments. Not AWG
\$10,000.00	6/22/2021		IOWA SPECIALTY HOSPITALS & CLINICS	N		N	Y	Contacted payroll. Payment is a tuition assistance payment. Not a garnishment. The borrower has account with Great Lakes.
\$30.00	6/22/2021	(b)(6)	MITCHELL FRASER	N		N	N	Payment was sent to wrong lockbox. Payment is a money order.
\$6,688.25	6/24/2021		OFFICE OF STATE TREASURER SOUTH CAROLINA	N		N	Y	Payment was sent to wrong lockbox. Contacted Finance. Payment belongs to Great Lakes.
\$7,000.00	6/24/2021		OFFICE OF STATE TREASURER SOUTH CAROLINA	N		N	Y	Payment was sent to wrong lockbox. Contacted Finance. Unsure of service.
\$4,934.47	7/29/2021	N/A	UNC AT CHAPEL HILL	N/A	N/A	N	Y	Special project refund. Contacted POC for further information.
\$108.00	8/3/2021	(b)(6)	N/A	N/A	N/A	N	N	Payment was sent to wrong lockbox. Payment is a personal check.
\$32.90	8/4/2021	N/A	N/A	N/A	N/A	N	N	Payment is a money order. Payment sent to wrong lockbox.
\$15,000.00	8/9/2021	N/A	DEPARTMENT OF AGRICULTURE	N/A	N/A	N	N	Payment sent to wrong address.
\$54,070.00	8/16/2021	N/A	SHAWNEE COMMUNITY COLLEGE	N/A	N/A	N	N	Payment sent to wrong address.
\$15,000.00	8/17/2021	(b)(6)	LEXINGTON HEALTH INC	N	N/A	N	N	Payment is voluntary deduction. TOP GA account. Advised employer to send future payments to correct address.
\$200.00	8/26/2021	N/A	N/A	N/A	N/A	N	Y	Personal check. Sent to wrong address. Account belongs to Great Lakes.

\$120,523.41

**From:** Piccolo, Marc  
**Sent:** Thu, 30 Jul 2020 11:00:40 +0000  
**To:** Greene, Chris  
**Cc:** LaVia, Mark; Tyrrell, Pete  
**Subject:** Suspending AWG P.O. Box

Chris – I'd appreciate your feedback on the proposal outlined below.

**Issue –** (b)(5)  
(b)(5)

**Background:** (b)(5)  
(b)(5)

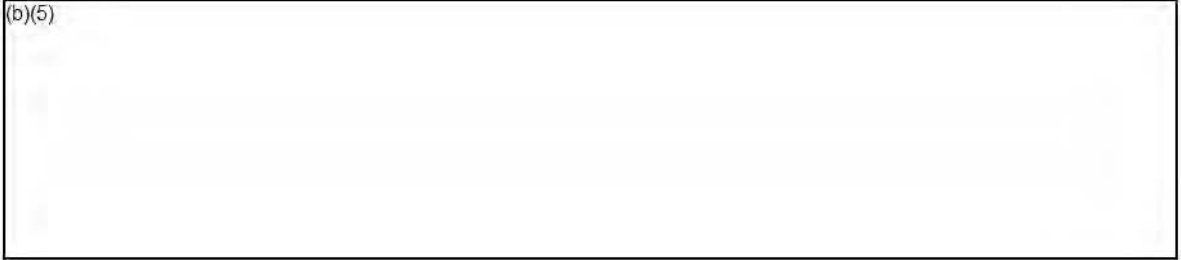
**Recommendation:** (b)(5)  
(b)(5)

(b)(5)

(b)(5)



(b)(5)



Please let me know how you'd like to proceed.

marc

**From:** Szathmary, Michael  
**Sent:** Fri, 28 May 2021 14:33:36 +0000  
**To:** DMCScontracts@maximus.com;Johnston, Lamonica M;Karen M Smith/MAXIMUS;nievlindbloom@maximus.com;Razmadze, Sophio;Robert Santos/MAXIMUS  
**Cc:** Tyrrell, Pete;Bryant, Michael;Wise, Mark;Burrís, Joshua;Wohlfiel, Luz  
**Subject:** Temporary Re-Opening of AWG Lockbox  
**Attachments:** smime.p7s

Maximus,

FSA will be re-opening the AWG lockbox effective May 31, 2021, for a period of up to six weeks to determine if any employers continue to send in AWG payments in violation of the CARES Act. FSA is requesting that Maximus provide daily reporting on AWG lockbox activity including a detail listing of the employers remitting payments, the borrowers being garnished, and garnishment payment amounts during this period. Any payments that are submitted to the AWG lockbox shall follow the normal process (posting, refunds, etc.) and Maximus will not be required to take any further actions on this group during this evaluation period for gauging borrower garnishment by relevant employers (calls/letter/etc.).

Please confirm receipt of this communication. If you have any questions, please respond to the group.

Mike Szathmary  
DMCS Administrative Contracting Officer  
FSA Acquisitions Directorate

**Duty Hours: 7:30AM-4:00PM**

Office: (404) 974-9261

Cell: (b)(6)

Sam Nunn Atlanta Federal Center  
61 Forsyth Street SW, Suite 18T30-6  
Atlanta GA 30303

[michael.szathmary@ed.gov](mailto:michael.szathmary@ed.gov)

[StudentAid.gov](http://StudentAid.gov)

**From:** Tyrrell, Pete  
**Sent:** Tue, 6 Jul 2021 12:54:52 +0000  
**To:** Piccolo, Marc;Kane, John;LaVia, Mark;Bryant, Michael;Hankish, James;Albers, David;Hardiman, Darrick;Burris, Joshua (Joshua.Burris@ed.gov);Benson, Mark;Greene, Chris  
**Subject:** Updated Deck for 11am PCA discussion  
**Attachments:** PCAs Overview 062821 v9.pptx

Here is the most recent draft that includes John Kane's recommendations and Acq's slides that Mark B provided....in case we don't get a chance to swap it out on the invite before the meeting.

**Pete Tyrrell** | Senior Advisor  
Federal Student Aid  
Wanamaker Building, Philadelphia PA 19107  
O: (215) 656-6014  
C: (b)(6)



Withheld pursuant to exemption

(b)(5)

of the Freedom of Information and Privacy Act

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information and Privacy Act

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information and Privacy Act

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Withheld pursuant to exemption

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of the Freedom of Information and Privacy Act

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information and Privacy Act

**From:** Pugh, James  
**Sent:** Sun, 30 May 2021 00:29:28 +0000  
**To:** Tyrrell, Pete;Piccolo, Marc;LaVia, Mark;O'Hara, Diana;Bryant, Michael;Szathmary, Michael;Wise, Mark;Russo, Kami;Fenwick, Benjamin;Gupta, Asha;Lahjouji, Adil;Shock, Edward;Valentine, Casey  
**Cc:** Santos, Bob;Smith, Karen M;Salanik, Kathleen;Druckerman, Dave;Willoughby, Leslie A;Lindbloom, Niev E  
**Subject:** Weekly CARES Act Related CR/CCRs Status

Status as of May 29, 2021: Sorry for the multiple emails as there was a typo in the AWG Payment Summary total that has been corrected below. Have a great weekend.

- **CCR 54533 – Address Validation/Payment & Refund Display for Borrower Site:** In Production
  - There have been **112,979 borrowers** that have validated/updated their address on the Borrower Web Site (myeddebt.ed.gov) since it was deployed on **April 9, 2020**.
- **CR 5478 / CCR 54569 – National Emergency 2020 – Stop Default Collection Activity – AWG & TOP:**
  - **Weekly Refund Summary: Current on Refunds**

Date	Total Refunds Sent to FMS
5/24/2021	649
5/25/2021	664
5/26/2021	589
5/27/2021	566
5/28/2021	47

- TOP Collections file (Payment/Offsets) table is updated with Thursday's (**May 27**) TOP file, which had **0 payments/offsets**.



TOP Summary			
Timeframe	Number of Offsets	Total Dollar Amount	Average Offset Amount
March 5 - 26, 2020	1,016,719	\$ 2,115,710,445.27	\$ 2,080.92
April 2 - 30, 2020	145,205	\$ 196,857,593.95	\$ 1,355.72
May 7 - 28, 2020	432	\$ 206,410.75	\$ 477.80
June 4 - 25, 2020	8	\$ 1,083.67	\$ 135.46
July 2 - 30, 2020	16	\$ 2,146.36	\$ 134.15
August 6 - 27, 2020	3	\$ 270.00	\$ 90.00
September 3 - 24, 2020	4	\$ 1,636.76	\$ 409.19
October 1 - 29, 2020	2	\$ 100.00	\$ 50.00
November 5 - 26, 2020	1	\$ 50.00	\$ 50.00
December 3 - 31, 2020	1	\$ 971.00	\$ 971.00
January 7 - 28, 2021	-	\$ -	\$ -
February 4 - 25, 2021	2	\$ 2,540.00	\$ 1,270.00
March 4 - 25, 2021	3	\$ 40.05	\$ 13.35
April 1 - 29, 2021	4	\$ 83.59	\$ 20.90
May 6, 2021	1	\$ 60.00	\$ 60.00
May 13, 2021	-	\$ -	\$ -
May 20, 2021	-	\$ -	\$ -
May 27, 2021	-	\$ -	\$ -
<b>Total</b>	<b>1,162,401</b>	<b>\$ 2,312,783,431.40</b>	<b>\$ 1,989.66</b>

- **NOTE: AWG Lockbox was temporarily closed effective as of October 30, 2020.** Below table reflects the weekly AWG Payment totals from **March 13, 2020 through October 30, 2020.** FSA coordinated with US Treasury to have the AWG Lockbox temporarily closed and have all AWG payments after October 30 to be returned to the Employers (or their payroll vendors) by the USPS. The payments listed below after **October 31, 2020 through May 28, 2021** are the result of Employers sending AWG payments to the Voluntary Payment Lockbox.

AWG Payment Summary			
Timeframe	Number of Payments	Total Dollar Amount	Average Payment Amount
March 13 - 27, 2020	318,171	\$ 106,818,408.03	\$ 335.73
April 3 - 24, 2020	258,341	\$ 89,788,423.06	\$ 347.56
May 1 - 29, 2020	104,908	\$ 28,863,945.63	\$ 275.14
June 5 - 26, 2020	17,234	\$ 3,632,623.72	\$ 210.78
July 3 - 31, 2020	16,638	\$ 3,008,032.82	\$ 180.79
August 7 - 28, 2020	8,648	\$ 1,741,450.73	\$ 201.37
September 4 - 25, 2020	4,069	\$ 698,052.83	\$ 171.55
October 2 - 30, 2020	3,813	\$ 656,196.71	\$ 172.09
November 6 - 27, 2020*	103	\$ 16,819.26	\$ 163.29
December 4 - 25, 2020*	96	\$ 20,000.29	\$ 208.34
January 1 - 29, 2021*	98	\$ 13,035.21	\$ 133.01
February 5 - 26, 2021*	32	\$ 6,420.09	\$ 200.63
March 5 - 26, 2021*	9	\$ 782.29	\$ 86.92
April 2 - 30, 2021*	5	\$ 481.41	\$ 96.28
May 7 - 28, 2021*	1	\$ 23.50	\$ 23.50
<b>Total</b>	<b>732,167</b>	<b>\$ 235,264,695.58</b>	<b>\$ 321.33</b>
<b>* AWG Payments Received at the Voluntary Payment Lockbox</b>			

- **CR 5530 / CCR 54992 – CARES Act Loan Rehabilitation Changes:** In Production
  - Table below reflects the Loan Rehabilitation Transfer to the TIVAS through **May 29, 2021**. The next scheduled TIVAS Loan Rehabilitation (Weekly) will be on **June 5, 2021**.

TIVAS Rehab Summary										
Date	Totals By	Total Borrowers Rehabilitated			Received Missed Payment Credit			No Payment Credits *		
		Count	%	\$	Count	%	\$	Count	%	\$
April 25, 2020	# of Borrowers	43,891	100%	\$ 1,296,983,629.41	19,639	45%	\$ 569,945,067.64	24,252	55%	\$ 727,038,561.77
	# of Debts	196,933	100%		87,337	44%		109,596	56%	
May 2 - 30, 2020	# of Borrowers	42,392	100%	\$ 1,225,701,745.86	38,797	92%	\$ 1,104,463,321.28	3,595	8%	\$ 121,238,424.58
	# of Debts	188,916	100%		172,721	91%		16,195	9%	
June 6 - 27, 2020	# of Borrowers	34,233	100%	\$ 998,584,952.73	31,421	92%	\$ 900,741,302.40	2,812	8%	\$ 97,843,650.33
	# of Debts	153,691	100%		140,856	92%		12,835	8%	
July 4 - 25, 2020	# of Borrowers	34,845	100%	\$ 1,005,808,110.90	32,206	92%	\$ 920,665,791.94	2,639	8%	\$ 85,142,318.96
	# of Debts	156,098	100%		144,331	92%		11,767	8%	
August 1 - 29, 2020	# of Borrowers	43,008	100%	\$ 1,237,354,391.96	39,385	92%	\$ 1,120,391,197.86	3,623	8%	\$ 116,963,194.10
	# of Debts	194,779	100%		178,255	92%		16,524	8%	
September 5 - 26, 2020	# of Borrowers	42,005	100%	\$ 1,173,983,340.40	38,625	92%	\$ 1,068,610,140.63	3,380	8%	\$ 105,373,199.77
	# of Debts	188,094	100%		172,774	92%		15,320	8%	
October 1 - 31, 2020	# of Borrowers	55,738	100%	\$ 1,561,643,909.62	50,074	90%	\$ 1,388,671,968.33	5,664	10%	\$ 172,971,941.29
	# of Debts	250,337	100%		224,769	90%		25,568	10%	
November 7 - 28, 2020	# of Borrowers	35,456	100%	\$ 1,050,690,172.00	31,387	89%	\$ 920,799,236.02	4,069	11%	\$ 129,890,935.98
	# of Debts	158,979	100%		140,922	89%		18,057	11%	
December 5 - 26, 2020	# of Borrowers	24,084	100%	\$ 750,259,686.21	19,581	81%	\$ 612,301,466.77	4,503	19%	\$ 137,958,219.44
	# of Debts	110,116	100%		89,582	81%		20,534	19%	
January 2 - 30, 2021	# of Borrowers	24,544	100%	\$ 773,970,664.44	18,680	76%	\$ 589,191,522.25	5,864	24%	\$ 184,779,142.19
	# of Debts	111,393	100%		84,422	76%		26,971	24%	
February 6 - 27, 2021	# of Borrowers	14,383	100%	\$ 447,634,074.20	13,109	91%	\$ 406,104,895.49	1,274	9%	\$ 41,529,178.71
	# of Debts	65,304	100%		59,389	91%		5,915	9%	
March 6 - 27, 2021	# of Borrowers	14,993	100%	\$ 481,304,895.03	13,690	91%	\$ 437,920,740.37	1,303	9%	\$ 43,384,154.66
	# of Debts	68,547	100%		62,406	91%		6,141	9%	
April 3 - 24, 2021	# of Borrowers	14,391	100%	\$ 461,536,287.77	12,964	90%	\$ 415,056,178.53	1,427	10%	\$ 46,480,109.24
	# of Debts	66,145	100%		59,357	90%		6,788	10%	
May 2, 2021	# of Borrowers	3,806	100%	\$ 117,157,841.37	3,296	87%	\$ 100,208,097.11	510	13%	\$ 16,949,744.26
	# of Debts	17,568	100%		15,208	87%		2,360	13%	
May 8, 2021	# of Borrowers	3,176	100%	\$ 93,656,364.97	2,862	90%	\$ 84,656,193.84	314	10%	\$ 9,000,171.13
	# of Debts	14,207	100%		12,810	90%		1,397	10%	
May 15, 2021	# of Borrowers	2,966	100%	\$ 90,319,356.42	2,502	84%	\$ 76,500,802.05	464	16%	\$ 13,818,554.37
	# of Debts	13,405	100%		11,309	84%		2,096	16%	
May 22, 2021	# of Borrowers	3,419	100%	\$ 103,968,802.54	3,145	92%	\$ 94,434,169.38	274	8%	\$ 9,534,633.16
	# of Debts	15,325	100%		14,051	92%		1,274	8%	
May 29, 2021	# of Borrowers	3,678	100%	\$ 113,415,423.30	3,239	88%	\$ 99,399,135.92	439	12%	\$ 14,016,287.38
	# of Debts	16,398	100%		14,334	87%		2,064	13%	
<b>CARES Act Total</b>	<b># of Borrowers</b>	<b>441,008</b>	<b>100%</b>	<b>\$ 12,983,973,649.13</b>	<b>374,602</b>	<b>85%</b>	<b>\$ 10,910,061,227.81</b>	<b>66,406</b>	<b>15%</b>	<b>\$ 2,073,912,421.32</b>
	<b># of Debts</b>	<b>1,986,235</b>	<b>100%</b>		<b>1,684,833</b>	<b>85%</b>		<b>301,402</b>	<b>15%</b>	

\* Borrowers Made all Eligible Payments

- Table below reflects the Perkins Loan Rehabilitation Transfer to the Non-Default Perkins Servicer through **May 11, 2021**. The next scheduled Perkins Loan Rehabilitation will run on **June 8, 2021** (Monthly on the 2nd Tuesday of the Month).

Perkins Rehab Summary										
Date	Totals By	Total Borrowers Rehabilitated			Received Missed Payment Credit			No Payment Credits*		
		Count	%	\$	Count	%	\$	Count	%	\$
May 12, 2020	# of Borrowers	885	100%	\$ 3,117,504.68	392	44%	\$ 1,315,838.55	493	56%	\$ 1,801,666.13
	# of Debts	1,108	100%		490	44%		618	56%	
June 9, 2020	# of Borrowers	433	100%	\$ 1,368,844.03	378	87%	\$ 1,196,537.39	55	13%	\$ 172,306.64
	# of Debts	544	100%		475	87%		69	13%	
July 14, 2020	# of Borrowers	536	100%	\$ 1,915,803.07	491	92%	\$ 1,723,651.69	45	8%	\$ 192,151.38
	# of Debts	686	100%		620	90%		66	10%	
August 11, 2020	# of Borrowers	447	100%	\$ 1,500,799.11	401	90%	\$ 1,305,187.67	46	10%	\$ 195,611.44
	# of Debts	568	100%		513	90%		55	10%	
September 8, 2020	# of Borrowers	441	100%	\$ 1,495,119.54	402	91%	\$ 1,354,788.65	39	9%	\$ 140,330.89
	# of Debts	576	100%		526	91%		50	9%	
October 13, 2020	# of Borrowers	669	100%	\$ 2,279,171.65	629	94%	\$ 2,157,704.64	40	6%	\$ 121,467.01
	# of Debts	862	100%		809	94%		53	6%	
November 10, 2020	# of Borrowers	524	100%	\$ 1,839,050.70	483	92%	\$ 1,715,346.63	41	8%	\$ 123,704.07
	# of Debts	662	100%		614	93%		48	7%	
December 8, 2020	# of Borrowers	490	100%	\$ 1,754,841.50	456	93%	\$ 1,648,831.90	34	7%	\$ 106,009.60
	# of Debts	629	100%		588	93%		41	7%	
January 12, 2021	# of Borrowers	328	100%	\$ 1,057,274.20	277	84%	\$ 867,903.08	51	16%	\$ 189,371.12
	# of Debts	419	100%		353	84%		66	16%	
February 9, 2021	# of Borrowers	411	100%	\$ 1,343,700.56	246	60%	\$ 815,770.13	165	40%	\$ 527,930.43
	# of Debts	539	100%		315	58%		224	42%	
March 9, 2021	# of Borrowers	200	100%	\$ 815,618.51	177	89%	\$ 709,543.84	23	12%	\$ 106,074.67
	# of Debts	265	100%		234	88%		31	12%	
April 13, 2021	# of Borrowers	310	100%	\$ 1,082,541.04	227	73%	\$ 769,964.16	83	27%	\$ 312,576.88
	# of Debts	387	100%		291	75%		96	25%	
May 11, 2021	# of Borrowers	528	100%	\$ 1,423,672.28	186	35%	\$ 715,150.41	342	65%	\$ 708,521.87
	# of Debts	619	100%		255	41%		364	59%	
<b>CARES Act Total</b>		<b>6,202</b>	<b>100%</b>	<b>\$ 20,993,940.87</b>	<b>4,745</b>	<b>77%</b>	<b>\$ 16,296,218.74</b>	<b>1,457</b>	<b>23%</b>	<b>\$ 4,697,722.13</b>
		<b>7,864</b>	<b>100%</b>		<b>6,083</b>	<b>77%</b>		<b>1,781</b>	<b>23%</b>	

\* Borrowers Made all Eligible Payments

Let us know if you have any questions on this week's status.

Thank you,

**Jim Pugh, PMP®**

Director, Software Delivery  
Debt Management and Collections System (DMCS)

**MAXIMUS Federal**

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**From:** Benson, Mark  
**Sent:** Fri, 30 Oct 2020 13:46:05 +0000  
**To:** Pioneer;ERS/Alltran;Action Financial;Bass;Central Research;Coast Professionals;Credit Adjustments;FH Cann;ICR (ICRcontractexecs@icrsolutions.net);National Credit;National Recoveries;PBCM;Reliant Capital  
**Cc:** Bryant, Michael;Cross, Maxine;Gomes, Milene;Howell, Lawannah;Laine, Douglas;Patillo, Aquita;Russo, Kami;Searcy, Hunter;Shea, Sarah;Thorne, Richard;Tyrrell, Pete  
**Subject:** AWG Lockbox

Contract Administrators –

Federal Student Aid has directed the Treasury Department to temporarily close the Administrative Wage Garnishment (AWG) lockbox, effective October 31, 2020 through December 31, 2020. Any AWG payments received during this time will be returned to the employer unopened.

Communications regarding this action will be sent to those employers that have continued to send AWG payments; notices will also be sent to impacted borrowers. These communications will be sent the week of November 2, 2020.

Please acknowledge receipt.

Mark Benson  
Contracting Officer  
Federal Student Aid, Business Process Operations Team  
U.S. Department of Education  
Office: 404-974-9400  
Cell #:

**From:** Tyrrell, Pete  
**Sent:** Wed, 5 May 2021 17:35:36 +0000  
**To:** LaVia, Mark;Piccolo, Marc  
**Subject:** AWG Lockbox - Temporary Re-opening

As requested, here are some points around temporarily re-opening the AWG Lockbox.....

(b)(5)

First two bullets are pretty straight forward (b)(5)

(b)(5)

(b)(5)

Happy to discuss.

**Pete Tyrrell** | Senior Advisor  
Federal Student Aid  
Wanamaker Building, Philadelphia PA 19107  
O: (215) 656-6014  
C: (b)(6)

**From:** Seeley, Theresa L  
**Sent:** Tue, 27 Jul 2021 13:26:12 +0000  
**To:** Tyrrell, Pete  
**Cc:** Smith, Karen M; Salanik, Kathleen  
**Subject:** AWG Lockbox Analysis - Updated PPT as of 7/23  
**Attachments:** CARES ACT Stop AWG Non-Compliant Reporting prior to shutdown and after start-up 072721.pptx

**CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

Good Morning,

Please see attached for the updated AWG Lockbox Analysis presentation with data through 7/23/2021.

Thank you

**Theresa Seeley**

Research Analyst, Business Operations  
Debt Management and Collections System (DMCS)

**Maximus Federal**

Remote: Deerfield, NY, Eastern Time

Mobile: (b)(6)

[TheresaLSeeley@maximus.com](mailto:TheresaLSeeley@maximus.com)

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Department of  
Education

# DMCS

Federal  
Student Aid

**CARES Act Stop Wage Garnishment Comparison of 10/30/20 (prior to Lockbox Shutdown) to 7/23/21**



## Non-Compliant Employers Garnishing Wages

**History of Administrative Wage Garnishment**As of 10/23/20, OIG reported FSA continued to receive wage garnishments for 1,930 borrowers.As of 10/30/20, DMCS continued to receive wage garnishments from 1,400 employers impacting 2,283 borrowers. The AWG Lockbox was shut down on 10/30/20 and payments were returned to the employers as undeliverable.Re-opened AWG Lockbox on 5/31/21.Started receiving AWG payments on 6/4/21.Through 7/23/21, received 140 payments:129 employer wage garnishment payments from 37 employers11 misdirected voluntary paymentsThe 129 employer wage garnishment payments were received from 37 employers impacting 41 borrowers.Continued to receive payments from two employers that also garnished in October 2020 impacting 3 borrowers.Arden Health Services (2 borrowers / 6 payments ) and Olympia Family Restaurant (1 borrower / 2 payments).MFS performed an outreach to the 37 employers that sent AWG payments between 6/4/21 and 7/23/21.28 - Confirmed will stopSome reasons provided for sending payments include:Thought CARES Act ended 6/1/21Unaware of CARES ActEmployer did not understand garnishment was for student loanCheck returned so employer thought they needed to send check againEmployee returned from leave; cease garnishment missedEmployee was rehired; cease garnishment missedReplacement check for old AWG check4 - Left voice message for employers1 - Unable

## AWG Non-Compliant Employers

**Borrower or Employer Contact from 10/1/20 – 10/30/20 wage garnishments**As of 7/23:62 borrowers called in regarding garnishments continuing after 10/30/20 and asking for a status on refunds.24 employers called in questioning why checks were being returned after 10/30/20.**Employers Accessing the Employer Address Web Page**As of 7/23, 392 unique employers used the employer website to update their demographic information / FEIN.

# AWG Non-Compliant Employers

**Summary:**By closing the AWG lockbox and returning the checks, the employers stopped sending garnishment checks.Received payments when the AWG lockbox reopened effective 5/31/21 through 6/25/21 from 2 of the 1,400 employers that garnished in the month of October 2020.Most AWG payments received are one-offs where the employers have sent in only one set of payments.Employer outreach is proving to be effective. No new payments were received for those employers where MFS left messages or where contact was made and the employer said they would research.Recommendations:

(b)(5)

(b)(5)

# AWG Non-Compliant Employers (5/31/21-7/23/21)

Employer	Number of Borrowers Affected	Number of Payments Received from Employer	Unique Payment Dates	Last Effective Payment Date by Employer	Date Outreach Made to Employer	Results of Contacting Employer
ARDENT HEALTH SERVICES	2	6	3	6/16/2021	6/24/2021	Confirmed they will stop
SURGE STAFFING	2	4	1	6/14/2021	6/18/2021	Thought CARES Act ended; confirmed they will stop
OASIS OUTSOURCING INC	2	2	1	6/16/2021	6/17/2021	New payroll service; unaware CARES Act; confirmed they will stop
SUPERIOR TECHNICAL CERAMICS	2	1	1	7/8/2021	7/9/2021	Replacement check from 9/10/2019.
PENNSYLVANIA TURNPIKE COMMISSION	1	31	1	7/15/2021	7/16/2021	Replacement Check
PENDER VETERINARY CENTRE	1	13	1	6/21/2021	6/22/2021	Thought CARES Act ended; confirmed they will stop
BHP BILLITON PETROLEUM	1	11	11	7/8/2021	7/9/2021	Spoke with payroll. Opened ticket for further research. Would not confirm at this time if garnishment would stop.
OUR HOUSE INC	1	8	8	9/22/2020	7/19/2021	Confirmed they will stop
BAYOU CONCRETE LLC	1	5	5	6/17/2021	6/16/2021	Confirmed they will stop
AUTORIDAD DE CARRETERAS	1	5	2	6/16/2021	7/19/2021	Unable to leave voicemail with employer; contacted borrower
AUBURN UNIVERSITY AT MONTGOMERY	1	3	1	6/14/2021	7/2/2021	Confirmed they will stop
LOAD KING MFG	1	2	1	6/4/2021	6/16/2021	Replacement Check from 2/19/20
SILKTOWN ROOFING, INC	1	2	1	6/4/2021	6/16/2021	Confirmed they will stop
WILLIAMS-SONOMA INC	1	2	3	6/16/2021	6/24/2021	Confirmed they will stop
HEAT TREATING SERVICES	1	2	1	6/8/2021	6/16/2021	Confirmed they will stop
ALCOTT HR GROUP	1	2	2	6/16/2021	6/16/2021	Confirmed they will stop
MCDONALD'S	1	2	1	6/16/2021	7/1/2021	Confirmed they will stop
WHOLE FOODS	1	2	1	6/16/2021	7/14/2021	Left voicemail
OLYMPIA FAMILY RESTAURANT	1	2	1	6/21/2021	6/29/2021	Payments sent in error; confirmed they will stop
J&M SMOG & AUTO REPAIR	1	2	1	6/21/2021	6/22/2021	Thought CARES Act ended; confirmed they will stop
DBI SERVICES LLC	1	1	1	6/4/2021	6/30/2021	Employer unaware of CARES Act; confirmed they will stop
THOMAS JEFFERSON FOU.	1	1	1	6/4/2021	6/16/2021	Replacement Check from 4/28/20
SWIFT BEEF COMPANY C/O	1	1	1	6/4/2021	7/2/2021	Confirmed they will stop
WHITE RIVER MARINE LLC	1	1	1	6/10/2021	6/16/2021	Confirmed they will stop

# AWG Non-Compliant Employers (5/31/21-7/23/21)

Employer	Number of Borrowers Affected	Number of Payments Received from Employer	Unique Payment Dates	Last Effective Payment Date by Employer	Date Outreach Made to Employer	Results of Contacting Employer
ROUSES ENTERPRISES LLC	1	1	1	6/11/2021	6/16/2021	Confirmed they will stop
UPS	1	1	1	6/11/2021	6/16/2021	Confirmed they will stop
SOUTHEAST CONNECTIONS LLC	1	1	1	6/15/2021	7/8/2021	Confirmed they will stop
BEST WESTERN ROSEVILLE INN	1	1	1	6/16/2021	6/29/2021	Payroll unaware of CARES Act; emailed notice to employer; confirmed they will stop
NORTHWEST ARKANSAS EMPLOYEES LLC	1	1	1	6/25/2021	6/29/2021	Thought CARES Act ended; confirmed they will stop
CHS INC	1	1	1	7/8/2021	7/9/2021	Confirmed they will stop
MANATEE COUNTY SCHOOL DISTRICT	1	1	1	7/8/2021	7/12/2021	Confirmed they will stop
PYURE SALON	1	1	1	7/15/2021	7/16/2021	Spoke with payroll. They will contact their payroll department to confirm cease garnishment.
CITY WINERY	1	1	1	7/15/2021	7/22/2021	Left voicemail
CREE INC	1	1	1	7/16/2021	7/20/2021	Payroll aware of previous notices to cease, will research to determine why ADP sent check
SKILCRAFT LLC	1	1	1	7/20/2021	7/22/2021	Left voicemail
SLEEP NUMBER CORPORATION	1	1	1	7/21/2021	7/22/2021	Left voicemail
LONG ISLAND TUTORIAL SERVICES INC	1	1	1	7/22/2021	7/23/2021	Unable to identify one borrower; reached out to employer for assistance

# Enhanced Calling Measures Pre-Lockbox Shutdown

Per the request of FSA, MFS took greater measures to escalate Stop Wage Garnishment outreach efforts with non-compliant employers having larger rosters (9 or more). The following data represents those employers where stopped garnishment had not been achieved as of 10/30/20.

Employer	# of Borrowers Receiving Garnishment	Confirmed Stopped Garnishment	Confirmed Stopped (Date)	Employer Outreach Attempts (includes phone calls and emails)	Voice Message Left	Made Contact and Spoke to Representative
7ELEVEN	64	No		56	Yes	Yes
PARKER HANNIFIN	53	No		10	Yes	No
COMMUNICATIONS TEST DESIGN	42	No		4	No	No
GOODWILL	31	No		50	Yes	Yes
HYATT	28	No		53	Yes	Yes
HEARTHSIDE FOOD SOLUTIONS	28	No		6	Yes	Yes
LOEWS HOTELS	19	No		11	Yes	Yes
WASTE MANAGEMENT	18	No		5	Yes	No
MAVERIK COUNTRY STORES	15	No		6	Yes	No
TACO BELL	13	No		35	Yes	Yes
THE PARADIES SHOPS	12	No		22	Yes	No
EXETER FINANCE	11	No		8	Yes	No
GLAXOSMITHKLINE	11	No		2	Yes	No
BURBERRY	9	No		31	Yes	Yes

**Since reopening the lockbox on 5/31/21, no AWG payments have been received from these employers.**

# Top 20 AWG Non-Compliant Employers (10/19/20-10/30/20)

Employer	Number of Borrowers Affected	Last Effective Payment Date by Employer
HEARTHSIDE FOOD SOLUTIONS*	18	10/28/2020
GLAXOSMITHKLINE*	11	10/26/2020
PARKER HANNIFIN*	10	10/20/2020
COMMUNICATIONS TEST DESIGN*	6	10/26/2020
EXETER FINANCE*	6	10/20/2020
EMPLOYEE OF INDEPENDENT 7ELEVEN	6	10/26/2020
RAINBOW USA	5	10/29/2020
MAVERIK COUNTRY STORES*	5	10/28/2020
INTERDENT SERVICE	5	10/29/2020
APEX LABORATORY	4	10/20/2020
THE PARADIES SHOPS	4	10/20/2020
TUESDAY MORNING	4	10/20/2020
GPM INVESTMENTS	4	10/26/2020
HUDSON RIVER HEALTHCARE	4	10/29/2020
HELMER SCIENTIFIC	4	10/23/2020
OCEAN SPRAY CRANBERRIES	3	10/20/2020
DS SERVICES OF AMERICA	3	10/23/2020
SOUTH CAROLINA STATE UNIVERSITY	3	10/20/2020
HYATT*	3	10/29/2020

\*These employers were identified as part of our Top 20 enhanced calling measures. Since reopening the lockbox on 5/31/21, no AWG payments have been received from these employers.

# Non-Compliant Employers Garnishing Wages

AWG File Receipt Date	Number of AWG payments received	# of Employers garnishing wages	# of Borrowers impacted	Employers confirmed to stop*	Borrowers impacted by Employer confirmed to stop
10/1/20 – 10/30/20	3,452	1,400	2,283	212	334
5/31/21 – 6/4/21	8	6	6	6	6
6/7/21 – 6/11/21	10	8	9	8	9
6/14/21 – 6/18/21	28	12	15	10	13
6/21/21 – 6/25/21	21	7	7	7	7
6/28/21 – 7/2/21	1	1	1	1	1
7/5/21 – 7/9/21	15	4	5	3	4
7/12/21 - 7/16/21	42	4	5	2	3
7/19/21 – 7/23/21	4	4	4	1	1

\*Employer is not a unique number if the employer sent payments multiple weeks. For example, Ardent Health Services sent payments the weeks of 6/7, 6/14, and 6/21; employers confirmed stop is reflected each of those weeks.



**From:** Salanik, Kathleen  
**Sent:** Wed, 30 Jun 2021 21:14:24 +0000  
**To:** Tyrrell, Pete; Bryant, Michael  
**Cc:** Santos, Bob; Smith, Karen M; Seeley, Theresa L; Pugh, James  
**Subject:** AWG Lockbox Analysis - Updated PPT  
**Attachments:** CARES ACT Stop AWG Non-Compliant Reporting prior to shutdown and after start-up 063021.pptx

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Pete and Mike,

Attached is the updated presentation on the analysis of re-opening the AWG lockbox. We have provided initial slides with the summary, new data on phone calls from borrowers or employers after the lockbox closure, and then recommendations (also pasted below). The subsequent slides have the supporting data with the last slide that includes the comparison data for the full month of October 2020 compared to the 4 weeks of data from the AWG lockbox re-opening.

Please let us know if this addresses the updates you requested and if you have any additional questions.

#### **History of Administrative Wage Garnishment**

- As of 10/23/20, OIG reported FSA continued to receive wage garnishments for 1,930 borrowers.
- As of 10/30/20, DMCS continued to receive wage garnishments from 1,400 employers impacting 2,283 borrowers.
- The AWG Lockbox was shut down on 10/30/20 and payments were returned to the employers as undeliverable.
- Re-opened AWG Lockbox on 5/31/21.
  - Started receiving AWG payments on 6/4/21.
  - Through 6/25/21, received 78 payments:
    - 67 employer wage garnishment payments from 25 employers
    - 11 misdirected voluntary payments
  - The 67 employer wage garnishment payments were received from 25 employers impacting 28 borrowers.
    - Continued to receive payments from two employers that also garnished in October 2020 impacting 3 borrowers.
      - Ardent Health Services (2 borrowers / 6 payments ) and Olympia Family Restaurant (1 borrower / 2 payments).
- MFS performed an outreach to the 25 employers that sent AWG payments between 6/4/21 and 6/25/21.
  - 19 - Confirmed will stop
    - Some reasons provided for sending payments include:
      - Thought CARES Act ended 6/1/21
      - Unaware of CARES Act
      - Employer did not understand garnishment was for student loan

- Check returned so employer thought they needed to send check again
- Employee returned from leave; cease garnishment missed
- Employee was rehired; cease garnishment missed
- Replacement check for old AWG check
- 4 - Left voice message for employers
- 2 - Unable to leave voicemail

**Borrower or Employer Contact from 10/1/20 – 10/30/20 on wage garnishments**

- 61 borrowers called in regarding garnishments continuing after 10/30/20 and asking for a status on refunds.
- 24 employers called in questioning why checks were being returned after 10/30/20.

**Employers Accessing the Employer Address Web Page**

- 339 unique employers used the employer website to update their demographic information / FEIN.

**Summary:**

- By closing the AWG lockbox and returning the checks, the employers stopped sending garnishment checks.
  - Received payments when the AWG lockbox reopened effective 5/31/21 through 6/25/21 from only 2 of the 1,400 employers that garnished in the month of October 2020.

**Recommendations:**

(b)(5)

Best Regards,

Kathleen

**Kathleen Salanik**  
Program Manager  
Debt Management and Collections System (DMCS)  
Maximus Federal  
Remote: Olney, MD, Eastern Time  
Mobile: (b)(6)  
[KathleenSalanik@maximus.com](mailto:KathleenSalanik@maximus.com)

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Department of  
Education

# DMCS

Federal  
Student Aid

**CARES Act Stop Wage Garnishment Comparison of 10/30/20 (prior to Lockbox Shutdown) to 6/25/21 (1 month resumption of Lockbox being Reopened)**

## Non-Compliant Employers Garnishing Wages

**History of Administrative Wage Garnishment**As of 10/23/20, OIG reported FSA continued to receive wage garnishments for 1,930 borrowers.As of 10/30/20, DMCS continued to receive wage garnishments from 1,400 employers impacting 2,283 borrowers. The AWG Lockbox was shut down on 10/30/20 and payments were returned to the employers as undeliverable.Re-opened AWG Lockbox on 5/31/21.Started receiving AWG payments on 6/4/21.Through 6/25/21, received 78 payments:67 employer wage garnishment payments from 25 employers11 misdirected voluntary paymentsThe 67 employer wage garnishment payments were received from 25 employers impacting 28 borrowers.Continued to receive payments from two employers that also garnished in October 2020 impacting 3 borrowers.Arden Health Services (2 borrowers / 6 payments ) and Olympia Family Restaurant (1 borrower / 2 payments).MFS performed an outreach to the 25 employers that sent AWG payments between 6/4/21 and 6/25/21.19 - Confirmed will stopSome reasons provided for sending payments include:Thought CARES Act ended 6/1/21Unaware of CARES ActEmployer did not understand garnishment was for student loanCheck returned so employer thought they needed to send check againEmployee returned from leave; cease garnishment missedEmployee was rehired; cease garnishment missedReplacement check for old AWG check4. Left voice message for employers? Unable

## AWG Non-Compliant Employers

**Borrower or Employer Contact from 10/1/20 – 10/30/20 wage garnishments** 61 borrowers called in regarding garnishments continuing after 10/30/20 and asking for a status on refunds. 24 employers called in questioning why checks were being returned after 10/30/20. **Employers Accessing the Employer Address Web Page** 339 unique employers used the employer website to update their demographic information / FEIN.

# AWG Non-Compliant Employers

**Summary:**By closing the AWG lockbox and returning the checks, the employers stopped sending garnishment checks.Received payments when the AWG lockbox reopened effective 5/31/21 through 6/25/21 from 2 of the 1,400 employers that garnished in the month of October

**2020.Recommendations:** (b)(5)

(b)(5)

# AWG Non-Compliant Employers (5/31/21-6/25/21)

Employer	Number of Borrowers Affected	Number of Payments Received from Employer	Unique Payment Dates	Last Effective Payment Date by Employer	Date Outreach Made to Employer	Results of contacting Employer
ARDENT HEALTH SERVICES	2	6	3	6/16/2021	6/24/2021	Confirmed they will stop
SURGE STAFFING	2	4	1	6/14/2021	6/18/2021	Thought CARES Act ended; confirmed they will stop
OASIS OUTSOURCING INC	2	2	1	6/16/2021	6/17/2021	New payroll service; unaware CARES Act; confirmed they will stop
PENDER VETERINARY CENTRE	1	13	1	6/21/2021	6/22/2021	Thought CARES Act ended; confirmed they will stop
BAYOU CONCRETE LLC	1	5	5	6/17/2021	6/16/2021	Confirmed they will stop
AUTORIDAD DE CARRETERAS	1	4	1	6/16/2021	6/29/2021	Unable to leave voicemail with employer; contacted borrower
AUBURN UNIVERSITY AT MONTGOMERY	1	3	1	6/14/2021	6/29/2021	Left voicemail
LOAD KING MFG	1	2	1	6/4/2021	6/16/2021	Replacement Check from 2/19/20
SILKTOWN ROOFING, INC	1	2	1	6/4/2021	6/16/2021	Confirmed they will stop
WILLIAMS-SONOMA INC	1	2	3	6/16/2021	6/24/2021	Confirmed they will stop
HEAT TREATING SERVICES	1	2	1	6/8/2021	6/16/2021	Confirmed they will stop
ALCOTT HR GROUP	1	2	2	6/16/2021	6/16/2021	Confirmed they will stop
MCDONALD'S	1	2	1	6/16/2021	6/29/2021	Left voicemail
WHOLE FOODS	1	2	1	6/16/2021	6/29/2021	Left voicemail
OLYMPIA FAMILY RESTAURANT	1	2	1	6/21/2021	6/29/2021	Payments sent in error; confirmed they will stop
J&M SMOG & AUTO REPAIR	1	2	1	6/21/2021	6/22/2021	Thought CARES Act ended; confirmed they will stop
DBI SERVICES LLC	1	1	1	6/4/2021	6/30/2021	Employer unaware of CARES Act; confirmed they will stop
THOMAS JEFFERSON FOU.	1	1	1	6/4/2021	6/16/2021	Replacement Check from 4/28/20
SWIFT BEEF COMPANY C/O	1	1	1	6/4/2021	6/16/2021/6/29/2021	Employer researchingUnable to leave voicemail
WHITE RIVER MARINE LLC	1	1	1	6/10/2021	6/16/2021	Confirmed they will stop
ROUSES ENTERPRISES LLC	1	1	1	6/11/2021	6/16/2021	Confirmed they will stop
UPS	1	1	1	6/11/2021	6/16/2021	Confirmed they will stop
SOUTHEAST CONNECTIONS LLC	1	1	1	6/15/2021	6/29/2021	Left voicemail
BEST WESTERN ROSEVILLE INN	1	1	1	6/16/2021	6/29/2021	Payroll unaware of CARES Act; emailed notice to employer; confirmed they will stop
NORTHWEST ARKANSAS EMPLOYEES LLC	1	1	1	6/25/2021	6/29/2021	Thought CARES Act ended; confirmed they will stop



# Enhanced Calling Measures Pre-Lockbox Shutdown

Per the request of FSA, MFS took greater measures to escalate Stop Wage Garnishment outreach efforts with non-compliant employers having larger rosters (9 or more). The following data represents those employers where stopped garnishment had not been achieved as of 10/30/20.

Employer	# of Borrowers Receiving Garnishment	Confirmed Stopped Garnishment	Confirmed Stopped (Date)	Employer Outreach Attempts (includes phone calls and emails)	Voice Message Left	Made Contact and Spoke to Representative
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WASTE MANAGEMENT	18	No		5	Yes	No
MAVERIK COUNTRY STORES	15	No		6	Yes	No
TACO BELL	13	No		35	Yes	Yes
THE PARADIES SHOPS	12	No		22	Yes	No
EXETER FINANCE	11	No		8	Yes	No
GLAXOSMITHKLINE	11	No		2	Yes	No
BURBERRY	9	No		31	Yes	Yes

**Since reopening the lockbox on 5/31/21, no AWG payments have been received from these employers.**

# Top 20 AWG Non-Compliant Employers (10/19/20-10/30/20)

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EXETER FINANCE*	6	10/20/2020
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RAINBOW USA	5	10/29/2020
MAVERIK COUNTRY STORES*	5	10/28/2020
INTERDENT SERVICE	5	10/29/2020
APEX LABORATORY	4	10/20/2020
THE PARADIES SHOPS	4	10/20/2020
TUESDAY MORNING	4	10/20/2020
GPM INVESTMENTS	4	10/26/2020
HUDSON RIVER HEALTHCARE	4	10/29/2020
HELMER SCIENTIFIC	4	10/23/2020
OCEAN SPRAY CRANBERRIES	3	10/20/2020
DS SERVICES OF AMERICA	3	10/23/2020
SOUTH CAROLINA STATE UNIVERSITY	3	10/20/2020
HYATT*	3	10/29/2020

\*These employers were identified as part of our Top 20 enhanced calling measures. Since reopening the lockbox on 5/31/21, no AWG payments have been received from these employers.

# Non-Compliant Employers Garnishing Wages

AWG File Receipt Date	Number of AWG payments received	# of Employers garnishing wages	# of Borrowers impacted	Employer Outreach Attempts	Employers confirmed to stop	Borrowers impacted by Employer confirmed to stop
10/1/20 – 10/30/20	3,452	1,400	2,283	1,834	212	334
5/31/21 - 6/25/21	67	25	28	25	19	22

**From:** Salanik, Kathleen  
**Sent:** Mon, 28 Jun 2021 15:25:00 +0000  
**To:** Tyrrell, Pete  
**Cc:** Santos, Bob  
**Subject:** AWG Lockbox Analysis Meeting

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Pete –

Welcome back from your vacation. I hope you had some relaxing time off.

I wanted to let you know we have set up the meeting to go over the analysis of the AWG lockbox re-opening for tomorrow at 11:30 am. It appears that Mike Szathmary will be out of the office however, so please let me know if you'd like to keep the meeting for tomorrow or move it to Wednesday when Mike can join. Other FSA invitees include Mike Bryant, Mark Wise, and Steve Tu.

Best Regards,

**Kathleen Salanik**  
Program Manager  
Debt Management and Collections System (DMCS)  
Maximus Federal  
Remote: Olney, MD, Eastern Time  
Mobile: (b)(6)  
[KathleenSalanik@maximus.com](mailto:KathleenSalanik@maximus.com)

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**From:** Smith, Karen M  
**Sent:** Tue, 23 Feb 2021 14:10:13 +0000  
**To:** Tyrrell, Pete  
**Cc:** Santos, Bob F;Pugh, James  
**Subject:** AWG Payments Received in Voluntary Lockbox Post 10/30/2020

Per your request to Below is the updated AWG payment received chart showing AWG payments received through the voluntary payment lockbox:

AWG Payment Summary			
Timeframe	Number of Payments	Total Dollar Amount	Average Payment Amount
March 13 - 27, 2020	318,171	\$ 106,818,408.03	\$ 335.73
April 3 - 24, 2020	258,341	\$ 89,788,423.06	\$ 347.56
May 1 - 29, 2020	104,908	\$ 28,863,945.63	\$ 275.14
June 5 - 26, 2020	17,234	\$ 3,632,623.72	\$ 210.78
July 3 - 31, 2020	16,638	\$ 3,008,032.82	\$ 180.79
August 7 - 28, 2020	8,648	\$ 1,741,450.73	\$ 201.37
September 4 - 25, 2020	4,069	\$ 698,052.83	\$ 171.55
October 2 - 30, 2020	3,813	\$ 656,196.71	\$ 172.09
November 6-27, 2020*	103	\$16,819.26	\$ 163.29
December 4-25, 2020*	96	\$20,000.29	\$ 208.34
January 1-29, 2021*	98	\$13,035.21	\$ 133.01
February 5-19, 2021*	29	\$5,917.48	\$ 204.05
<b>Total</b>	<b>732,148</b>	<b>\$ 235,262,905.77</b>	<b>\$ 321.33</b>
* Payments received in Voluntary Payment Lockbox			

Thank you,

**Karen M Smith**

Senior Director Business and Financial Operations  
 Debt Management and Collections System (DMCS)

**Maximus Federal**

5202 Presidents Court  
 Frederick, MD 21703

Mobile: (b)(6)

[Karenmsmith@maximus.com](mailto:Karenmsmith@maximus.com)

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**From:** Piccolo, Marc  
**Sent:** Wed, 16 Jun 2021 11:15:55 +0000  
**To:** LaVia, Mark;Tyrrell, Pete;Bryant, Michael  
**Subject:** AWG payments

Mike – I believe we have a few employers that have sent AWG payments in since we opened the mailbox. Do you have a list of the employers?

Thanks  
Marc

**From:** Mcnally, Paul  
**Sent:** Mon, 9 Nov 2020 14:26:17 +0000  
**To:** Bryant, Michael;Burriss, Joshua;Fenwick, Benjamin;Hardiman, Darrick;Johnston, Lamonica M;LaVia, Mark;Lindbloom, Niev E;Mcnally, Paul;Piccolo, Marc;Pugh, James;Santos, Bob F;Shock, Edward;Smith, Karen M;Szathmary, Michael;Tyrrell, Pete;Willoughby, Leslie A;Wise, Mark  
**Subject:** AWG weekly report 11/9  
**Attachments:** CARES ACT Stop AWG Non-Compliant Reporting 1109.pptx

Good morning,

Attached is the weekly summary report for AWG related activities through 11/6/2020. No payments were posted to the lockbox after 10/30. Data slides on outreach and non-compliant employer counts were removed as there is no data to report.

I am out of the office the rest of the day. If the matter is urgent, please contact Bob Santos.

Sincerely,

**Paul McNally, PMP<sup>®</sup>, MBA**

Partner and Continuous Improvement Director  
Debt Management and Collections Systems (DMCS)

**MAXIMUS Federal**

5202 President's Court, Suite 200

Frederick, MD 21703

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Department of  
Education

# DMCS

Federal  
Student Aid

**CARES Act Stop Wage Garnishment  
Weekly Report (through 11/6)  
11/9/2020**



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10	Weekly Rehab Summary Update – Perkins

# CR 5478 / CCR 57034 –AWG Lockbox Closure Notification

**Scope:** FSA has decided to instruct Treasury to temporarily close the AWG lockbox for AWG payments, effective November 1, 2020 through December 31, 2020 (or through any extension of the CARES Act period). In support of this recommendation, FSA requires that MFS send additional notifications to employers and impacted borrowers notifying them of this decision. The WG86 – Employer CARES Act AWG Lockbox Closure notice and the CA05 - Borrower CARES Act AWG Lockbox Closure notice will be sent to the population October 1 through Monday's (November 2) AWG Lockbox file. The letters will be generated and mailed by November 4, 2020. **Status:** Both Employer and Borrower notification have been sent (with USPS). DMCS did not received an AWG payment file on Monday night as the last file was generated by USBank and process by DMCS on Friday (October 30). The WG86 – Employer CARES Act AWG Lockbox Closure and CA05 – Borrower CARES Act AWG Lockbox Closure notifications have been delivered to USPS on Wednesday (November 4). **Notification break out:**

AWG Lockbox Closure Notice	
Letter	Count
WG86 - Employer Notice	1,763
CA05 - Borrower Notice	2,330
<b>Total</b>	<b>4,093</b>

# CR 5478 / CCR 57034 –AWG Lockbox Closure Notification

As a result of the Lockbox Closure: There were no AWG payments received in the AWG lockbox the week of 11/2. There were 3 voluntary payments posted in DM that were reversed and reapplied as AWG payments due to payments being received from an employer in the voluntary lockbox. FSA requested MFS to cease all outreach efforts including employer phone calls, Stop AWG emails, and skip trace efforts. With no AWG activity the week of 11/2, there were no AWG-related transactions to report for the following: Increased AWG Outreach Call Results Non-Compliant AWG Employers and Associated Borrowers Enhanced Calling Measures Top 20 AWG Non-Compliant Employers (last two weeks) Post October 1st Employers Resuming AWG Revived AWG Borrowers Consequently, these data slides have been removed from this week's status report.

# Non-Compliant Employers Garnishing Wages

AWG File Receipt Date	Number of AWG payments Received	# of Employers garnishing wages	# of Borrowers impacted	Employer Outreach Attempts	Employers confirmed to stop	Borrowers impacted by Employer confirmed to stop
Prior to 8/24	122,404	70,553	102,846	39,952	12,359	31,706
8/24 – 8/28	2,017	1,487	1,835	5,680	678	885
8/31 – 9/4	1,780	925	1,632	5,505	611	752
9/8 – 9/11	1,275	923	1,142	4,109	336	442
9/14 – 9/18	973	766	909	4,192	384	598
9/21 – 9/25	933	690	859	3,064	347	535
9/28 – 10/2	772	564	667	3,059	305	430
10/5 – 10/9	947	698	902	2,960	317	474
10/13 – 10/16	822	540	779	2,283	258	421
10/19 – 10/23	971	584	921	2,441	291	593
10/26 – 10/30	555	386	529	1,834	212	334
<b>11/2 – 11/6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Legend:**AWG File Receipt Date: Date of which the US Bank Lockbox file is received at 6 AM of the day reported. This is a pre-DM file.Number of AWG payments received: Payments made by employers from the US Bank Lockbox file on the date of receipt. Roster payments are included, but with roster payments we can identify the borrower, the amount paid, and date.# of Employers garnishing wages: The number of unique MASTER FEINs identified in the US Bank Lockbox file on the date of receipt. Not all payments have an attached employer name or MASTER FEIN. Employer Outreach Attempts: Phone call attempts made to employers to confirm stop garnishment. Not every call results in a confirmed stopped garnishment. # of Borrowers Impacted: The number of unique borrower numbers identified within the US Bank Lockbox file on the date of receipt. Employers confirmed to stop: Employer counts are based on Master Name. These result from calls that successfully confirmed stopped garnishments with an employer or we received stop garnishment confirmation from either phone calls or emails. If MFS is able to confirm stop on at least 1 borrower, the entire Master Name is confirmed stopped. Borrowers Impacted by Employer confirmed to stop: Unique borrower numbers associated with employers confirmed to stop garnishment.

# Remaining AWG Borrowers

MFS did a comparison of the original volume of borrowers impacted by AWG payments at the initiation of the CARES Act vs. Current. MFS used the last two weeks of effective payment data to snapshot the current population of impacted AWG borrowers.

Category	Borrower Population	% of AWG Borrower Population	Comment
Total AWG Borrowers	917,677	100%	# of Borrowers on AWG, Requested to Start or Received an AWG in 2020.
Employer Stop Garnishment Letters – Borrower Count	441,520	48%	# of Borrowers from the 204K letters sent to Employers to Stop Garnishment by April 20, 2020.
Borrowers Garnished 11/2 – 11/6	0	0.0% - Total AWG Borrowers 0.0% - Borrowers whose Employers received Letters	Borrowers with AWG Payments effective 11/2 – 11/6

# Refunds Status

**Daily Refund Update for week of 11/6 (as of 11/7/2020 at 5:30 PM)**  
**Overall Refund Status (as of 11/7/2020 at 5:30 ) - CURRENT**  
All payments that are received on 5/11/2020 and beyond have been processed that day and sent to FSA approved refunds are processed in DMCS, reviewed/approval the following day. Payments are processed on the same day as the payments that are eligible for review/approval the following day. Upon FSA approving the refund, payments are processed in DMCS, reviewed/approval the following day. morning hours (depending on the day) or the following early morning hours (depending on the day).

Date	Total Refunds Sent to FMS
11/2/2020	4,738
11/3/2020	1,045
11/4/2020	1,250
11/5/2020	4,717
11/6/2020	3,364

# Treasury Offset and AWG Collections Update

## Thursday's Weekly TOP File Update (11/5)

TOP Summary			
Timeframe	Number of Offsets	Total Dollar Amount	Average Offset Amount
March 5 - 26, 2020	1,016,719	\$ 2,115,710,445.27	\$ 2,080.92
April 2 - 30, 2020	145,205	\$ 196,857,593.95	\$ 1,355.72
May 7 - 28, 2020	432	\$ 206,410.75	\$ 477.80
June 4 - 25, 2020	8	\$ 1,083.67	\$ 135.46
July 2 - 30, 2020	16	\$ 2,146.36	\$ 134.15
August 6 - 27, 2020	3	\$ 270.00	\$ 90.00
September 3 - 24, 2020	4	\$ 1,636.76	\$ 409.19
October 1 - 29, 2020	1	\$ 100.00	\$ 100.00
November 5, 2020	1	\$ 50.00	\$ 50.00
<b>Total</b>	<b>1,162,389</b>	<b>\$ 2,312,779,736.76</b>	<b>\$ 1,989.68</b>

This week's Treasury file had 1 payments/ offsets.

## AWG Collections Weekly Summary through 11/6

AWG Weekly Summary			
Week Ending	Number of Payments	Total Dollar Amount	Average Offset Amount
March 13 - 27, 2020	318,171	\$ 106,818,408.03	\$ 335.73
April 3 - 24, 2020	258,341	\$ 89,788,423.06	\$ 347.56
May 1 - 29, 2020	104,908	\$ 28,863,945.63	\$ 275.14
June 5 - 26, 2020	17,234	\$ 3,632,623.72	\$ 210.78
July 3 - July 31, 2020	16,638	\$ 3,008,032.82	\$ 180.79
Aug 7 - Aug 28, 2020	8,648	\$ 1,741,450.73	\$ 201.37
Sep 4 - 25, 2020	4,069	\$ 698,052.83	\$ 171.55
Oct 2 - 30, 2020	3,813	\$ 656,196.71	\$ 172.09
November 6, 2020	0	\$0.00	\$0.00
<b>Total</b>	<b>731,822</b>	<b>\$ 235,207,133.53</b>	<b>\$ 321.40</b>

AWG Collections is sourced via the US Bank Lockbox file prior to DM Postage.

# Weekly Rehab Summary Update - TIVAS

## Rehabilitated Borrowers Weekly Summary through 11/7.

TIVAS										
Date	Totals By	Total Borrowers Rehabilitated			Received Missed Payment Credit			No Payment Credit *		
		Count	%	\$	Count	%	\$	Count	%	\$
4/25/2020	# of Borrowers	43,891	100%	\$ 1,296,983,629.41	19,774	45%	\$ 569,945,067.64	24,117	55%	\$ 727,038,561.77
	# of Debts	196,933	100%		87,679	45%		109,254	55%	
May	# of Borrowers	42,392	100%	\$ 1,225,701,745.86	39,045	92%	\$ 1,104,463,321.28	3,347	8%	\$ 121,238,424.58
	# of Debts	188,916	100%		172,724	91%		16,192	9%	
June	# of Borrowers	34,233	100%	\$ 998,584,952.73	31,499	92%	\$ 900,741,302.40	2,734	8%	\$ 97,843,650.33
	# of Debts	153,691	100%		141,074	92%		12,617	8%	
July	# of Borrowers	34,845	100%	\$ 1,005,808,110.90	32,206	92%	\$ 920,665,791.94	2,639	8%	\$ 85,142,318.96
	# of Debts	156,098	100%		144,331	92%		11,767	8%	
August	# of Borrowers	43,008	100%	\$ 1,237,354,391.96	39,385	92%	\$ 1,120,391,197.86	3,623	8%	\$ 116,963,194.10
	# of Debts	194,779	100%		178,255	92%		16,524	8%	
September	# of Borrowers	42,005	100%	\$ 1,173,983,340.40	38,625	92%	\$ 1,068,610,140.63	3,380	8%	\$ 105,373,199.77
	# of Debts	188,094	100%		172,774	92%		15,320	8%	
October	# of Borrowers	55,738	100%	\$ 1,561,643,909.62	50,074	90%	\$ 1,388,671,968.33	5,664	10%	\$ 172,971,941.29
	# of Debts	250,337	100%		224,769	90%		25,568	10%	
11/7/2020	# of Borrowers	7,946	100%	\$ 236,397,573.11	7,433	94%	\$ 217,160,899.48	513	6%	\$ 19,236,673.63
	# of Debts	36,106	100%		33,782	94%		2,324	6%	
Cares Act	# of Borrowers	304,058	100%	\$ 8,736,457,653.99	257,580	85%	\$ 7,290,649,689.56	46,478	15%	\$ 1,445,807,964.43
Total	# of Debts	1,364,954	100%		1,154,825	85%		210,129	15%	
* Borrowers Made all Eligible Payments										

Loan Rehab to TIVAS Table above reflects the Loan Rehabilitation Transfer to the TIVAS from April 25 through November 7. The next scheduled TIVAS Loan Rehabilitation (Weekly) will run on November 14.



# Weekly Rehab Summary Update - Perkins

## Rehabilitated non-default Perkins Loans Summary through 10/13.

Perkins Rehabs Summary										
Date	Totals By	Total Borrowers Rehabilitated			Received Missed Payment Credit			No Payment Credit *		
		Count	%	\$	Count	%	\$	Count	%	\$
5/12/2020	# of Borrowers	885	100%	\$ 3,117,504.68	392	44%	\$ 1,315,838.55	493	56%	\$ 1,801,666.13
	# of Debts	1,108	100%		490	44%		618	56%	
6/9/2020	# of Borrowers	433	100%	\$ 1,368,844.03	378	87%	\$ 1,196,537.39	55	13%	\$ 172,306.64
	# of Debts	544	100%		475	87%		69	13%	
7/14/2020	# of Borrowers	536	100%	\$ 1,915,803.07	491	92%	\$ 1,723,651.69	45	8%	\$ 192,151.38
	# of Debts	686	100%		620	90%		66	10%	
8/11/2020	# of Borrowers	447	100%	\$ 1,500,799.11	401	90%	\$ 1,305,187.67	46	10%	\$ 195,611.44
	# of Debts	568	100%		513	90%		55	10%	
9/8/2020	# of Borrowers	441	100%	\$ 1,495,119.54	402	91%	\$ 1,354,788.65	39	9%	\$ 140,330.89
	# of Debts	576	100%		526	91%		50	9%	
10/13/2020	# of Borrowers	669	100%	\$ 2,279,171.65	629	94%	\$ 2,157,704.64	40	6%	\$ 121,467.01
	# of Debts	862	100%		809	94%		53	6%	
Cares Act Total	# of Borrowers	260,100	100%	\$11,677,242.08	7,905	3%	\$ 9,053,708.59	252,195	97%	\$ 2,623,533.49
	# of Debts	1,165,999	100%		35,085	3%		1,130,914	97%	
* Borrowers Made all Eligible Payments										

**Perkins Loan Rehabilitation**The table above reflects the Perkins Loan Rehabilitation Transfer to the Non-Default Perkins Servicer through October 13. The next scheduled Perkins Loan Rehabilitation (Monthly-2nd Tuesday of Month) will run on November 10.

**From:** Mcnally, Paul  
**Sent:** Mon, 7 Dec 2020 16:35:35 +0000  
**To:** Bryant, Michael;Burriss, Joshua;Fenwick, Benjamin;Hardiman, Darrick;Johnston, Lamonica M;LaVia, Mark;Lindbloom, Niev E;Mcnally, Paul;Piccolo, Marc;Pugh, James;Santos, Bob F;Shock, Edward;Smith, Karen M;Szathmary, Michael;Tyrrell, Pete;Valentine, Casey;Willoughby, Leslie A;Wise, Mark  
**Subject:** AWG Weekly Report 12/7  
**Attachments:** CARES ACT Stop AWG Non-Compliant Reporting 1207.pptx

Good morning,

Attached is the weekly summary report for AWG related activities through 12/4/2020. No payments have been posted to the lockbox after 10/30. Data slides on outreach and non-compliant employer counts were removed as there is no data to report.

Sincerely,

**Paul McNally, PMP<sup>®</sup>, MBA**

Partner and Continuous Improvement Director  
Debt Management and Collections Systems (DMCS)

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Department of  
Education

# DMCS

Federal  
Student Aid

**CARES Act Stop Wage Garnishment  
Weekly Report (through 12/4)  
12/7/2020**

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# CR 5478 / CCR 57034 –AWG Lockbox Closure Notification

**Scope:** FSA has decided to instruct Treasury to temporarily close the AWG lockbox for AWG payments, effective November 1, 2020 through December 31, 2020 (or through any extension of the CARES Act period). In support of this recommendation, FSA requires that MFS send additional notifications to employers and impacted borrowers notifying them of this decision. The WG86 – Employer CARES Act AWG Lockbox Closure notice and the CA05 - Borrower CARES Act AWG Lockbox Closure notice will be sent to the population October 1 through Monday's (November 2) AWG Lockbox file. The letters will be generated and mailed by November 4, 2020. **Status:** Both Employer and Borrower notification have been sent (with USPS). DMCS did not received an AWG payment file on Monday night as the last file was generated by USBank and process by DMCS on Friday (October 30). The WG86 – Employer CARES Act AWG Lockbox Closure and CA05 – Borrower CARES Act AWG Lockbox Closure notifications have been delivered to USPS on Wednesday (November 4). **Notification break out:**

AWG Lockbox Closure Notice	
Letter	Count
WG86 - Employer Notice	1,763
CA05 - Borrower Notice	2,330
<b>Total</b>	<b>4,093</b>

# CR 5478 / CCR 57034 –AWG Lockbox Closure Notification

As a result of the Lockbox Closure: There were no AWG payments received in the AWG lockbox the week of 11/30. This past week there were 4 employers identified who have been sending their AWG payments to the voluntary lockbox. The call center team successfully reached out to each employer to stop future payments. FSA requested MFS to cease all outreach efforts including employer phone calls, Stop AWG emails, and skip trace efforts. With no AWG activity the week of 11/16, there were no AWG-related transactions to report for the following: Increased AWG Outreach Call Results, Non-Compliant AWG Employers and Associated Borrowers, Enhanced Calling Measures, Top 20 AWG Non-Compliant Employers (last two weeks), Post October 1st Employers Resuming AWG, Revived AWG Borrowers. Consequently, these data slides have been removed from this week's status report.

# Non-Compliant Employers Garnishing Wages

AWG File Receipt Date	Number of AWG payments Received	# of Employers garnishing wages	# of Borrowers impacted	Employer Outreach Attempts	Employers confirmed to stop	Borrowers impacted by Employer confirmed to stop
Prior to 8/31	124,421	72,040	104,681	45,632	13,037	32,591
8/31 – 9/4	1,780	925	1,632	5,505	611	752
9/8 – 9/11	1,275	923	1,142	4,109	336	442
9/14 – 9/18	973	766	909	4,192	384	598
9/21 – 9/25	933	690	859	3,064	347	535
9/28 – 10/2	772	564	667	3,059	305	430
10/5 – 10/9	947	698	902	2,960	317	474
10/13 – 10/16	822	540	779	2,283	258	421
10/19 – 10/23	971	584	921	2,441	291	593
10/26 – 10/30	555	386	529	1,834	212	334
11/2 – 11/27	0	0	0	0	0	0
<b>11/30 – 12/4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Legend: AWG File Receipt Date: Date of which the US Bank Lockbox file is received at 6 AM of the day reported. This is a pre-DM file. Number of AWG payments received: Payments made by employers from the US Bank Lockbox file on the date of receipt. Roster payments are included, but with roster payments we can identify the borrower, the amount paid, and date. # of Employers garnishing wages: The number of unique MASTER FEINs identified in the US Bank Lockbox file on the date of receipt. Not all payments have an attached employer name or MASTER FEIN. Employer Outreach Attempts: Phone call attempts made to employers to confirm stop garnishment. Not every call results in a confirmed stopped garnishment. # of Borrowers Impacted: The number of unique borrower numbers identified within the US Bank Lockbox file on the date of receipt. Employers confirmed to stop: Employer counts are based on Master Name. These result from calls that successfully confirmed stopped garnishments with an employer or we received stop garnishment confirmation from either phone calls or emails. If MFS is able to confirm stop on at least 1 borrower, the entire Master Name is confirmed stopped. Borrowers Impacted by Employer confirmed to stop: Unique borrower numbers associated with employers confirmed to stop garnishment.

# Remaining AWG Borrowers

MFS did a comparison of the original volume of borrowers impacted by AWG payments at the initiation of the CARES Act vs. Current. MFS used the last two weeks of effective payment data to snapshot the current population of impacted AWG borrowers.

Category	Borrower Population	% of AWG Borrower Population	Comment
Total AWG Borrowers	917,677	100%	# of Borrowers on AWG, Requested to Start or Received an AWG in 2020.
Employer Stop Garnishment Letters – Borrower Count	441,520	48%	# of Borrowers from the 204K letters sent to Employers to Stop Garnishment by April 20, 2020.
Borrowers Garnished 11/2 – 12/4	0	0.0% - Total AWG Borrowers 0.0% - Borrowers whose Employers received Letters	Borrowers with AWG Payments effective 11/2 – 12/4



# Refunds Status

**Daily Refund Update for week of 12/4**  
Overall Refund Status - CURRENT  
All payments that are received on 5/11/2020 and beyond have been processed that day and sent to FSA for review. As of 5/18/2020, all FSA approved re TOP payments are processed for review/approval the following the same day or the following

day and sent to FMS. As AWG and able for refunds are sent to FSA funds, DMCS will be processing when file is received).

Date	Total Refunds Sent to FMS
11/30/2020	-
12/1/2020	2,247
12/2/2020	334
12/3/2020	2,661
12/4/2020	1,512

# Treasury Offset and AWG Collections Update

## Thursday's Weekly TOP File Update (12/3)

TOP Summary			
Timeframe	Number of Offsets	Total Dollar Amount	Average Offset Amount
March 5 - 26, 2020	1,016,719	\$ 2,115,710,445.27	\$ 2,080.92
April 2 - 30, 2020	145,205	\$ 196,857,593.95	\$ 1,355.72
May 7 - 28, 2020	432	\$ 206,410.75	\$ 477.80
June 4 - 25, 2020	8	\$ 1,083.67	\$ 135.46
July 2 - 30, 2020	16	\$ 2,146.36	\$ 134.15
August 6 - 27, 2020	3	\$ 270.00	\$ 90.00
September 3 - 24, 2020	4	\$ 1,636.76	\$ 409.19
October 1 - 29, 2020	1	\$ 100.00	\$ 100.00
November 5 - 26, 2020	1	\$ 50.00	\$ 50.00
December 3, 2020	-	\$ -	\$ -
<b>Total</b>	<b>1,162,389</b>	<b>\$ 2,312,779,736.76</b>	<b>\$ 1,989.68</b>

This week's Treasury file had 0 payments/ offsets.

## AWG Collections Weekly Summary through 12/4

AWG Weekly Summary			
Week Ending	Number of Payments	Total Dollar Amount	Average Offset Amount
March 13 - 27, 2020	318,171	\$ 106,818,408.03	\$ 335.73
April 3 - 24, 2020	258,341	\$ 89,788,423.06	\$ 347.56
May 1 - 29, 2020	104,908	\$ 28,863,945.63	\$ 275.14
June 5 - 26, 2020	17,234	\$ 3,632,623.72	\$ 210.78
July 3 - July 31, 2020	16,638	\$ 3,008,032.82	\$ 180.79
Aug 7 - Aug 28, 2020	8,648	\$ 1,741,450.73	\$ 201.37
Sep 4 - 25, 2020	4,069	\$ 698,052.83	\$ 171.55
Oct 2 - 30, 2020	3,813	\$ 656,196.71	\$ 172.09
Oct 31 - Nov 27, 2020	0	\$ 0.00	\$ 0.00
December 4, 2020	0	\$ 0.00	\$ 0.00
<b>Total</b>	<b>731,822</b>	<b>\$ 235,207,133.53</b>	<b>\$ 321.40</b>

AWG Collections is sourced via the US Bank Lockbox file prior to DM Postage.

# Weekly Rehab Summary Update - TIVAS

## Rehabilitated Borrowers Weekly Summary through 12/5.

TIVAS Rehab Summary										
Date	Totals By	Total Borrowers Rehabilitated			Received Missed Payment Credit			No Payment Credit *		
		Count	%	\$	Count	%	\$	Count	%	\$
April 25, 2020	# of Borrowers	43,891	100%	\$1,296,983,629.41	19,639	45%	\$ 569,945,067.64	24,252	55%	\$ 727,038,561.77
	# of Debts	196,933	100%		87,337	44%		109,596	56%	
May 2 - 30, 2020	# of Borrowers	42,392	100%	\$1,225,701,745.86	38,797	92%	\$ 1,104,463,321.28	3,595	8%	\$ 121,238,424.58
	# of Debts	188,916	100%		172,721	91%		16,195	9%	
June 6 - 27, 2020	# of Borrowers	34,233	100%	\$ 998,584,952.73	31,421	92%	\$ 900,741,302.40	2,812	8%	\$ 97,843,650.33
	# of Debts	153,691	100%		140,856	92%		12,835	8%	
July 4 - 25, 2020	# of Borrowers	34,845	100%	\$1,005,808,110.90	32,206	92%	\$ 920,665,791.94	2,639	8%	\$ 85,142,318.96
	# of Debts	156,098	100%		144,331	92%		11,767	8%	
August 1 - 29, 2020	# of Borrowers	43,008	100%	\$1,237,354,391.96	39,385	92%	\$ 1,120,391,197.86	3,623	8%	\$ 116,963,194.10
	# of Debts	194,779	100%		178,255	92%		16,524	8%	
September 5 - 26, 2020	# of Borrowers	42,005	100%	\$1,173,983,340.40	38,625	92%	\$ 1,068,610,140.63	3,380	8%	\$ 105,373,199.77
	# of Debts	188,094	100%		172,774	92%		15,320	8%	
October 1 - 31, 2020	# of Borrowers	55,738	100%	\$1,561,643,909.62	50,074	90%	\$ 1,388,671,968.33	5,664	10%	\$ 172,971,941.29
	# of Debts	250,337	100%		224,769	90%		25,568	10%	
Nov 7 - 28, 2020	# of Borrowers	35,456	100%	\$1,050,690,172.00	31,387	89%	\$ 920,799,236.48	4,069	11%	\$ 129,890,935.52
	# of Debts	158,979	100%		140,922	89%		18,057	11%	
December 5, 2020	# of Borrowers	6,903	100%	\$ 216,417,526.89	6,388	93%	\$ 198,891,653.53	515	7%	\$ 17,525,873.36
	# of Debts	31,738	100%		29,281	92%		2,457	8%	
CARES Act Total	# of Borrowers	338,471	100%	\$ 9,767,167,779.77	287,922	85%	\$ 8,193,179,680.09	50,549	15%	\$ 1,573,988,099.68
	# of Debts	1,519,565	100%		1,291,246	85%		228,319	15%	
* Borrowers Made all Eligible Payments										

Loan Rehab to TIVAS Table above reflects the Loan Rehabilitation Transfer to the TIVAS from April 25 through December 5. The next scheduled TIVAS Loan Rehabilitation (Weekly) will run on December 12.

# Weekly Rehab Summary Update - Perkins

## Rehabilitated non-default Perkins Loans Summary through 11/10.

Perkins Rehabs Summary										
Date	Totals By	Total Borrowers Rehabilitated			Received Missed Payment Credit			No Payment Credit *		
		Count	%	\$	Count	%	\$	Count	%	\$
May 12, 2020	# of Borrowers	885	100%	\$ 3,117,504.68	392	44%	\$ 1,315,838.55	493	56%	\$ 1,801,666.13
	# of Debts	1,108	100%		490	44%		618	56%	
June 9, 2020	# of Borrowers	433	100%	\$ 1,368,844.03	378	87%	\$ 1,196,537.39	55	13%	\$ 172,306.64
	# of Debts	544	100%		475	87%		69	13%	
July 14, 2020	# of Borrowers	536	100%	\$ 1,915,803.07	491	92%	\$ 1,723,651.69	45	8%	\$ 192,151.38
	# of Debts	686	100%		620	90%		66	10%	
August 11, 2020	# of Borrowers	447	100%	\$ 1,500,799.11	401	90%	\$ 1,305,187.67	46	10%	\$ 195,611.44
	# of Debts	568	100%		513	90%		55	10%	
September 8, 2020	# of Borrowers	441	100%	\$ 1,495,119.54	402	91%	\$ 1,354,788.65	39	9%	\$ 140,330.89
	# of Debts	576	100%		526	91%		50	9%	
October 13, 2020	# of Borrowers	669	100%	\$ 2,279,171.65	629	94%	\$ 2,157,704.64	40	6%	\$ 121,467.01
	# of Debts	862	100%		809	94%		53	6%	
November 10, 2020	# of Borrowers	524	100%	\$ 1,839,050.70	483	92%	\$ 1,715,346.63	41	8%	\$ 123,704.07
	# of Debts	662	100%		614	93%		48	7%	
CARES Act Total	# of Borrowers	3,935	100%	\$ 13,516,292.78	3,176	81%	\$ 10,769,055.22	759	19%	\$ 2,747,237.56
	# of Debts	5,006	100%		4,047	81%		959	19%	

\* Borrowers Made all Eligible Payments

**Perkins Loan Rehabilitation**The table above reflects the Perkins Loan Rehabilitation Transfer to the Non-Default Perkins Servicer through November 10. The next scheduled Perkins Loan Rehabilitation (Monthly-2nd Tuesday of Month) will run on December 8.

**From:** Mcnally, Paul  
**Sent:** Mon, 16 Nov 2020 15:55:19 +0000  
**To:** Bryant, Michael;Burris, Joshua;Fenwick, Benjamin;Hardiman, Darrick;Johnston, Lamonica M;LaVia, Mark;Lindbloom, Niev E;Mcnally, Paul;Piccolo, Marc;Pugh, James;Santos, Bob F;Shock, Edward;Smith, Karen M;Szathmary, Michael;Tyrrell, Pete;Willoughby, Leslie A;Wise, Mark  
**Subject:** AWG Weekly Report 11/16  
**Attachments:** CARES ACT Stop AWG Non-Compliant Reporting 1116.pptx

Good morning,

Attached is the weekly summary report for AWG related activities through 11/13/2020. No payments have been posted to the lockbox after 10/30. Data slides on outreach and non-compliant employer counts were removed as there is no data to report.

Sincerely,

**Paul McNally, PMP<sup>®</sup>, MBA**

Partner and Continuous Improvement Director  
Debt Management and Collections Systems (DMCS)

**MAXIMUS Federal**

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Department of  
Education

**DMCS**  
Federal  
Student Aid

**CARES Act Stop Wage Garnishment  
Weekly Report (through 11/13)  
11/16/2020**

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10	Weekly Rehab Summary Update – Perkins

# CR 5478 / CCR 57034 –AWG Lockbox Closure Notification

**Scope:** FSA has decided to instruct Treasury to temporarily close the AWG lockbox for AWG payments, effective November 1, 2020 through December 31, 2020 (or through any extension of the CARES Act period). In support of this recommendation, FSA requires that MFS send additional notifications to employers and impacted borrowers notifying them of this decision. The WG86 – Employer CARES Act AWG Lockbox Closure notice and the CA05 - Borrower CARES Act AWG Lockbox Closure notice will be sent to the population October 1 through Monday's (November 2) AWG Lockbox file. The letters will be generated and mailed by November 4, 2020. **Status:** Both Employer and Borrower notification have been sent (with USPS). DMCS did not received an AWG payment file on Monday night as the last file was generated by USBank and process by DMCS on Friday (October 30). The WG86 – Employer CARES Act AWG Lockbox Closure and CA05 – Borrower CARES Act AWG Lockbox Closure notifications have been delivered to USPS on Wednesday (November 4). **Notification break out:**

AWG Lockbox Closure Notice	
Letter	Count
WG86 - Employer Notice	1,763
CA05 - Borrower Notice	2,330
<b>Total</b>	<b>4,093</b>



# CR 5478 / CCR 57034 –AWG Lockbox Closure Notification

As a result of the Lockbox Closure: There were no AWG payments received in the AWG lockbox the week of 11/9. There was one (1) voluntary payment posted in DM with an effective date post 10/30/2020. The payment was reversed and reapplied as an AWG payment due to payment being received from an employer in the voluntary lockbox. Eight (8) AWG payments were posted from suspense with an effective date prior to 10/30/2020. FSA requested MFS to cease all outreach efforts including employer phone calls, Stop AWG emails, and skip trace efforts. With no AWG activity the week of 11/9, there were no AWG-related transactions to report for the following: Increased AWG Outreach Call Results, Non-Compliant AWG Employers and Associated Borrowers, Enhanced Calling Measures, Top 20 AWG Non-Compliant Employers (last two weeks), Post October 1st Employers Resuming AWG, Revived AWG Borrowers. Consequently, these data slides have been removed from this week's status report.

# Non-Compliant Employers Garnishing Wages

AWG File Receipt Date	Number of AWG payments Received	# of Employers garnishing wages	# of Borrowers impacted	Employer Outreach Attempts	Employers confirmed to stop	Borrowers impacted by Employer confirmed to stop
Prior to 8/31	124,421	72,040	104,681	45,632	13,037	32,591
8/31 – 9/4	1,780	925	1,632	5,505	611	752
9/8 – 9/11	1,275	923	1,142	4,109	336	442
9/14 – 9/18	973	766	909	4,192	384	598
9/21 – 9/25	933	690	859	3,064	347	535
9/28 – 10/2	772	564	667	3,059	305	430
10/5 – 10/9	947	698	902	2,960	317	474
10/13 – 10/16	822	540	779	2,283	258	421
10/19 – 10/23	971	584	921	2,441	291	593
10/26 – 10/30	555	386	529	1,834	212	334
11/2 – 11/6	0	0	0	0	0	0
<b>11/9 – 11/13</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Legend: AWG File Receipt Date: Date of which the US Bank Lockbox file is received at 6 AM of the day reported. This is a pre-DM file. Number of AWG payments received: Payments made by employers from the US Bank Lockbox file on the date of receipt. Roster payments are included, but with roster payments we can identify the borrower, the amount paid, and date. # of Employers garnishing wages: The number of unique MASTER FEINs identified in the US Bank Lockbox file on the date of receipt. Not all payments have an attached employer name or MASTER FEIN. Employer Outreach Attempts: Phone call attempts made to employers to confirm stop garnishment. Not every call results in a confirmed stopped garnishment. # of Borrowers Impacted: The number of unique borrower numbers identified within the US Bank Lockbox file on the date of receipt. Employers confirmed to stop: Employer counts are based on Master Name. These result from calls that successfully confirmed stopped garnishments with an employer or we received stop garnishment confirmation from either phone calls or emails. If MFS is able to confirm stop on at least 1 borrower, the entire Master Name is confirmed stopped. Borrowers Impacted by Employer confirmed to stop: Unique borrower numbers associated with employers confirmed to stop garnishment.

# Remaining AWG Borrowers

MFS did a comparison of the original volume of borrowers impacted by AWG payments at the initiation of the CARES Act vs. Current. MFS used the last two weeks of effective payment data to snapshot the current population of impacted AWG borrowers.

Category	Borrower Population	% of AWG Borrower Population	Comment
Total AWG Borrowers	917,677	100%	# of Borrowers on AWG, Requested to Start or Received an AWG in 2020.
Employer Stop Garnishment Letters – Borrower Count	441,520	48%	# of Borrowers from the 204K letters sent to Employers to Stop Garnishment by April 20, 2020.
Borrowers Garnished 11/9 – 11/13	0	0.0% - Total AWG Borrowers 0.0% - Borrowers whose Employers received Letters	Borrowers with AWG Payments effective 11/9 – 11/13

# Refunds Status

**Daily Refund Update for week of 11/13 (as of 11/14/2020 at 9:30 PM)**  
All payments that are received on 5/11/2020 and beyond have been processed that day and processed on the same day as the payments that are eligible. Upon FSA approving the refund in the morning hours (depending on

Date	Total Refunds Sent to FMS
11/9/2020	2,471
11/10/2020	2,369
11/11/2020	33
11/12/2020	1,944
11/13/2020	1,481

**Overall Refund Status (as of 11/14/2020 at 9:30 PM)**  
20, all FSA approved refunds are processed in DMCS, review/approval the following day. Some day or the following early

# Treasury Offset and AWG Collections Update

## Thursday's Weekly TOP File Update (11/12)

TOP Summary			
Timeframe	Number of Offsets	Total Dollar Amount	Average Offset Amount
March 5 - 26, 2020	1,016,719	\$ 2,115,710,445.27	\$ 2,080.92
April 2 - 30, 2020	145,205	\$ 196,857,593.95	\$ 1,355.72
May 7 - 28, 2020	432	\$ 206,410.75	\$ 477.80
June 4 - 25, 2020	8	\$ 1,083.67	\$ 135.46
July 2 - 30, 2020	16	\$ 2,146.36	\$ 134.15
August 6 - 27, 2020	3	\$ 270.00	\$ 90.00
September 3 - 24, 2020	4	\$ 1,636.76	\$ 409.19
October 1 - 29, 2020	1	\$ 100.00	\$ 100.00
November 5, 2020	1	\$ 50.00	\$ 50.00
November 12, 2020	-	\$ -	\$ -
<b>Total</b>	<b>1,162,389</b>	<b>\$ 2,312,779,736.76</b>	<b>\$ 1,989.68</b>

This week's Treasury file had 0 payments/ offsets.

## AWG Collections Weekly Summary through 11/13

AWG Weekly Summary			
Week Ending	Number of Payments	Total Dollar Amount	Average Offset Amount
March 13 - 27, 2020	318,171	\$ 106,818,408.03	\$ 335.73
April 3 - 24, 2020	258,341	\$ 89,788,423.06	\$ 347.56
May 1 - 29, 2020	104,908	\$ 28,863,945.63	\$ 275.14
June 5 - 26, 2020	17,234	\$ 3,632,623.72	\$ 210.78
July 3 - July 31, 2020	16,638	\$ 3,008,032.82	\$ 180.79
Aug 7 - Aug 28, 2020	8,648	\$ 1,741,450.73	\$ 201.37
Sep 4 - 25, 2020	4,069	\$ 698,052.83	\$ 171.55
Oct 2 - 30, 2020	3,813	\$ 656,196.71	\$ 172.09
November 6, 2020	0	\$0.00	\$0.00
November 13, 2020	0	\$0.00	\$0.00
<b>Total</b>	<b>731,822</b>	<b>\$ 235,207,133.53</b>	<b>\$ 321.40</b>

AWG Collections is sourced via the US Bank Lockbox file prior to DM Postage.

# Weekly Rehab Summary Update - TIVAS

## Rehabilitated Borrowers Weekly Summary through 11/14.

TIVAS Rehab Summary										
Date	Totals By	Total Borrowers Rehabilitated			Received Missed Payment Credit			No Payment Credit *		
		Count	%	\$	Count	%	\$	Count	%	\$
April 25, 2020	# of Borrowers	43,891	100%	\$1,296,983,629.41	19,639	45%	\$ 569,945,067.64	24,252	55%	\$ 727,038,561.77
	# of Debts	196,933	100%		87,337	44%		109,596	56%	
May 2 - 30, 2020	# of Borrowers	42,392	100%	\$1,225,701,745.86	38,797	92%	\$ 1,104,463,321.28	3,595	8%	\$ 121,238,424.58
	# of Debts	188,916	100%		172,721	91%		16,195	9%	
June 6 - 27, 2020	# of Borrowers	34,233	100%	\$ 998,584,952.73	31,421	92%	\$ 900,741,302.40	2,812	8%	\$ 97,843,650.33
	# of Debts	153,691	100%		140,856	92%		12,835	8%	
July 4 - 25, 2020	# of Borrowers	34,845	100%	\$1,005,808,110.90	32,206	92%	\$ 920,665,791.94	2,639	8%	\$ 85,142,318.96
	# of Debts	156,098	100%		144,331	92%		11,767	8%	
August 1 - 29, 2020	# of Borrowers	43,008	100%	\$1,237,354,391.96	39,385	92%	\$ 1,120,391,197.86	3,623	8%	\$ 116,963,194.10
	# of Debts	194,779	100%		178,255	92%		16,524	8%	
September 5 - 26, 2020	# of Borrowers	42,005	100%	\$1,173,983,340.40	38,625	92%	\$ 1,068,610,140.63	3,380	8%	\$ 105,373,199.77
	# of Debts	188,094	100%		172,774	92%		15,320	8%	
October 1 - 31, 2020	# of Borrowers	55,738	100%	\$1,561,643,909.62	50,074	90%	\$ 1,388,671,968.33	5,664	10%	\$ 172,971,941.29
	# of Debts	250,337	100%		224,769	90%		25,568	10%	
November 7, 2020	# of Borrowers	7,946	100%	\$ 236,397,573.11	7,433	94%	\$ 217,160,899.48	513	6%	\$ 19,236,673.63
	# of Debts	36,106	100%		33,782	94%		2,324	6%	
November 14, 2020	# of Borrowers	8,322	100%	\$ 244,784,456.31	6,747	81%	\$ 194,894,147.86	1,575	19%	\$ 49,890,308.45
	# of Debts	37,124	100%		29,969	81%		7,155	19%	
CARES Act Total	# of Borrowers	312,380	100%	\$ 8,981,242,110.30	264,327	85%	\$ 7,485,543,837.42	48,053	15%	\$ 1,495,698,272.88
	# of Debts	1,402,078	100%		1,184,794	85%		217,284	15%	
* Borrowers Made all Eligible Payments										

Loan Rehab to TIVAS table above reflects the Loan Rehabilitation Transfer to the TIVAS from April 25 through November 14. The next scheduled TIVAS Loan Rehabilitation (Weekly) will run on November 21.

# Weekly Rehab Summary Update - Perkins

## Rehabilitated non-default Perkins Loans Summary through 11/10.

Perkins Rehabs Summary										
Date	Totals By	Total Borrowers Rehabilitated			Received Missed Payment Credit			No Payment Credit *		
		Count	%	\$	Count	%	\$	Count	%	\$
May 12, 2020	# of Borrowers	885	100%	\$ 3,117,504.68	392	44%	\$ 1,315,838.55	493	56%	\$ 1,801,666.13
	# of Debts	1,108	100%		490	44%		618	56%	
June 9, 2020	# of Borrowers	433	100%	\$ 1,368,844.03	378	87%	\$ 1,196,537.39	55	13%	\$ 172,306.64
	# of Debts	544	100%		475	87%		69	13%	
July 14, 2020	# of Borrowers	536	100%	\$ 1,915,803.07	491	92%	\$ 1,723,651.69	45	8%	\$ 192,151.38
	# of Debts	686	100%		620	90%		66	10%	
August 11, 2020	# of Borrowers	447	100%	\$ 1,500,799.11	401	90%	\$ 1,305,187.67	46	10%	\$ 195,611.44
	# of Debts	568	100%		513	90%		55	10%	
September 8, 2020	# of Borrowers	441	100%	\$ 1,495,119.54	402	91%	\$ 1,354,788.65	39	9%	\$ 140,330.89
	# of Debts	576	100%		526	91%		50	9%	
October 13, 2020	# of Borrowers	669	100%	\$ 2,279,171.65	629	94%	\$ 2,157,704.64	40	6%	\$ 121,467.01
	# of Debts	862	100%		809	94%		53	6%	
November 10, 2020	# of Borrowers	524	100%	\$ 1,839,050.70	483	92%	\$ 1,715,346.63	41	8%	\$ 123,704.07
	# of Debts	662	100%		614	93%		48	7%	
CARES Act Total	# of Borrowers	3,935	100%	\$ 13,516,292.78	3,176	81%	\$ 10,769,055.22	759	19%	\$ 2,747,237.56
	# of Debts	5,006	100%		4,047	81%		959	19%	

\* Borrowers Made all Eligible Payments

**Perkins Loan Rehabilitation**The table above reflects the Perkins Loan Rehabilitation Transfer to the Non-Default Perkins Servicer through November 10. The next scheduled Perkins Loan Rehabilitation (Monthly-2nd Tuesday of Month) will run on December 8.

**From:** Mcnally, Paul  
**Sent:** Mon, 23 Nov 2020 17:53:02 +0000  
**To:** Bryant, Michael;Burris, Joshua;Fenwick, Benjamin;Hardiman, Darrick;Johnston, Lamonica M;LaVia, Mark;Lindbloom, Niev E;Mcnally, Paul;Piccolo, Marc;Pugh, James;Santos, Bob F;Shock, Edward;Smith, Karen M;Szathmary, Michael;Tyrrell, Pete;Valentine, Casey;Willoughby, Leslie A;Wise, Mark  
**Subject:** AWG weekly report 11/23  
**Attachments:** CARES ACT Stop AWG Non-Compliant Reporting 1123.pptx

Good afternoon,

Attached is the weekly summary report for AWG related activities through 11/20/2020. No payments have been posted to the lockbox after 10/30. Data slides on outreach and non-compliant employer counts were removed as there is no data to report.

Sincerely,

**Paul McNally, PMP® , MBA**

Partner and Continuous Improvement Director  
Debt Management and Collections Systems (DMCS)

**MAXIMUS Federal**

5202 President's Court, Suite 200

Frederick, MD 21703

Office: 240.772.3853

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Department of  
Education

# DMCS

Federal  
Student Aid

**CARES Act Stop Wage Garnishment  
Weekly Report (through 11/20)  
11/23/2020**

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10	Weekly Rehab Summary Update – Perkins

# CR 5478 / CCR 57034 –AWG Lockbox Closure Notification

**Scope:** FSA has decided to instruct Treasury to temporarily close the AWG lockbox for AWG payments, effective November 1, 2020 through December 31, 2020 (or through any extension of the CARES Act period). In support of this recommendation, FSA requires that MFS send additional notifications to employers and impacted borrowers notifying them of this decision. The WG86 – Employer CARES Act AWG Lockbox Closure notice and the CA05 - Borrower CARES Act AWG Lockbox Closure notice will be sent to the population October 1 through Monday's (November 2) AWG Lockbox file. The letters will be generated and mailed by November 4, 2020. **Status:** Both Employer and Borrower notification have been sent (with USPS). DMCS did not received an AWG payment file on Monday night as the last file was generated by USBank and process by DMCS on Friday (October 30). The WG86 – Employer CARES Act AWG Lockbox Closure and CA05 – Borrower CARES Act AWG Lockbox Closure notifications have been delivered to USPS on Wednesday (November 4). **Notification break out:**

AWG Lockbox Closure Notice	
Letter	Count
WG86 - Employer Notice	1,763
CA05 - Borrower Notice	2,330
<b>Total</b>	<b>4,093</b>

# CR 5478 / CCR 57034 –AWG Lockbox Closure Notification

As a result of the Lockbox Closure: There were no AWG payments received in the AWG lockbox the week of 11/16. MFS identified 4 accounts that made several voluntary payments posted to DM in the past week. The payments were reversed and reapplied as an AWG payments due to payment being received from an employer in the voluntary lockbox. All refunds will be processed on Monday, 11/23. MFS is contacting each of these employers to inform them forced collections is suspended through 12/31/20. FSA requested MFS to cease all outreach efforts including employer phone calls, Stop AWG emails, and skip trace efforts. With no AWG activity the week of 11/16, there were no AWG-related transactions to report for the following: Increased AWG Outreach Call Results Non-Compliant AWG Employers and Associated Borrowers Enhanced Calling Measures Top 20 AWG Non-Compliant Employers (last two weeks) Post October 1st Employers Resuming AWG Revived AWG Borrowers Consequently, these data slides have been removed from this week's status report.

# Non-Compliant Employers Garnishing Wages

AWG File Receipt Date	Number of AWG payments Received	# of Employers garnishing wages	# of Borrowers impacted	Employer Outreach Attempts	Employers confirmed to stop	Borrowers impacted by Employer confirmed to stop
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10/26 – 10/30	555	386	529	1,834	212	334
11/2 – 11/6	0	0	0	0	0	0
11/9 – 11/13	0	0	0	0	0	0
<b>11/16 – 11/20</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Legend:AWG File Receipt Date: Date of which the US Bank Lockbox file is received at 6 AM of the day reported. This is a pre-DM file.Number of AWG payments received: Payments made by employers from the US Bank Lockbox file on the date of receipt. Roster payments are included, but with roster payments we can identify the borrower, the amount paid, and date.# of Employers garnishing wages: The number of unique MASTER FEINs identified in the US Bank Lockbox file on the date of receipt. Not all payments have an attached employer name or MASTER FEIN. Employer Outreach Attempts: Phone call attempts made to employers to confirm stop garnishment. Not every call results in a confirmed stopped garnishment. # of Borrowers Impacted: The number of unique borrower numbers identified within the US Bank Lockbox file on the date of receipt. Employers confirmed to stop: Employer counts are based on Master Name. These result from calls that successfully confirmed stopped garnishments with an employer or we received stop garnishment confirmation from either phone calls or emails. If MFS is able to confirm stop on at least 1 borrower, the entire Master Name is confirmed stopped. Borrowers Impacted by Employer confirmed to stop: Unique borrower numbers associated with employers confirmed to stop garnishment.

# Remaining AWG Borrowers

MFS did a comparison of the original volume of borrowers impacted by AWG payments at the initiation of the CARES Act vs. Current. MFS used the last two weeks of effective payment data to snapshot the current population of impacted AWG borrowers.

Category	Borrower Population	% of AWG Borrower Population	Comment
Total AWG Borrowers	917,677	100%	# of Borrowers on AWG, Requested to Start or Received an AWG in 2020.
Employer Stop Garnishment Letters – Borrower Count	441,520	48%	# of Borrowers from the 204K letters sent to Employers to Stop Garnishment by April 20, 2020.
Borrowers Garnished 11/16 – 11/20	0	0.0% - Total AWG Borrowers 0.0% - Borrowers whose Employers received Letters	Borrowers with AWG Payments effective 11/16 – 11/20

# Refunds Status

**Daily Refund Update for week of 11/20**  
Overall Refund Status - CURRENT  
All payments that are received on 5/11/2020 and beyond have been processed that day and sent to FSA for review. As of 5/18/2020, all FSA approved re TOP payments are processed for review/approval the following the same day or the following

As of 11/18/2020, all FSA approved re TOP payments are processed for review/approval the following the same day or the following

All payments that are received on 5/11/2020 and beyond have been processed that day and sent to FSA for review. As of 5/18/2020, all FSA approved re TOP payments are processed for review/approval the following the same day or the following

As AWG and DMCS will be processing when file is received).

Date	Total Refunds Sent to FMS
11/16/2020	484
11/17/2020	2,087
11/18/2020	2,174
11/19/2020	1,723
11/20/2020	1,305

# Treasury Offset and AWG Collections Update

## Thursday's Weekly TOP File Update (11/19)

TOP Summary			
Timeframe	Number of Offsets	Total Dollar Amount	Average Offset Amount
March 5 - 26, 2020	1,016,719	\$ 2,115,710,445.27	\$ 2,080.92
April 2 - 30, 2020	145,205	\$ 196,857,593.95	\$ 1,355.72
May 7 - 28, 2020	432	\$ 206,410.75	\$ 477.80
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August 6 - 27, 2020	3	\$ 270.00	\$ 90.00
September 3 - 24, 2020	4	\$ 1,636.76	\$ 409.19
October 1 - 29, 2020	1	\$ 100.00	\$ 100.00
November 5, 2020	1	\$ 50.00	\$ 50.00
November 12, 2020	-	\$ -	\$ -
November 19, 2020	-	\$ -	\$ -
<b>Total</b>	<b>1,162,389</b>	<b>\$ 2,312,779,736.76</b>	<b>\$ 1,989.68</b>

This week's Treasury file had 0 payments/ offsets.

## AWG Collections Weekly Summary through 11/20

AWG Weekly Summary			
Week Ending	Number of Payments	Total Dollar Amount	Average Offset Amount
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Sep 4 - 25, 2020	4,069	\$ 698,052.83	\$ 171.55
Oct 2 - 30, 2020	3,813	\$ 656,196.71	\$ 172.09
November 6, 2020	0	\$ 0.00	\$ 0.00
November 13, 2020	0	\$ 0.00	\$ 0.00
November 20, 2020	0	\$ 0.00	\$ 0.00
<b>Total</b>	<b>731,822</b>	<b>\$ 235,207,133.53</b>	<b>\$ 321.40</b>

AWG Collections is sourced via the US Bank Lockbox file prior to DM Postage.



# Weekly Rehab Summary Update - TIVAS

## Rehabilitated Borrowers Weekly Summary through 11/21.

TIVAS Rehab Summary										
Date	Totals By	Total Borrowers Rehabilitated			Received Missed Payment Credit			No Payment Credit *		
		Count	%	\$	Count	%	\$	Count	%	\$
April 25, 2020	# of Borrowers	43,891	100%	\$1,296,983,629.41	19,639	45%	\$ 569,945,067.64	24,252	55%	\$ 727,038,561.77
	# of Debts	196,933	100%		87,337	44%		109,596	56%	
May 2 - 30, 2020	# of Borrowers	42,392	100%	\$1,225,701,745.86	38,797	92%	\$ 1,104,463,321.28	3,595	8%	\$ 121,238,424.58
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	# of Debts	153,691	100%		140,856	92%		12,835	8%	
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	# of Debts	188,094	100%		172,774	92%		15,320	8%	
October 1 - 31, 2020	# of Borrowers	55,738	100%	\$1,561,643,909.62	50,074	90%	\$ 1,388,671,968.33	5,664	10%	\$ 172,971,941.29
	# of Debts	250,337	100%		224,769	90%		25,568	10%	
November 7, 2020	# of Borrowers	7,946	100%	\$ 236,397,573.11	7,433	94%	\$ 217,160,899.48	513	6%	\$ 19,236,673.63
	# of Debts	36,106	100%		33,782	94%		2,324	6%	
November 14, 2020	# of Borrowers	8,322	100%	\$ 244,784,456.31	6,747	81%	\$ 194,894,147.86	1,575	19%	\$ 49,890,308.45
	# of Debts	37,124	100%		29,969	81%		7,155	19%	
November 21, 2020	# of Borrowers	12,449	100%	\$ 363,290,598.36	11,751	94%	\$ 341,449,709.05	698	6%	\$ 21,840,889.31
	# of Debts	55,363	100%		52,306	94%		3,057	6%	
<b>CARES Act Total</b>	<b># of Borrowers</b>	<b>324,829</b>	<b>100%</b>	<b>\$ 9,344,532,708.66</b>	<b>276,078</b>	<b>85%</b>	<b>\$ 7,826,993,546.47</b>	<b>48,751</b>	<b>15%</b>	<b>\$ 1,517,539,162.19</b>
	<b># of Debts</b>	<b>1,457,441</b>	<b>100%</b>		<b>1,237,100</b>	<b>85%</b>		<b>220,341</b>	<b>15%</b>	
<b>* Borrowers Made all Eligible Payments</b>										

Loan Rehab to TIVAS Table above reflects the Loan Rehabilitation Transfer to the TIVAS from April 25 through November 21. The next scheduled TIVAS Loan Rehabilitation (Weekly) will run on November 28.

# Weekly Rehab Summary Update - Perkins

## Rehabilitated non-default Perkins Loans Summary through 11/10.

Perkins Rehabs Summary										
Date	Totals By	Total Borrowers Rehabilitated			Received Missed Payment Credit			No Payment Credit *		
		Count	%	\$	Count	%	\$	Count	%	\$
May 12, 2020	# of Borrowers	885	100%	\$ 3,117,504.68	392	44%	\$ 1,315,838.55	493	56%	\$ 1,801,666.13
	# of Debts	1,108	100%		490	44%		618	56%	
June 9, 2020	# of Borrowers	433	100%	\$ 1,368,844.03	378	87%	\$ 1,196,537.39	55	13%	\$ 172,306.64
	# of Debts	544	100%		475	87%		69	13%	
July 14, 2020	# of Borrowers	536	100%	\$ 1,915,803.07	491	92%	\$ 1,723,651.69	45	8%	\$ 192,151.38
	# of Debts	686	100%		620	90%		66	10%	
August 11, 2020	# of Borrowers	447	100%	\$ 1,500,799.11	401	90%	\$ 1,305,187.67	46	10%	\$ 195,611.44
	# of Debts	568	100%		513	90%		55	10%	
September 8, 2020	# of Borrowers	441	100%	\$ 1,495,119.54	402	91%	\$ 1,354,788.65	39	9%	\$ 140,330.89
	# of Debts	576	100%		526	91%		50	9%	
October 13, 2020	# of Borrowers	669	100%	\$ 2,279,171.65	629	94%	\$ 2,157,704.64	40	6%	\$ 121,467.01
	# of Debts	862	100%		809	94%		53	6%	
November 10, 2020	# of Borrowers	524	100%	\$ 1,839,050.70	483	92%	\$ 1,715,346.63	41	8%	\$ 123,704.07
	# of Debts	662	100%		614	93%		48	7%	
CARES Act Total	# of Borrowers	3,935	100%	\$ 13,516,292.78	3,176	81%	\$ 10,769,055.22	759	19%	\$ 2,747,237.56
	# of Debts	5,006	100%		4,047	81%		959	19%	

\* Borrowers Made all Eligible Payments

**Perkins Loan Rehabilitation**The table above reflects the Perkins Loan Rehabilitation Transfer to the Non-Default Perkins Servicer through November 10. The next scheduled Perkins Loan Rehabilitation (Monthly-2nd Tuesday of Month) will run on December 8.

**From:** Mcnally, Paul  
**Sent:** Mon, 30 Nov 2020 15:26:17 +0000  
**To:** Bryant, Michael;Burris, Joshua;Fenwick, Benjamin;Hardiman, Darrick;Johnston, Lamonica M;LaVia, Mark;Lindbloom, Niev E;Mcnally, Paul;Piccolo, Marc;Pugh, James;Santos, Bob F;Shock, Edward;Smith, Karen M;Szathmary, Michael;Tyrrell, Pete;Valentine, Casey;Willoughby, Leslie A;Wise, Mark  
**Subject:** AWG Weekly Report 11/30  
**Attachments:** CARES ACT Stop AWG Non-Compliant Reporting 1130.pptx

Good morning,

Attached is the weekly summary report for AWG related activities through 11/27/2020. No payments have been posted to the lockbox after 10/30. Data slides on outreach and non-compliant employer counts were removed as there is no data to report.

Sincerely,

**Paul McNally, PMP® , MBA**

Partner and Continuous Improvement Director  
Debt Management and Collections Systems (DMCS)

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Department of  
Education

**DMCS**  
Federal  
Student Aid

**CARES Act Stop Wage Garnishment  
Weekly Report (through 11/27)  
11/30/2020**

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# CR 5478 / CCR 57034 –AWG Lockbox Closure Notification

**Scope:** FSA has decided to instruct Treasury to temporarily close the AWG lockbox for AWG payments, effective November 1, 2020 through December 31, 2020 (or through any extension of the CARES Act period). In support of this recommendation, FSA requires that MFS send additional notifications to employers and impacted borrowers notifying them of this decision. The WG86 – Employer CARES Act AWG Lockbox Closure notice and the CA05 - Borrower CARES Act AWG Lockbox Closure notice will be sent to the population October 1 through Monday's (November 2) AWG Lockbox file. The letters will be generated and mailed by November 4, 2020. **Status:** Both Employer and Borrower notification have been sent (with USPS). DMCS did not received an AWG payment file on Monday night as the last file was generated by USBank and process by DMCS on Friday (October 30). The WG86 – Employer CARES Act AWG Lockbox Closure and CA05 – Borrower CARES Act AWG Lockbox Closure notifications have been delivered to USPS on Wednesday (November 4). **Notification break out:**

AWG Lockbox Closure Notice	
Letter	Count
WG86 - Employer Notice	1,763
CA05 - Borrower Notice	2,330
<b>Total</b>	<b>4,093</b>

# CR 5478 / CCR 57034 –AWG Lockbox Closure Notification

As a result of the Lockbox Closure: There were no AWG payments received in the AWG lockbox the week of 11/23. There were no voluntary payments identified the week of 11/23. FSA requested MFS to cease all outreach efforts including employer phone calls, Stop AWG emails, and skip trace efforts. With no AWG activity the week of 11/16, there were no AWG-related transactions to report for the following: Increased AWG Outreach Call Results, Non-Compliant AWG Employers and Associated Borrowers, Enhanced Calling Measures, Top 20 AWG Non-Compliant Employers (last two weeks), Post October 1st Employers Resuming AWG, Revived AWG Borrowers. Consequently, these data slides have been removed from this week's status report.

# Non-Compliant Employers Garnishing Wages

AWG File Receipt Date	Number of AWG payments Received	# of Employers garnishing wages	# of Borrowers impacted	Employer Outreach Attempts	Employers confirmed to stop	Borrowers impacted by Employer confirmed to stop
Prior to 8/31	124,421	72,040	104,681	45,632	13,037	32,591
8/31 – 9/4	1,780	925	1,632	5,505	611	752
9/8 – 9/11	1,275	923	1,142	4,109	336	442
9/14 – 9/18	973	766	909	4,192	384	598
9/21 – 9/25	933	690	859	3,064	347	535
9/28 – 10/2	772	564	667	3,059	305	430
10/5 – 10/9	947	698	902	2,960	317	474
10/13 – 10/16	822	540	779	2,283	258	421
10/19 – 10/23	971	584	921	2,441	291	593
10/26 – 10/30	555	386	529	1,834	212	334
<b>11/2 – 11/27</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Legend:**AWG File Receipt Date: Date of which the US Bank Lockbox file is received at 6 AM of the day reported. This is a pre-DM file.Number of AWG payments received: Payments made by employers from the US Bank Lockbox file on the date of receipt. Roster payments are included, but with roster payments we can identify the borrower, the amount paid, and date.# of Employers garnishing wages: The number of unique MASTER FEINs identified in the US Bank Lockbox file on the date of receipt. Not all payments have an attached employer name or MASTER FEIN. Employer Outreach Attempts: Phone call attempts made to employers to confirm stop garnishment. Not every call results in a confirmed stopped garnishment. # of Borrowers Impacted: The number of unique borrower numbers identified within the US Bank Lockbox file on the date of receipt. Employers confirmed to stop: Employer counts are based on Master Name. These result from calls that successfully confirmed stopped garnishments with an employer or we received stop garnishment confirmation from either phone calls or emails. If MFS is able to confirm stop on at least 1 borrower, the entire Master Name is confirmed stopped. Borrowers Impacted by Employer confirmed to stop: Unique borrower numbers associated with employers confirmed to stop garnishment.



# Remaining AWG Borrowers

MFS did a comparison of the original volume of borrowers impacted by AWG payments at the initiation of the CARES Act vs. Current. MFS used the last two weeks of effective payment data to snapshot the current population of impacted AWG borrowers.

Category	Borrower Population	% of AWG Borrower Population	Comment
Total AWG Borrowers	917,677	100%	# of Borrowers on AWG, Requested to Start or Received an AWG in 2020.
Employer Stop Garnishment Letters – Borrower Count	441,520	48%	# of Borrowers from the 204K letters sent to Employers to Stop Garnishment by April 20, 2020.
Borrowers Garnished 11/2 – 11/27	0	0.0% - Total AWG Borrowers 0.0% - Borrowers whose Employers received Letters	Borrowers with AWG Payments effective 11/2 – 11/27

# Refunds Status

**Daily Refund Update for week of 11/27**  
received on 5/11/2020 and beyond have been processed that day and sent to FSA for review. As of 5/18/2020, all FSA approved re TOP payments are processed for review/approval the following the same day or the following

**Overall Refund Status - CURRENT**  
All payments that are pay and sent to FMS. As AWG and ible for refunds are sent to FSA funds, DMCS will be processing when file is received).

Date	Total Refunds Sent to FMS
11/23/2020	1,514
11/24/2020	1,508
11/25/2020	1,575
11/26/2020	-
11/27/2020	1,653

# Treasury Offset and AWG Collections Update

## Thursday's Weekly TOP File Update (11/26)

TOP Summary			
Timeframe	Number of Offsets	Total Dollar Amount	Average Offset Amount
March 5 - 26, 2020	1,016,719	\$ 2,115,710,445.27	\$ 2,080.92
April 2 - 30, 2020	145,205	\$ 196,857,593.95	\$ 1,355.72
May 7 - 28, 2020	432	\$ 206,410.75	\$ 477.80
June 4 - 25, 2020	8	\$ 1,083.67	\$ 135.46
July 2 - 30, 2020	16	\$ 2,146.36	\$ 134.15
August 6 - 27, 2020	3	\$ 270.00	\$ 90.00
September 3 - 24, 2020	4	\$ 1,636.76	\$ 409.19
October 1 - 29, 2020	1	\$ 100.00	\$ 100.00
November 5 - 26, 2020	1	\$ 50.00	\$ 50.00
<b>Total</b>	<b>1,162,389</b>	<b>\$ 2,312,779,736.76</b>	<b>\$ 1,989.68</b>

This week's Treasury file had 0 payments/ offsets.

## AWG Collections Weekly Summary through 11/27

AWG Weekly Summary			
Week Ending	Number of Payments	Total Dollar Amount	Average Offset Amount
March 13 - 27, 2020	318,171	\$ 106,818,408.03	\$ 335.73
April 3 - 24, 2020	258,341	\$ 89,788,423.06	\$ 347.56
May 1 - 29, 2020	104,908	\$ 28,863,945.63	\$ 275.14
June 5 - 26, 2020	17,234	\$ 3,632,623.72	\$ 210.78
July 3 - July 31, 2020	16,638	\$ 3,008,032.82	\$ 180.79
Aug 7 - Aug 28, 2020	8,648	\$ 1,741,450.73	\$ 201.37
Sep 4 - 25, 2020	4,069	\$ 698,052.83	\$ 171.55
Oct 2 - 30, 2020	3,813	\$ 656,196.71	\$ 172.09
Oct 31 - Nov 27, 2020	0	\$0.00	\$0.00
<b>Total</b>	<b>731,822</b>	<b>\$ 235,207,133.53</b>	<b>\$ 321.40</b>

AWG Collections is sourced via the US Bank Lockbox file prior to DM Postage.

# Weekly Rehab Summary Update - TIVAS

## Rehabilitated Borrowers Weekly Summary through 11/28.

TIVAS Rehab Summary										
Date	Totals By	Total Borrowers Rehabilitated			Received Missed Payment Credit			No Payment Credit *		
		Count	%	\$	Count	%	\$	Count	%	\$
April 25, 2020	# of Borrowers	43,891	100%	\$1,296,983,629.41	19,639	45%	\$ 569,945,067.64	24,252	55%	\$ 727,038,561.77
	# of Debts	196,933	100%		87,337	44%		109,596	56%	
May 2 - 30, 2020	# of Borrowers	42,392	100%	\$1,225,701,745.86	38,797	92%	\$ 1,104,463,321.28	3,595	8%	\$ 121,238,424.58
	# of Debts	188,916	100%		172,721	91%		16,195	9%	
June 6 - 27, 2020	# of Borrowers	34,233	100%	\$ 998,584,952.73	31,421	92%	\$ 900,741,302.40	2,812	8%	\$ 97,843,650.33
	# of Debts	153,691	100%		140,856	92%		12,835	8%	
July 4 - 25, 2020	# of Borrowers	34,845	100%	\$1,005,808,110.90	32,206	92%	\$ 920,665,791.94	2,639	8%	\$ 85,142,318.96
	# of Debts	156,098	100%		144,331	92%		11,767	8%	
August 1 - 29, 2020	# of Borrowers	43,008	100%	\$1,237,354,391.96	39,385	92%	\$ 1,120,391,197.86	3,623	8%	\$ 116,963,194.10
	# of Debts	194,779	100%		178,255	92%		16,524	8%	
September 5 - 26, 2020	# of Borrowers	42,005	100%	\$1,173,983,340.40	38,625	92%	\$ 1,068,610,140.63	3,380	8%	\$ 105,373,199.77
	# of Debts	188,094	100%		172,774	92%		15,320	8%	
October 1 - 31, 2020	# of Borrowers	55,738	100%	\$1,561,643,909.62	50,074	90%	\$ 1,388,671,968.33	5,664	10%	\$ 172,971,941.29
	# of Debts	250,337	100%		224,769	90%		25,568	10%	
November 7, 2020	# of Borrowers	7,946	100%	\$ 236,397,573.11	7,433	94%	\$ 217,160,899.48	513	6%	\$ 19,236,673.63
	# of Debts	36,106	100%		33,782	94%		2,324	6%	
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November 21, 2020	# of Borrowers	12,449	100%	\$ 363,290,598.36	11,751	94%	\$ 341,449,709.05	698	6%	\$ 21,840,889.31
	# of Debts	55,363	100%		52,306	94%		3,057	6%	
November 28, 2020	# of Borrowers	6,739	100%	\$ 206,217,544.22	5,456	81%	\$ 167,294,479.63	1,283	19%	\$ 38,923,064.59
	# of Debts	30,386	100%		24,865	82%		5,521	18%	
CARES Act Total	# of Borrowers	331,568	100%	\$ 9,550,750,252.88	281,534	85%	\$ 7,994,288,026.10	50,034	15%	\$ 1,556,462,226.78
	# of Debts	1,487,827	100%		1,261,965	85%		225,862	15%	
* Borrowers Made all Eligible Payments										

Loan Rehab to TIVAS table above reflects the Loan Rehabilitation Transfer to the TIVAS from April 25 through November 28. The next scheduled TIVAS Loan Rehabilitation (Weekly) will run on December 5.

# Weekly Rehab Summary Update - Perkins

## Rehabilitated non-default Perkins Loans Summary through 11/10.

Perkins Rehabs Summary										
Date	Totals By	Total Borrowers Rehabilitated			Received Missed Payment Credit			No Payment Credit *		
		Count	%	\$	Count	%	\$	Count	%	\$
May 12, 2020	# of Borrowers	885	100%	\$ 3,117,504.68	392	44%	\$ 1,315,838.55	493	56%	\$ 1,801,666.13
	# of Debts	1,108	100%		490	44%		618	56%	
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	# of Debts	5,006	100%		4,047	81%		959	19%	

\* Borrowers Made all Eligible Payments

**Perkins Loan Rehabilitation**The table above reflects the Perkins Loan Rehabilitation Transfer to the Non-Default Perkins Servicer through November 10. The next scheduled Perkins Loan Rehabilitation (Monthly-2nd Tuesday of Month) will run on December 8.

**From:** Mcnally, Paul  
**Sent:** Mon, 14 Dec 2020 17:25:19 +0000  
**To:** Bryant, Michael;Burris, Joshua;Fenwick, Benjamin;Hardiman, Darrick;Johnston, Lamonica M;LaVia, Mark;Lindbloom, Niev E;Mcnally, Paul;Piccolo, Marc;Pugh, James;Santos, Bob F;Shock, Edward;Smith, Karen M;Szathmary, Michael;Tyrrell, Pete;Valentine, Casey;Willoughby, Leslie A;Wise, Mark  
**Subject:** AWG Weekly Report 12/14  
**Attachments:** CARES ACT Stop AWG Non-Compliant Reporting 1214.pptx

Good afternoon,

Attached is the weekly summary report for AWG related activities through 12/11/2020. No payments have been posted to the lockbox after 10/30. Data slides on outreach and non-compliant employer counts were removed as there is no data to report.

Sincerely,

**Paul McNally, PMP® , MBA**

Partner and Continuous Improvement Director  
Debt Management and Collections Systems (DMCS)

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Department of  
Education

**DMCS**  
Federal  
Student Aid

**CARES Act Stop Wage Garnishment  
Weekly Report (through 12/11)  
12/14/2020**

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# CR 5478 / CCR 57034 –AWG Lockbox Closure Notification

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<b>Total</b>	<b>4,093</b>

# CR 5478 / CCR 57034 –AWG Lockbox Closure Notification

As a result of the Lockbox Closure: There were no AWG payments received in the AWG lockbox the week of 12/7. FSA requested MFS to cease all outreach efforts including employer phone calls, Stop AWG emails, and skip trace efforts. With no AWG activity the week of 11/16, there were no AWG-related transactions to report for the following: Increased AWG Outreach Call Results, Non-Compliant AWG Employers and Associated Borrowers, Enhanced Calling Measures, Top 20 AWG Non-Compliant Employers (last two weeks), Post October 1st Employers Resuming AWG, Revived AWG Borrowers. Consequently, these data slides have been removed from this week's status report.

# Non-Compliant Employers Garnishing Wages

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10/26 – 10/30	555	386	529	1,834	212	334
<b>11/2 – 12/11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Legend:**AWG File Receipt Date: Date of which the US Bank Lockbox file is received at 6 AM of the day reported. This is a pre-DM file. Number of AWG payments received: Payments made by employers from the US Bank Lockbox file on the date of receipt. Roster payments are included, but with roster payments we can identify the borrower, the amount paid, and date. # of Employers garnishing wages: The number of unique MASTER FEINs identified in the US Bank Lockbox file on the date of receipt. Not all payments have an attached employer name or MASTER FEIN. Employer Outreach Attempts: Phone call attempts made to employers to confirm stop garnishment. Not every call results in a confirmed stopped garnishment. # of Borrowers Impacted: The number of unique borrower numbers identified within the US Bank Lockbox file on the date of receipt. Employers confirmed to stop: Employer counts are based on Master Name. These result from calls that successfully confirmed stopped garnishments with an employer or we received stop garnishment confirmation from either phone calls or emails. If MFS is able to confirm stop on at least 1 borrower, the entire Master Name is confirmed stopped. Borrowers Impacted by Employer confirmed to stop: Unique borrower numbers associated with employers confirmed to stop garnishment.

# Remaining AWG Borrowers

MFS did a comparison of the original volume of borrowers impacted by AWG payments at the initiation of the CARES Act vs. Current. MFS used the last two weeks of effective payment data to snapshot the current population of impacted AWG borrowers.

Category	Borrower Population	% of AWG Borrower Population	Comment
Total AWG Borrowers	917,677	100%	# of Borrowers on AWG, Requested to Start or Received an AWG in 2020.
Employer Stop Garnishment Letters – Borrower Count	441,520	48%	# of Borrowers from the 204K letters sent to Employers to Stop Garnishment by April 20, 2020.
Borrowers Garnished 11/2 – 12/11	0	0.0% - Total AWG Borrowers 0.0% - Borrowers whose Employers received Letters	Borrowers with AWG Payments effective 11/2 – 12/11

# Refunds Status

**Daily Refund Update for week of 12/11**  
received on 5/11/2020 and beyond have been processed that day and sent to FSA for review. As of 5/18/2020, all FSA approved re TOP payments are processed for review/approval the following the same day or the following

**Overall Refund Status - CURRENT**  
All payments that are day and sent to FMS. As AWG and ible for refunds are sent to FSA funds, DMCS will be processing when file is received).

Date	Total Refunds Sent to FMS
12/7/2020	1,426
12/8/2020	1,465
12/9/2020	1,507
12/10/2020	1,397
12/11/2020	533

# Treasury Offset and AWG Collections Update

## Thursday's Weekly TOP File Update (12/10)

TOP Summary			
Timeframe	Number of Offsets	Total Dollar Amount	Average Offset Amount
March 5 - 26, 2020	1,016,719	\$ 2,115,710,445.27	\$ 2,080.92
April 2 - 30, 2020	145,205	\$ 196,857,593.95	\$ 1,355.72
May 7 - 28, 2020	432	\$ 206,410.75	\$ 477.80
June 4 - 25, 2020	8	\$ 1,083.67	\$ 135.46
July 2 - 30, 2020	16	\$ 2,146.36	\$ 134.15
August 6 - 27, 2020	3	\$ 270.00	\$ 90.00
September 3 - 24, 2020	4	\$ 1,636.76	\$ 409.19
October 1 - 29, 2020	1	\$ 100.00	\$ 100.00
November 5 - 26, 2020	1	\$ 50.00	\$ 50.00
December 3, 2020	-	\$ -	\$ -
December 10, 2020	-	\$ -	\$ -
<b>Total</b>	<b>1,162,389</b>	<b>\$ 2,312,779,736.76</b>	<b>\$ 1,989.68</b>

This week's Treasury file had 0 payments/ offsets.

## AWG Collections Weekly Summary through 12/11

AWG Weekly Summary			
Week Ending	Number of Payments	Total Dollar Amount	Average Offset Amount
March 13 - 27, 2020	318,171	\$ 106,818,408.03	\$ 335.73
April 3 - 24, 2020	258,341	\$ 89,788,423.06	\$ 347.56
May 1 - 29, 2020	104,908	\$ 28,863,945.63	\$ 275.14
June 5 - 26, 2020	17,234	\$ 3,632,623.72	\$ 210.78
July 3 - July 31, 2020	16,638	\$ 3,008,032.82	\$ 180.79
Aug 7 - Aug 28, 2020	8,648	\$ 1,741,450.73	\$ 201.37
Sep 4 - 25, 2020	4,069	\$ 698,052.83	\$ 171.55
Oct 2 - 30, 2020	3,813	\$ 656,196.71	\$ 172.09
Oct 31 - Nov 27, 2020	0	\$0.00	\$0.00
December 4, 2020	0	\$0.00	\$0.00
December 11, 2020	0	\$0.00	\$0.00
<b>Total</b>	<b>731,822</b>	<b>\$ 235,207,133.53</b>	<b>\$ 321.40</b>

AWG Collections is sourced via the US Bank Lockbox file prior to DM Postage.

# Weekly Rehab Summary Update - TIVAS

## Rehabilitated Borrowers Weekly Summary through 12/12.

TIVAS Rehab Summary										
Date	Totals By	Total Borrowers Rehabilitated			Received Missed Payment Credit			No Payment Credit *		
		Count	%	\$	Count	%	\$	Count	%	\$
April 25, 2020	# of Borrowers	43,891	100%	\$1,296,983,629.41	19,639	45%	\$ 569,945,067.64	24,252	55%	\$ 727,038,561.77
	# of Debts	196,933	100%		87,337	44%		109,596	56%	
May 2 - 30, 2020	# of Borrowers	42,392	100%	\$1,225,701,745.86	38,797	92%	\$ 1,104,463,321.28	3,595	8%	\$ 121,238,424.58
	# of Debts	188,916	100%		172,721	91%		16,195	9%	
June 6 - 27, 2020	# of Borrowers	34,233	100%	\$ 998,584,952.73	31,421	92%	\$ 900,741,302.40	2,812	8%	\$ 97,843,650.33
	# of Debts	153,691	100%		140,856	92%		12,835	8%	
July 4 - 25, 2020	# of Borrowers	34,845	100%	\$1,005,808,110.90	32,206	92%	\$ 920,665,791.94	2,639	8%	\$ 85,142,318.96
	# of Debts	156,098	100%		144,331	92%		11,767	8%	
August 1 - 29, 2020	# of Borrowers	43,008	100%	\$1,237,354,391.96	39,385	92%	\$ 1,120,391,197.86	3,623	8%	\$ 116,963,194.10
	# of Debts	194,779	100%		178,255	92%		16,524	8%	
September 5 - 26, 2020	# of Borrowers	42,005	100%	\$1,173,983,340.40	38,625	92%	\$ 1,068,610,140.63	3,380	8%	\$ 105,373,199.77
	# of Debts	188,094	100%		172,774	92%		15,320	8%	
October 1 - 31, 2020	# of Borrowers	55,738	100%	\$1,561,643,909.62	50,074	90%	\$ 1,388,671,968.33	5,664	10%	\$ 172,971,941.29
	# of Debts	250,337	100%		224,769	90%		25,568	10%	
Nov 7 - 28, 2020	# of Borrowers	35,456	100%	\$1,050,690,172.00	31,387	89%	\$ 920,799,236.48	4,069	11%	\$ 129,890,935.52
	# of Debts	158,979	100%		140,922	89%		18,057	11%	
December 5, 2020	# of Borrowers	6,903	100%	\$ 216,417,526.89	6,388	93%	\$ 198,891,653.53	515	7%	\$ 17,525,873.36
	# of Debts	31,738	100%		29,281	92%		2,457	8%	
December 12, 2020	# of Borrowers	6,633	100%	\$ 201,180,224.75	4,987	75%	\$ 153,007,557.09	1,646	25%	\$ 48,172,667.66
	# of Debts	29,884	100%		22,514	75%		7,370	25%	
CARES Act Total	# of Borrowers	345,104	100%	\$ 9,968,348,004.52	292,909	85%	\$ 8,346,187,237.18	52,195	15%	\$ 1,622,160,767.34
	# of Debts	1,549,449	100%		1,313,760	85%		235,689	15%	

Loan Rehab to TIVAS table above reflects the Loan Rehabilitation Transfer to the TIVAS from April 25 through December 12. The next scheduled TIVAS Loan Rehabilitation (Weekly) will run on December 19.

# Weekly Rehab Summary Update - Perkins

## Rehabilitated non-default Perkins Loans Summary through 12/8.

Perkins Rehabs Summary										
Date	Totals By	Total Borrowers Rehabilitated			Received Missed Payment Credit			No Payment Credit *		
		Count	%	\$	Count	%	\$	Count	%	\$
May 12, 2020	# of Borrowers	885	100%	\$ 3,117,504.68	392	44%	\$ 1,315,838.55	493	56%	\$ 1,801,666.13
	# of Debts	1,108	100%		490	44%		618	56%	
June 9, 2020	# of Borrowers	433	100%	\$ 1,368,844.03	378	87%	\$ 1,196,537.39	55	13%	\$ 172,306.64
	# of Debts	544	100%		475	87%		69	13%	
July 14, 2020	# of Borrowers	536	100%	\$ 1,915,803.07	491	92%	\$ 1,723,651.69	45	8%	\$ 192,151.38
	# of Debts	686	100%		620	90%		66	10%	
August 11, 2020	# of Borrowers	447	100%	\$ 1,500,799.11	401	90%	\$ 1,305,187.67	46	10%	\$ 195,611.44
	# of Debts	568	100%		513	90%		55	10%	
September 8, 2020	# of Borrowers	441	100%	\$ 1,495,119.54	402	91%	\$ 1,354,788.65	39	9%	\$ 140,330.89
	# of Debts	576	100%		526	91%		50	9%	
October 13, 2020	# of Borrowers	669	100%	\$ 2,279,171.65	629	94%	\$ 2,157,704.64	40	6%	\$ 121,467.01
	# of Debts	862	100%		809	94%		53	6%	
November 10, 2020	# of Borrowers	524	100%	\$ 1,839,050.70	483	92%	\$ 1,715,346.63	41	8%	\$ 123,704.07
	# of Debts	662	100%		614	93%		48	7%	
December 8, 2020	# of Borrowers	490	100%	\$ 1,754,841.50	456	93%	\$ 1,648,831.90	34	7%	\$ 106,009.60
	# of Debts	629	100%		588	93%		41	7%	
CARES Act Total	# of Borrowers	4,425	100%	\$ 15,271,134.28	3,632	82%	\$ 12,417,887.12	793	18%	\$ 2,853,247.16
	# of Debts	5,635	100%		4,635	82%		1,000	18%	

**Perkins Loan Rehabilitation**The table above reflects the Perkins Loan Rehabilitation Transfer to the Non-Default Perkins Servicer through December 8. The next scheduled Perkins Loan Rehabilitation (Monthly-2nd Tuesday of Month) will run on January 12.



**From:** Odom, Christian  
**Sent:** Tue, 15 Jun 2021 13:28:33 +0000  
**To:** Bryant, Michael;Piccolo, Marc  
**Cc:** LaVia, Mark;Tyrrell, Pete;Fenwick, Benjamin;Eliadis, Pam;Waggoner, Matthew;Zeringue, Steven  
**Subject:** BPO Recovery Slides  
**Attachments:** BPO Recovery Slides.pptx

Mike,

As you know we have daily BPO briefings with the COO throughout this week and the next topic will be BPO recovery. I would like to use work previously done to kick off the conversation of "What would it look like today vs tomorrow." I will not use all of these slides, as it may be TMI... However, I believe I will use 1, 3, 5, and 6.

These were slides Mike worked on in the past for a SEAD/SI briefing. [@Bryant, Michael](#) can you check the "current" state items to ensure that the information is still accurate? I am hoping to have my deck submitted to Dave & CO by 12noon today. Do you think you can finish your review by that time or NLT COB?

Of course, provided Marc has no issues, it would be beneficial if you could attend in case we get any legacy DMCS/PCA questions. Copying Marc and others for awareness.

Thanks in advance for collaboration!

Christian Lee Odom  
Senior Manager  
Office: 202-377-4024  
[Christian.Odom@ed.gov](mailto:Christian.Odom@ed.gov)



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of the Freedom of Information and Privacy Act

**From:** Krobath, Christopher  
**Sent:** Thu, 2 Sep 2021 12:35:02 +0000  
**To:** Tyrrell, Pete  
**Subject:** BPO transition draft  
**Attachments:** DRAFT-Short-Long Term Plans.pptx

Chris Krobath  
Management & Program Analyst  
Student Experience and Aid Delivery  
[Christopher.Krobath@ed.gov](mailto:Christopher.Krobath@ed.gov)

Federal Student Aid  
U.S. DEPARTMENT OF EDUCATION

# BPO-Collections Implementation DRAFT



September 1, 2021

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of the Freedom of Information and Privacy Act

**From:** Piccolo, Marc  
**Sent:** Thu, 6 Aug 2020 18:15:39 +0000  
**To:** Greene, Chris  
**Cc:** LaVia, Mark;Fenwick, Benjamin;Tyrrell, Pete  
**Subject:** CARES Act Decision Memo 3 for review  
**Attachments:** FSA staff summary sheet.pdf, FSA Decision Memo 3 on CARES Act  
08062020.docx

Chris – please review and comment. We can discuss any questions/edit you may have tomorrow morning at 8am.

Thank you.  
marc

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of the Freedom of Information and Privacy Act



**From:** McNally, Paul  
**Sent:** Mon, 21 Dec 2020 15:33:00 +0000  
**To:** Bryant, Michael;Burris, Joshua;Fenwick, Benjamin;Hardiman, Darrick;Johnston, Lamonica M;LaVia, Mark;Lindbloom, Niev E;McNally, Paul;Piccolo, Marc;Pugh, James;Santos, Bob F;Shock, Edward;Smith, Karen M;Szathmary, Michael;Tyrrell, Pete;Valentine, Casey;Willoughby, Leslie A;Wise, Mark  
**Subject:** CR Metrics and AWG Status Report - 12/19  
**Attachments:** CARES ACT Stop AWG Non-Compliant Reporting 1221.pptx, DMCS CARES ACT CR Reporting Metrics 12-21-2020.xlsx

Good morning,

Please see the latest Stop AWG status report and CARES ACT CR Reporting Metrics file as of 12/19/2020.

Sincerely,

**Paul McNally, PMP<sup>®</sup>, MBA**

Partner and Continuous Improvement Director  
Debt Management and Collections Systems (DMCS)

**MAXIMUS Federal**

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Department of  
Education

**DMCS**  
Federal  
Student Aid

**CARES Act Stop Wage Garnishment  
Weekly Report (through 12/18)  
12/21/2020**

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8	Treasury Offset and AWG Collections Update
9	Weekly Rehab Summary Update - TIVAS
10	Weekly Rehab Summary Update – Perkins

# CR 5478 / CCR 57034 –AWG Lockbox Closure Notification

**Scope:** FSA has decided to instruct Treasury to temporarily close the AWG lockbox for AWG payments, effective November 1, 2020 through December 31, 2020 (or through any extension of the CARES Act period). In support of this recommendation, FSA requires that MFS send additional notifications to employers and impacted borrowers notifying them of this decision. The WG86 – Employer CARES Act AWG Lockbox Closure notice and the CA05 - Borrower CARES Act AWG Lockbox Closure notice will be sent to the population October 1 through Monday's (November 2) AWG Lockbox file. The letters will be generated and mailed by November 4, 2020. **Status:** Both Employer and Borrower notification have been sent (with USPS). DMCS did not received an AWG payment file on Monday night as the last file was generated by USBank and process by DMCS on Friday (October 30). The WG86 – Employer CARES Act AWG Lockbox Closure and CA05 – Borrower CARES Act AWG Lockbox Closure notifications have been delivered to USPS on Wednesday (November 4). **Notification break out:**

AWG Lockbox Closure Notice	
Letter	Count
WG86 - Employer Notice	1,763
CA05 - Borrower Notice	2,330
<b>Total</b>	<b>4,093</b>

# CR 5478 / CCR 57034 –AWG Lockbox Closure Notification

As a result of the Lockbox Closure: There were no AWG payments received in the AWG lockbox the week of 12/14. FSA requested MFS to cease all outreach efforts including employer phone calls, Stop AWG emails, and skip trace efforts. With no AWG activity the week of 11/16, there were no AWG-related transactions to report for the following: Increased AWG Outreach Call Results Non-Compliant AWG Employers and Associated Borrowers Enhanced Calling Measures Top 20 AWG Non-Compliant Employers (last two weeks) Post October 1st Employers Resuming AWG Revived AWG Borrowers Consequently, these data slides have been removed from this week's status report.

# Non-Compliant Employers Garnishing Wages

AWG File Receipt Date	Number of AWG payments Received	# of Employers garnishing wages	# of Borrowers impacted	Employer Outreach Attempts	Employers confirmed to stop	Borrowers impacted by Employer confirmed to stop
Prior to 8/31	124,421	72,040	104,681	45,632	13,037	32,591
8/31 – 9/4	1,780	925	1,632	5,505	611	752
9/8 – 9/11	1,275	923	1,142	4,109	336	442
9/14 – 9/18	973	766	909	4,192	384	598
9/21 – 9/25	933	690	859	3,064	347	535
9/28 – 10/2	772	564	667	3,059	305	430
10/5 – 10/9	947	698	902	2,960	317	474
10/13 – 10/16	822	540	779	2,283	258	421
10/19 – 10/23	971	584	921	2,441	291	593
10/26 – 10/30	555	386	529	1,834	212	334
<b>11/2 – 12/18</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Legend: AWG File Receipt Date: Date of which the US Bank Lockbox file is received at 6 AM of the day reported. This is a pre-DM file. Number of AWG payments received: Payments made by employers from the US Bank Lockbox file on the date of receipt. Roster payments are included, but with roster payments we can identify the borrower, the amount paid, and date. # of Employers garnishing wages: The number of unique MASTER FEINs identified in the US Bank Lockbox file on the date of receipt. Not all payments have an attached employer name or MASTER FEIN. Employer Outreach Attempts: Phone call attempts made to employers to confirm stop garnishment. Not every call results in a confirmed stopped garnishment. # of Borrowers Impacted: The number of unique borrower numbers identified within the US Bank Lockbox file on the date of receipt. Employers confirmed to stop: Employer counts are based on Master Name. These result from calls that successfully confirmed stopped garnishments with an employer or we received stop garnishment confirmation from either phone calls or emails. If MFS is able to confirm stop on at least 1 borrower, the entire Master Name is confirmed stopped. Borrowers Impacted by Employer confirmed to stop: Unique borrower numbers associated with employers confirmed to stop garnishment.

# Remaining AWG Borrowers

MFS did a comparison of the original volume of borrowers impacted by AWG payments at the initiation of the CARES Act vs. Current. MFS used the last two weeks of effective payment data to snapshot the current population of impacted AWG borrowers.

Category	Borrower Population	% of AWG Borrower Population	Comment
Total AWG Borrowers	917,677	100%	# of Borrowers on AWG, Requested to Start or Received an AWG in 2020.
Employer Stop Garnishment Letters – Borrower Count	441,520	48%	# of Borrowers from the 204K letters sent to Employers to Stop Garnishment by April 20, 2020.
Borrowers Garnished 11/2 – 12/18	0	0.0% - Total AWG Borrowers 0.0% - Borrowers whose Employers received Letters	Borrowers with AWG Payments effective 11/2 – 12/18

# Refunds Status

**Daily Refund Update for week of 12/18**  
Overall Refund Status - CURRENT  
All payments that are received on 5/11/2020 and beyond have been processed that day and sent to FSA for review. As of 5/18/2020, all FSA approved refunds are processed that day and sent to FMS. As AWG and TOP payments are processed, payments eligible for refunds are sent to FSA for review/approval the following day. As FSA funds, DMCS will be processing the same day or the following day (when file is received).

Date	Total Refunds Sent to FMS
12/14/2020	1,472
12/15/2020	1,948
12/16/2020	1,266
12/17/2020	879
12/18/2020	1,924



# Treasury Offset and AWG Collections Update

## Thursday's Weekly TOP File Update (12/17)

TOP Summary			
Timeframe	Number of Offsets	Total Dollar Amount	Average Offset Amount
March 5 - 26, 2020	1,016,719	\$ 2,115,710,445.27	\$ 2,080.92
April 2 - 30, 2020	145,205	\$ 196,857,593.95	\$ 1,355.72
May 7 - 28, 2020	432	\$ 206,410.75	\$ 477.80
June 4 - 25, 2020	8	\$ 1,083.67	\$ 135.46
July 2 - 30, 2020	16	\$ 2,146.36	\$ 134.15
August 6 - 27, 2020	3	\$ 270.00	\$ 90.00
September 3 - 24, 2020	4	\$ 1,636.76	\$ 409.19
October 1 - 29, 2020	1	\$ 100.00	\$ 100.00
November 5 - 26, 2020	1	\$ 50.00	\$ 50.00
December 3, 2020	-	\$ -	\$ -
December 10, 2020	-	\$ -	\$ -
December 17, 2020	1	\$ 971.00	\$ 971.00
<b>Total</b>	<b>1,162,390</b>	<b>\$ 2,312,780,707.76</b>	<b>\$ 1,989.68</b>

This week's Treasury file had 1 payments/offsets.

## AWG Collections Weekly Summary through 12/18

AWG Weekly Summary			
Week Ending	Number of Payments	Total Dollar Amount	Average Offset Amount
March 13 - 27, 2020	318,171	\$ 106,818,408.03	\$ 335.73
April 3 - 24, 2020	258,341	\$ 89,788,423.06	\$ 347.56
May 1 - 29, 2020	104,908	\$ 28,863,945.63	\$ 275.14
June 5 - 26, 2020	17,234	\$ 3,632,623.72	\$ 210.78
July 3 - July 31, 2020	16,638	\$ 3,008,032.82	\$ 180.79
Aug 7 - Aug 28, 2020	8,648	\$ 1,741,450.73	\$ 201.37
Sep 4 - 25, 2020	4,069	\$ 698,052.83	\$ 171.55
Oct 2 - 30, 2020	3,813	\$ 656,196.71	\$ 172.09
Oct 31 - Nov 27, 2020	0	\$0.00	\$0.00
December 4, 2020	0	\$0.00	\$0.00
December 11, 2020	0	\$0.00	\$0.00
December 18, 2020	0	\$0.00	\$0.00
<b>Total</b>	<b>731,822</b>	<b>\$ 235,207,133.53</b>	<b>\$ 321.40</b>

AWG Collections is sourced via the US Bank Lockbox file prior to DM Postage.

# Weekly Rehab Summary Update - TIVAS

## Rehabilitated Borrowers Weekly Summary through 12/19.

TIVAS Rehab Summary

Date	Totals By	Total Borrowers Rehabilitated			Received Missed Payment Credit			No Payment Credit *		
		Count	%	\$	Count	%	\$	Count	%	\$
April 25, 2020	# of Borrowers	43,891	100%	\$1,296,983,629.41	19,639	45%	\$ 569,945,067.64	24,252	55%	\$ 727,038,561.77
	# of Debts	196,933	100%		87,337	44%		109,596	56%	
May 2 - 30, 2020	# of Borrowers	42,392	100%	\$1,225,701,745.86	38,797	92%	\$ 1,104,463,321.28	3,595	8%	\$ 121,238,424.58
	# of Debts	188,916	100%		172,721	91%		16,195	9%	
June 6 - 27, 2020	# of Borrowers	34,233	100%	\$ 998,584,952.73	31,421	92%	\$ 900,741,302.40	2,812	8%	\$ 97,843,650.33
	# of Debts	153,691	100%		140,856	92%		12,835	8%	
July 4 - 25, 2020	# of Borrowers	34,845	100%	\$1,005,808,110.90	32,206	92%	\$ 920,665,791.94	2,639	8%	\$ 85,142,318.96
	# of Debts	156,098	100%		144,331	92%		11,767	8%	
August 1 - 29, 2020	# of Borrowers	43,008	100%	\$1,237,354,391.96	39,385	92%	\$ 1,120,391,197.86	3,623	8%	\$ 116,963,194.10
	# of Debts	194,779	100%		178,255	92%		16,524	8%	
September 5 - 26, 2020	# of Borrowers	42,005	100%	\$1,173,983,340.40	38,625	92%	\$ 1,068,610,140.63	3,380	8%	\$ 105,373,199.77
	# of Debts	188,094	100%		172,774	92%		15,320	8%	
October 1 - 31, 2020	# of Borrowers	55,738	100%	\$1,561,643,909.62	50,074	90%	\$ 1,388,671,968.33	5,664	10%	\$ 172,971,941.29
	# of Debts	250,337	100%		224,769	90%		25,568	10%	
Nov 7 - 28, 2020	# of Borrowers	35,456	100%	\$1,050,690,172.00	31,387	89%	\$ 920,799,236.48	4,069	11%	\$ 129,890,935.52
	# of Debts	158,979	100%		140,922	89%		18,057	11%	
December 5, 2020	# of Borrowers	6,903	100%	\$ 216,417,526.89	6,388	93%	\$ 198,891,653.53	515	7%	\$ 17,525,873.36
	# of Debts	31,738	100%		29,281	92%		2,457	8%	
December 12, 2020	# of Borrowers	6,633	100%	\$ 201,180,224.75	4,987	75%	\$ 153,007,557.09	1,646	25%	\$ 48,172,667.66
	# of Debts	29,884	100%		22,514	75%		7,370	25%	
December 19, 2020	# of Borrowers	5,492	100%	\$ 172,768,140.80	4,799	87%	\$ 150,306,070.67	693	13%	\$ 22,462,070.13
	# of Debts	25,214	100%		21,947	87%		3,267	13%	
CARES Act Total	# of Borrowers	350,596	100%	\$ 10,141,116,145.32	297,708	85%	\$ 8,496,493,307.85	52,888	15%	\$ 1,644,622,837.47
	# of Debts	1,574,663	100%		1,335,707	85%		238,956	15%	

\* Borrowers Made all Eligible Payments

Loan Rehab to TIVAS table above reflects the Loan Rehabilitation Transfer to the TIVAS from April 25 through December 19. The next scheduled TIVAS Loan Rehabilitation (Weekly) will run on December 26.

# Weekly Rehab Summary Update - Perkins

## Rehabilitated non-default Perkins Loans Summary through 12/8.

Perkins Rehabs Summary										
Date	Totals By	Total Borrowers Rehabilitated			Received Missed Payment Credit			No Payment Credit *		
		Count	%	\$	Count	%	\$	Count	%	\$
May 12, 2020	# of Borrowers	885	100%	\$ 3,117,504.68	392	44%	\$ 1,315,838.55	493	56%	\$ 1,801,666.13
	# of Debts	1,108	100%		490	44%		618	56%	
June 9, 2020	# of Borrowers	433	100%	\$ 1,368,844.03	378	87%	\$ 1,196,537.39	55	13%	\$ 172,306.64
	# of Debts	544	100%		475	87%		69	13%	
July 14, 2020	# of Borrowers	536	100%	\$ 1,915,803.07	491	92%	\$ 1,723,651.69	45	8%	\$ 192,151.38
	# of Debts	686	100%		620	90%		66	10%	
August 11, 2020	# of Borrowers	447	100%	\$ 1,500,799.11	401	90%	\$ 1,305,187.67	46	10%	\$ 195,611.44
	# of Debts	568	100%		513	90%		55	10%	
September 8, 2020	# of Borrowers	441	100%	\$ 1,495,119.54	402	91%	\$ 1,354,788.65	39	9%	\$ 140,330.89
	# of Debts	576	100%		526	91%		50	9%	
October 13, 2020	# of Borrowers	669	100%	\$ 2,279,171.65	629	94%	\$ 2,157,704.64	40	6%	\$ 121,467.01
	# of Debts	862	100%		809	94%		53	6%	
November 10, 2020	# of Borrowers	524	100%	\$ 1,839,050.70	483	92%	\$ 1,715,346.63	41	8%	\$ 123,704.07
	# of Debts	662	100%		614	93%		48	7%	
December 8, 2020	# of Borrowers	490	100%	\$ 1,754,841.50	456	93%	\$ 1,648,831.90	34	7%	\$ 106,009.60
	# of Debts	629	100%		588	93%		41	7%	
CARES Act Total	# of Borrowers	4,425	100%	\$ 15,271,134.28	3,632	82%	\$ 12,417,887.12	793	18%	\$ 2,853,247.16
	# of Debts	5,635	100%		4,635	82%		1,000	18%	

**Perkins Loan Rehabilitation**The table above reflects the Perkins Loan Rehabilitation Transfer to the Non-Default Perkins Servicer through December 8. The next scheduled Perkins Loan Rehabilitation (Monthly-2nd Tuesday of Month) will run on January 12.

Monday April 13th: Initial Contact to all Borrowers Completed  
**CR 5510 / CCR 54768 – CARES Act Notification:** Deployed in PROD and processing.  
 Here are the totals:

Email 3,996,500  
 Letter 3,121,045

Here is a breakout by Letter Type:

Letter Type	Starting Volume	Completed	% Completed
Letter #2 - Refund Eligible	367,920	367,920	100%
Letter #3 - Refund Needs Address Validation	141,375	141,375	100%
Letter #1 - CARES Act Notification	2,611,750	2,611,750	100%
<b>Total</b>	<b>3,121,045</b>	<b>3,121,045</b>	<b>100%</b>

Email Type	Starting Volume	Completed	Remaining	% Completed
Email #2 - Refund Eligible	603,977	603,977	-	100%
Email #3 - Refund Needs Address Validation	228,328	228,328	-	100%
Email #1 - CARES Act Notification	3,164,195	3,164,195	-	100%
<b>Total</b>	<b>3,996,500</b>	<b>3,996,500</b>	<b>-</b>	<b>100%</b>

Of these, 548,067 have a mailing address on their record.

Please note that of the 548,067 that have an address on record, 24,077 need to validate their mailing address before we can mail them a refund. If we were to send out additional emails, MFS would recommend we send emails again to the 24,077 who need to validate their mailing address.

FSA requested on 5/5 for MFS to send letters to borrowers where the CARES Act emails were deemed returned (i.e. email no longer in use). MFS updated the original tables to switch the borrowers designation from email to letters. The program has been updated and deployed on Wednesday (5/6). The program will generate three sets of files that will be separated by the CARES Act letter type (General Notification, Refund Eligible, Refund Needs Address Validation). The number based on the run in production removed 293 borrowers due to "Invalid" mailing addresses. The table below reflects the original and updated totals.

As of 5/14, all of these letters were sent out.

Letter Type	Original Count	Original %	Updated Count	Updated %
CARES-01	478,172	87%	477,900	87%
CARES-02	45,818	8%	45,612	8%
CARES-03	24,077	4%	24,063	4%
<b>Valid Postal Address Total</b>	<b>548,067</b>	<b>100%</b>	<b>547,774</b>	<b>100%</b>

The CARES-02 borrowers for whom we did not have a mailing address and 2,794 of them will need to provide an address so they can receive their refund. This population of 2,794 may not know that we are trying to get them a refund and thus have no way to contact them under CA 5510.

Postal	Counts	%
<b>Valid</b>	547,774	100%
<b>In</b>	2,794	0.5%

Legend	
Valid	CARES-01 - CARES Act General Notification
In	CARES-02 - Refund Eligible
	CARES-03 - Refund Needs Address Validation

4% of the returned emails with validate postal address need an address verified before we can send a refund

Letter Type	Counts	%
CARES-01	478,172	87%
CARES-02	45,818	8%
CARES-03	24,077	4%

3% of the returned emails with invalid postal address need an address verification before we can send a refund.

Letter Type	Counts	%
CARES-01	77,753	97%
CARES-02	15	0%
CARES-03	2,794	3%

Legend	
	CARES-01 - CARES Act Notification
	CARES-02 - Refund Eligible
	CARES-03 - Refund Needs Address Validation

**Stop TOP Collections:**

TOP Payment Files Received from Treasury continue to decrease. Communication continues with Treasury to stop remaining offsets.

Date Received	Number of Records	Total Dollar Amount	Average Offset Amount	Date Started Processing	Date Finished Processing
3/5/2020	503,218	\$ 1,376,239,039.64	\$ 2,734.88	3/6/2020	3/13/2020
3/12/2020	263,129	\$ 309,957,740.74	\$ 1,177.97	3/13/2020	3/18/2020
3/19/2020	141,240	\$ 243,985,370.69	\$ 1,727.45	3/19/2020	3/21/2020
3/26/2020	109,132	\$ 185,528,294.20	\$ 1,700.04	3/26/2020	3/28/2020
4/2/2020	119,809	\$ 182,257,070.48	\$ 1,521.23	4/2/2020	4/4/2020
4/9/2020	4,515	\$ 2,694,299.28	\$ 596.74	4/9/2020	4/9/2020
4/16/2020	5,665	\$ 3,907,538.73	\$ 689.77	4/16/2020	4/16/2020
4/23/2020	3,430	\$ 2,186,790.77	\$ 637.55	4/23/2020	4/23/2020
4/30/2020	11,786	\$ 5,811,894.69	\$ 493.12	4/30/2020	4/30/2020
5/7/2020	11	\$ 1,784.05	\$ 162.19	5/7/2020	5/7/2020
5/14/2020	4	\$ 1,431.67	\$ 357.92	5/14/2020	5/14/2020
5/21/2020	-	\$ -	\$ -	5/21/2020	5/21/2020
5/28/2020	417	\$ 203,195.03	\$ 487.28	5/28/2020	5/28/2020
6/4/2020	-	\$ -	\$ -	6/4/2020	6/4/2020
6/11/2020	4	\$ 1,043.67	\$ 260.92	6/11/2020	6/11/2020
6/18/2020	4	\$ 40.00	\$ 10.00	6/18/2020	6/18/2020
6/25/2020	-	\$ -	\$ -	6/25/2020	6/25/2020
7/2/2020	6	\$ 280.00	\$ 46.67	7/2/2020	7/2/2020
7/9/2020	9	\$ 1,758.55	\$ 195.39	7/9/2020	7/9/2020
7/16/2020	-	\$ -	\$ -	7/16/2020	7/16/2020
7/23/2020	-	\$ -	\$ -	7/23/2020	7/23/2020
7/30/2020	1	\$ 107.81	\$ -	7/30/2020	7/30/2020
8/6/2020	1	\$ 200.00	\$ 200.00	8/6/2020	8/6/2020
8/13/2020	-	\$ -	\$ -	8/13/2020	8/13/2020
8/20/2020	1	\$ 20.00	\$ 20.00	8/20/2020	8/20/2020
8/27/2020	1	\$ 50.00	\$ 50.00	8/27/2020	8/27/2020
9/3/2020	3	\$ 1,521.45	\$ 507.15	9/3/2020	9/3/2020
9/10/2020	-	\$ -	\$ -	9/10/2020	9/10/2020
9/17/2020	1	\$ 115.31	\$ 115.31	9/17/2020	9/17/2020
9/24/2020	-	\$ -	\$ -	9/24/2020	9/24/2020
10/1/2020	-	\$ -	\$ -	10/1/2020	10/1/2020
10/8/2020	2	\$ 100.00	\$ 50.00	10/8/2020	10/8/2020
10/15/2020	-	\$ -	\$ -	10/15/2020	10/15/2020
10/22/2020	-	\$ -	\$ -	10/22/2020	10/22/2020
10/29/2020	-	\$ -	\$ -	10/29/2020	10/29/2020
11/6/2020	1	\$ 50.00	\$ 50.00	11/6/2020	11/6/2020
11/13/2020	-	\$ -	\$ -	11/13/2020	11/13/2020
11/20/2020	-	\$ -	\$ -	11/20/2020	11/20/2020
11/27/2020	-	\$ -	\$ -	11/27/2020	11/27/2020
12/3/2020	-	\$ -	\$ -	12/3/2020	12/3/2020
12/10/2020	-	\$ -	\$ -	12/10/2020	12/10/2020
12/17/2020	1	\$ 917.00	\$ 917.00	12/17/2020	12/17/2020
<b>Total</b>	<b>1,162,391</b>	<b>\$ 2,312,790,653.76</b>	<b>\$ 1,989.68</b>		

**Stop AWG Collections:**

AWG Weekly Summary			
Week Ending	Number of Payments	Total Dollar Amount	Average Offset Amount
3/13/2020	108,904	\$36,183,827.58	\$332.25
3/20/2020	102,463	\$34,481,735.10	\$336.53
3/27/2020	106,804	\$36,152,845.35	\$338.50
4/3/2020	87,794	\$27,395,294.87	\$312.04
4/10/2020	70,444	\$23,852,485.47	\$338.60
4/17/2020	54,285	\$20,697,180.40	\$381.27
4/24/2020	45,818	\$17,843,462.32	\$389.44
5/1/2020	52,178	\$15,503,775.44	\$297.13
5/8/2020	21,753	\$6,029,149.73	\$277.16
5/15/2020	9,379	\$2,139,429.95	\$228.11
5/22/2020	8,914	\$2,365,033.99	\$265.32
5/29/2020	12,684	\$2,826,556.52	\$222.84
6/5/2020	4,389	\$825,502.20	\$188.08
6/12/2020	5,380	\$1,300,647.68	\$241.76
6/19/2020	3,463	\$726,956.29	\$209.92
6/26/2020	4,002	\$779,517.55	\$194.78
7/3/2020	3,973	\$789,291.05	\$198.66
7/10/2020	2,409	\$432,448.79	\$179.51
7/17/2020	3,969	\$672,176.45	\$169.36
7/24/2020	3,114	\$593,046.19	\$190.45
7/31/2020	3,173	\$521,070.34	\$164.22
8/7/2020	2,933	\$509,661.39	\$173.77
8/14/2020	1,830	\$529,647.03	\$289.42
8/21/2020	2,048	\$348,169.72	\$170.00
8/28/2020	1,837	\$353,972.59	\$192.69
9/4/2020	1,129	\$205,542.04	\$182.06
9/11/2020	1,193	\$208,939.12	\$175.14
9/18/2020	918	\$145,302.80	\$158.28
9/25/2020	829	\$138,268.87	\$166.79
10/2/2020	725	\$106,135.74	\$146.39
10/9/2020	882	\$180,539.73	\$204.69
10/16/2020	785	\$119,881.88	\$152.72
10/23/2020	905	\$170,130.29	\$187.99
10/30/2020	516	\$79,509.07	\$154.09
11/6/2020	0	\$0.00	\$0.00
11/13/2020	0	\$0.00	\$0.00
11/20/2020	0	\$0.00	\$0.00
11/27/2020	0	\$0.00	\$0.00

12/4/2020	0	\$0.00	\$0.00
12/11/2020	0	\$0.00	\$0.00
12/18/2020	0	\$0.00	\$0.00
<b>Total</b>	<b>731,822</b>	<b>\$235,207,133.53</b>	<b>\$321.40</b>

As of 4/23 all Employers have been notified.

Address Status	New Employer Count	Percent
Valid (all mailed as of 4/20)	203,980	91.0%
Contacted via telephone prior to 4/20	2,000	0.9%
Not Validated but mailed non PII letter on 4/23	18,219	8.1%
<b>Total</b>	<b>224,199</b>	<b>100.0%</b>

As 4/23 of AWG the employers of all AWG borrowers have been contacted

AWG Groupings	Borrower Count	%	Comment
Total AWG Borrowers	917,677	100%	# of borrowers on AWG, Requested to Start or Received an AWG payment in 2020
Employer Stop Garnishment Letters – Borrower Count	441,520	48%	# of borrowers from the 204K Employer Letter population
Employer Contacted – Borrower Count	429,069	47%	No Additional Action at this time
Employers w/Invalid Address – Borrower Count	47,088	5%	# of borrowers from the 18K Employers with an Invalid Address to be mailed on 4/23/20.
<b>Total</b>	<b>917,677</b>	<b>100%</b>	

On 5/8, FSA requested MFS to move up the sending a letter to borrowers to assist with contacting their employer that continues to garnish their wages. There were 87,887 borrowers since April 28 have had employer send wage garnishments to DMCS. Based on the run in production, 83,424 records were included in the letter file of 87,887 borrowers with 4,463. The letter file is with the Fulfillment Vendor and the letters are scheduled to be mailed on Saturday (5/9) and Monday (5/11).

**Timeline:** All 83,424 Borrower Letters were mailed on Saturday (5/9).

**Scope:** On 5/8, FSA requested MFS to send a 2<sup>nd</sup> round of Employer Stop Garnishments with Borrower Roster (WG34). This round of Employer letters will sent up to 38,321 Employers that have sent wage garnishments since April 28. This mailing will include the listing of any borrower linked to these employers in an inserted roster, which was the same approach when the initial round of letters were sent to the employers. The process will check to be sure the employer address is valid prior to generating a file and an updated count will be provided once this is ran in production. FSA has requested to rereview the Employer Stop Garnishment Letter with Roster (WG34) on Friday at 5:30pm. The approved letter was received on Saturday at 11am. The code was deployed and generated 37,425 letters with borrower rosters to Employers. 896 Employers have an invalid mailing address.

**Status:** Completed

**Timeline:** All 37,425 letters were mailed to Employers on Monday (5/11).

**Final set of letters to get 100% communication complete:**

Letter Description	Stop Default Collection Activity 3 <sup>rd</sup> Rd via Certified Mail	Stop Default Collection Activity – Remaining Mailings for WG34A
Letters to be fulfilled	37,425	6,069
Letters sent to post office	37,425	6,069
Target date of completion	5/16 – completed	5/16 – completed
Number mailed	37,425	6,069
Target date of completion	5/16 - completed	5/16 - completed

**Scope:** On 06/03 (Wednesday), FSA requested MFS to send to 325 Employers a 2nd Round of Employer Stop Garnishments letters via certified mail. FSA approved the two letter templates on 6/5 (Friday). Here is the breakout of the 325 Employer Letters:

- 63 of the 325 Employers have a mailing address with a "Valid" mailing status. This population will receive an Employer Stop Garnishment Letter with Roster (WG34).

- 262 of the 325 Employers have a mailing address with an "Invalid" mailing status. This population will receive an Employer Stop Garnishment Letter without a Roster (WG34A).

**Status:** Letter files have been sent to the Fulfillment Vendor.

**Timeline:** Letters were mailed on 6/8 (Monday) via certified mail.

Letter Description	Certified Mailings with Roster	Certified Mailings without a Roster
Letters to be fulfilled	63	262
Letters sent to post office	63	262
Target date of completion	6/5 - completed	6/5 - completed
Number mailed	63	262
Target date of completion	6/8 completed	6/8 completed

**Scope:** On 06/10 (Wednesday), FSA requested MFS to send an Employer Stop Garnishments letters via certified mail to 969 Employers. FSA approved the 2 letter templates for this mailing on 6/12 (Friday). MFS advised to only mail 919 letters, which FSA approved. Here is the breakout of the 919 Employer Letters:

Letter Description	Certified Mailings with Roster	Certified Mailings without a Roster
Letters to be fulfilled	385	534
Letters sent to post office	385	534
Target date of completion	6/12 - completed	6/12 - completed
Number mailed	385	534
Target date of completion	6/15 completed	6/15 completed

**Status:** Letter files have been sent to the Fulfillment Vendor.

**Timeline:** Letters were mailed on 6/15 (Monday) via certified mail.

**Scope:** On July 1, FSA requested MFS to send 18K letters to Employers requesting assistance with borrowers (their employees) that are eligible for a refund but DMCS does not have a valid mailing address. FSA provided the approved letter on July 1 (WGR4DV01). FSA also provided a data file the evening of July 1. The data file contained 18,823 records, 1 record was removed due to an invalid address format. A total of 18,822 letters will be mailed to employers.

Letter Description	WGR4DV01 Letters sent to Employers
Letters to be fulfilled	18,823
Letters sent to post office	18,822
Target date of completion	7/6 - completed
Number mailed	18,822
Target date of completion	7/6/2020

**Status:** Letter files have been sent to the Fulfillment Vendor.

**Timeline:** Letters were mailed out on 7/6

**Status of Address Validity**

Date	Address Status	Count	%
7/20/2020	Valid	2,506	13%
	Invalid	16,317	87%
	Total	18,823	100%
7/25/2020	Valid	3,378	18%
	Invalid	15,445	82%
	Total	18,823	100%
8/1/2020	Valid	4,083	22%
	Invalid	14,740	78%
	Total	18,823	100%
8/8/2020	Valid	4,477	24%
	Invalid	14,346	76%
	Total	18,823	100%
8/15/2020	Valid	4,753	25%
	Invalid	14,070	75%
	Total	18,823	100%
8/22/2020	Valid	4,982	26%
	Invalid	13,841	74%
	Total	18,823	100%
8/29/2020	Valid	5,113	27%
	Invalid	13,710	73%
	Total	18,823	100%
9/5/2020	Valid	5,256	28%
	Invalid	13,567	72%
	Total	18,823	100%
9/12/2020	Valid	5,356	28%
	Invalid	13,467	72%
	Total	18,823	100%
9/19/2020	Valid	5,400	29%
	Invalid	13,423	71%
	Total	18,823	100%
9/26/2020	Valid	5,544	29%
	Invalid	13,279	71%
	Total	18,823	100%
10/3/2020	Valid	5,647	30%
	Invalid	13,176	70%
	Total	18,823	100%
10/10/2020	Valid	5,717	30%
	Invalid	13,106	70%
	Total	18,823	100%
10/17/2020	Valid	5,776	31%
	Invalid	13,047	69%
	Total	18,823	100%
10/24/2020	Valid	5,824	31%
	Invalid	12,999	69%
	Total	18,823	100%

**Scope:** On October 27, 2020, FSA decided to instruct Treasury to temporarily close the AWG lockbox for AWG payments.

**Status:** Both Employer and Borrower notifications have been mailed.

DMCS did not receive an AWG payment file on Monday night as the last file was generated by USBank and process by

Notification Break Out:

AWG Lockbox Closure Notice	
Letter	Count
WGR8 - Employer Notice	1763
CA05 - Borrower Notice	2330
<b>Total</b>	<b>4093</b>

**With the temporary closure of the lockbox, FSA requested MFS to cease all outreach efforts including employer phone calls, Stop AWG emails, and skip trace efforts.**

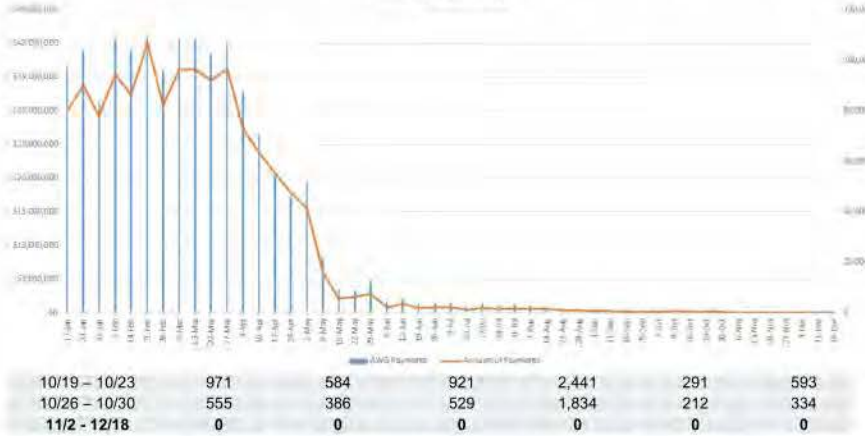
AWG Payments since the beginning of 2020:



**AWG Employer Calling Statistics - Total**

AWG File Receipt Date	Number of AWG payments Received	# of Employers garnishing wages	# of Borrowers impacted	Calls Made	Employers confirmed to stop	Borrowers impacted by Employer confirmed to stop
Prior to 5/5		2,286	-	2,286	2,272	-
5/5 - 5/8	27,890	13,399	16,167	224	67	-
5/11 - 5/15	11,488	5,834	10,717	4,191	759	1,231
5/18 - 5/22	14,890	6,274	13,764	6,991	1,713	6,947
5/25 - 5/29	16,008	9,231	14,780	319	819	5,730
6/1 - 6/5	6,045	3,398	5,401	115	2,810	6,522

Week Over Week AWG



- AWG File Receipt Date:** Date of which the US Bank Lockbox file is received at 6 AM of the day reported. This is a pre-DM file.
- Number of AWG payments received:** Payments made by employers from the US Bank Lockbox file on the date of receipt. Roster payments are included, but with roster payments we can identify the borrower, the amount paid, and date.
- # of Employers garnishing wages:** The number of unique MASTER FEINs identified in the US Bank Lockbox file on the date of receipt. Not all payments have an attached employer name or MASTER FEIN.
- Calls Made:** Phone call attempts made to employers to confirm stop garnishment. Not every call results in a confirmed stopped garnishment.
- # of Borrowers Impacted:** The number of unique borrower numbers identified within the US Bank Lockbox file on the date of receipt.
- Employers confirmed to stop:** Employer counts are based on Master Name. These result from calls that successfully confirmed stopped garnishments with an employer or we received stop garnishment confirmation from either phone calls or emails. If MFS is able to confirm stop on at least 1 borrower, the entire Master Name is confirmed stopped.
- Borrowers impacted by Employer confirmed to stop:** Unique borrower numbers associated with employers confirmed to stop garnishment.

**AWG Employer Calling Statistics - 30 Day Non-Compliant Employers**

File Receipt Date	# of Employers garnishing wages	# of Borrowers impacted	Calls Made	Employers confirmed to stop	Borrowers impacted by Employer confirmed to stop
5/18/2020	30	392	30	4	5
5/19/2020	246	1372	168	19	153
5/20/2020	55	196	239	22	-
5/21/2020	29	228	33	4	11
5/22/2020	199	1,257	116	13	24
5/26/2020	1,044	1,701	0	0	0
5/27/2020	3,797	5,541	0	0	0
5/28/2020	3,046	4,223	0	0	0
5/29/2020	1,576	2,353	0	0	0

- FSA Requested MFS to discontinue making outbound calls effective 5/22 for the non-compliant 30 day employers
- Calls performed out of the Stop Wage Garnishment Database (SWaG). This daily data set represents the Non-Compliant Employers garnishing wages 30 days after their initial notice to stop.
- File Receipt Date:** Date of which the non-compliant employers for 30 days after mailing report from DM is processed - "DM Non-compliant for 30 days file"
- # of Employers garnishing wages:** The number of unique MASTER FEINs identified in the DM Non-compliant for 30 days file.
- # of Borrowers Impacted:** The number of unique Borrower IDs identified in the DM Non-compliant for 30 days file.
- Calls Made:** Outgoing calls made related to the employers within the "DM Non-Compliant for 30 days file."
- Employers confirmed to stop:** Calls that successfully confirmed stopped garnishments with an employer that is based on Assign IDs. Assign IDs are used to group as many potential employers FEINs of the same company into one assignment for a CSR.
- Borrowers impacted by Employer confirmed to stop:** Unique borrower numbers associated with successful calls made to confirm stop garnishment.

**STOPAWG Inbox Email Reviews**

Starting on 6/1, MFS began reviewing the STOPAWG inbox for employer emails claiming they stopped garnishment. The two tables below reflect employer confirmation counts every day and the size ranges of the employers that

Date Range	# of Employers confirmed stopped	# of Borrowers impacted
6/1 - 6/5	2685	5225
6/8 - 6/12	72	119
6/15 - 6/19	58	106
6/22 - 6/26	42	143

Borrowers Garnished within an Employer	Total of Employers	% of population
1	2,305	77%
2 - 5	580	19%
6 - 10	62	2%
11 - 20	29	1%
> 20	24	1%

6/29 - 7/2	34	170
7/6 - 7/10	16	79
7/13 - 7/17	22	26
7/20 - 7/24	8	27
7/27 - 7/31	0	0
8/3 - 8/7	30	34
8/10 - 8/14	0	0
8/17 - 8/21	0	0
8/24 - 8/28	33	44
8/31 - 9/4	0	0
9/8 - 9/11	0	0
9/14 - 9/18	0	0
9/21 - 9/25	0	0
9/28 - 10/2	0	0
10/5 - 10/9	0	0
10/12 - 10/16	0	0
10/19 - 10/23	0	0
10/26 - 10/30	0	0
11/2 - 11/6	0	0
<b>Total</b>	<b>3000</b>	<b>5973</b>

Total 3,000

**Resume Employer Outreach to ALL Non-Compliant Employers**

Week	Employer Outreach Attempts	Employers Confirmed Stopped Garnishment	% Confirmed Stopped
7/20 - 7/25	3,552	336	9.46%
7/27 - 8/1	4,486	675	15.05%
8/3 - 8/8	5,524	868	15.71%
8/10 - 8/15	5,787	844	14.58%
8/17 - 8/22	5,919	737	12.45%
8/24 - 8/29	5,680	678	11.94%
8/31 - 9/4	5,505	611	11.10%
9/8 - 9/11	4,109	336	8.18%
9/14 - 9/18	4,192	384	9.16%
9/21 - 9/25	3,064	347	11.33%
9/28 - 10/2	3,059	305	9.97%
10/5 - 10/9	2,960	317	10.71%
10/13 - 10/16	2,283	258	11.30%
10/19 - 10/23	2,441	291	11.92%
10/26 - 10/30	1,834	212	11.56%
11/2 - 11/6	0	0	0.00%
<b>Total</b>	<b>60,395</b>	<b>7,199</b>	<b>11.92%</b>

On 7/17 FSA requested that MFS resume calling non-compliant AWG employers in an effort to reduce the current volume. Full-time calls initiated on 7/21 from the call center with 30 resources available to take calls and respond to voicemails and emails.

Call disposition data is recorded in ENCORS (Employer Non-Compliance Outreach Systems). This weekly data set represents the results of the outreach effort and % of contacts that result in confirmed stop garnishment.

•**Employers Contacted:** Phones calls and emails made to non-compliant employer contacts in the system or found via research.

•**Employers Confirmed Stopped Garnishment:** Occurrences where an MFS representative has confirmed with an employer they have stopped garnishment. This does not guarantee the employer will stop garnishment.

•**% Confirmed Stopped:** % of employers contacted through calls, emails, and legal escalations that confirmed stopped garnishment.

\*Note: all employer counts refer to effort made to consolidate FEINs to 1 master employer name.

as of 12/19/20

1,405,433 Total Borrowers requiring refund (AWG, TOP, or both)

99.0% of Borrowers have received refunds

# of Borrowers		%
Total Borrowers:	1,405,433	100.0%
Total Borrowers Refunded (including fully refunded or fully reversed):	1,390,686	99.0%
Total In-Progress Borrowers:	14,747	1.0%

as of 12/19/20

96.9% of AWG Payments have been refunded

AWG Payments Breakout	Dollar Amount	%	# of Refunds	% of Refunds
Total AWG Payment Amount Received On/After 3/13/2020:	\$191,683,871.64	100%	1,131,227	100%
Total AWG Refunded Amount (including what in suspense):	\$186,193,863.86	97.1%	1,096,433	96.9%
Total AWG Reversal Amount (reversed before refund request):	\$216,110.67	0.1%	642	0.1%
Total AWG Outstanding Amount:	\$5,273,897.11	2.8%	34,152	3.0%

as of 12/19/20

99.6% of TOP Payments have been refunded

TOP Payments Breakout	Dollar Amount	%	# of Refunds	% of Refunds
Total TOP Payment Amount (Batches Received on and after 3/05/2020):	\$2,312,875,503.06	100.0%	1,162,433	100%
Total TOP Refunded Amount:	\$2,303,718,734.28	99.6%	1,157,310	99.6%
Total TOP Reversal Amount:	\$6,138,149.86	0.3%	2,532	0.2%
Total TOP Outstanding Amount:	\$3,018,618.92	0.1%	2,591	0.2%

Date	Total Borrowers Sent for FSA Approval	Total Refunds Sent to FMS
4/11/2020	15,394	-
4/13/2020	30,000	-
4/14/2020	30,000	17,762
4/15/2020	60,000	56,871
4/16/2020	100,000	36,760
4/17/2020	-	71,437
4/19/2020	60,000	121,732
4/20/2020	75,000	-
4/21/2020	636,813	74,605
4/22/2020	-	93,510
4/23/2020	-	117,108
4/24/2020	-	112,788
4/25/2020	-	-
4/26/2020	-	-
4/27/2020	-	131,569
4/28/2020	-	101,397
4/29/2020	-	95,194
4/30/2020	-	100,106
5/1/2020	-	-
5/2/2020	-	60,999
5/3/2020	-	39,374
5/4/2020	75,000	27,922
5/5/2020	10,000	110,098
5/6/2020	75,000	79,695
5/7/2020	200,000	58,039
5/8/2020	130,000	73,010
5/9/2020	-	86,615
5/10/2020	-	112,747
5/11/2020	Current	28,009
5/12/2020	Current	275,408
5/13/2020	Current	-
5/14/2020	Current	-
5/15/2020	Current	39,628
5/16/2020	Current	47,807
5/17/2020	Current	-
5/18/2020	Current	-

as of 12/19/20

2,293,660 Total payments to be refunded

98.4% Payments have been refunded

	# of Payments	%
Total Payments:	2,293,660	100%
Total Payments Refunded (Including Fully Refunded)	2,256,917	98.4%
Total In-Progress	36,743	1.6%

5/19/2020	Current	9,636
5/20/2020	Current	4,365
5/21/2020	Current	14,221
5/22/2020	Current	4,265
5/23/2020	Current	
5/24/2020	Current	
5/25/2020	Current	holiday
5/26/2020	Current	6,060
5/27/2020	Current	9,292
5/28/2020	Current	14,284
5/29/2020	Current	3,744
5/30/2020	Current	
5/31/2020	Current	
6/1/2020	Current	8,476
6/2/2020	Current	27,816
6/3/2020	Current	8,784
6/4/2020	Current	11,626
6/5/2020	Current	3,230
6/6/2020	Current	
6/7/2020	Current	
6/8/2020	Current	5,666
6/9/2020	Current	5,787
6/10/2020	Current	13,639
6/11/2020	Current	5,057
6/12/2020	Current	18,029
6/13/2020	Current	
6/14/2020	Current	
6/15/2020	Current	6,295
6/16/2020	Current	2,431
6/17/2020	Current	11,623
6/18/2020	Current	15,498
6/19/2020	Current	4,045
6/20/2020	Current	
6/21/2020	Current	
6/22/2020	Current	5,455
6/23/2020	Current	4,139
6/24/2020	Current	9,693
6/25/2020	Current	15,051
6/26/2020	Current	3,930
6/27/2020	Current	
6/28/2020	Current	
6/29/2020	Current	4,095
6/30/2020	Current	-
7/1/2020	Current	5,669
7/2/2020	Current	3,250
7/3/2020*	Current	holiday
7/4/2020	Current	
7/5/2020	Current	
7/6/2020	Current	2,599
7/7/2020	Current	1,965
7/8/2020	Current	863
7/9/2020	Current	11,196
7/10/2020	Current	
7/11/2020	Current	
7/12/2020	Current	
7/13/2020	Current	5,839
7/14/2020	Current	4,918
7/15/2020	Current	4,729
7/16/2020	Current	3,051
7/17/2020	Current	2,502
7/18/2020	Current	
7/19/2020	Current	
7/20/2020	Current	4,523
7/21/2020	Current	2,600
7/22/2020	Current	2,714
7/23/2020	Current	11,407
7/24/2020	Current	4,238
7/25/2020	Current	
7/26/2020	Current	
7/27/2020	Current	4,419

7/28/2020	Current	2,951
7/29/2020	Current	1,912
7/30/2020	Current	3,373
7/31/2020	Current	6,817
8/1/2020	Current	
8/2/2020	Current	
8/3/2020	Current	3,209
8/4/2020	Current	1,576
8/5/2020	Current	3,726
8/6/2020	Current	2,894
8/7/2020	Current	3,924
8/8/2020	Current	
8/9/2020	Current	
8/10/2020	Current	4,357
8/11/2020	Current	2,364
8/12/2020	Current	4,357
8/13/2020	Current	829
8/14/2020	Current	3,031
8/15/2020	Current	
8/16/2020	Current	
8/17/2020	Current	1,303
8/18/2020	Current	1,648
8/19/2020	Current	3,457
8/20/2020	Current	2,733
8/21/2020	Current	2,181
8/22/2020	Current	
8/23/2020	Current	
8/24/2020	Current	2,344
8/25/2020	Current	1,908
8/26/2020	Current	1,811
8/27/2020	Current	1,824
8/28/2020	Current	6,672
8/29/2020	Current	
8/30/2020	Current	
8/31/2020	Current	2,662
9/1/2020	Current	657
9/2/2020	Current	2,155
9/3/2020	Current	781
9/4/2020	Current	5,809
9/5/2020	Current	
9/6/2020	Current	
9/7/2020	Current	20
9/8/2020	Current	1,768
9/9/2020	Current	2,665
9/10/2020	Current	3,920
9/11/2020	Current	1,589
9/12/2020	Current	
9/13/2020	Current	
9/14/2020	Current	540
9/15/2020	Current	2,409
9/16/2020	Current	1,642
9/17/2020	Current	3,195
9/18/2020	Current	1,657
9/19/2020	Current	
9/20/2020	Current	
9/21/2020	Current	1,533
9/22/2020	Current	1,808
9/23/2020	Current	1,027
9/24/2020	Current	2,366
9/25/2020	Current	3,737
9/26/2020	Current	
9/27/2020	Current	
9/28/2020	Current	1,990
9/29/2020	Current	1,191
9/30/2020	Current	1,191
10/1/2020	Current	3,237
10/2/2020	Current	579
10/3/2020	Current	
10/4/2020	Current	
10/5/2020	Current	474

10/6/2020	Current	209
10/7/2020	Current	405
10/8/2020	Current	367
10/9/2020	Current	233
10/10/2020	Current	
10/11/2020	Current	
10/12/2020	Current	1
10/13/2020	Current	633
10/14/2020	Current	786
10/15/2020	Current	9,127
10/16/2020	Current	1,563
10/17/2020	Current	
10/18/2020	Current	
10/19/2020	Current	2,567
10/20/2020	Current	1,840
10/21/2020	Current	2,602
10/22/2020	Current	2,470
10/23/2020	Current	1,386
10/24/2020	Current	
10/25/2020	Current	
10/26/2020	Current	635
10/27/2020	Current	2,301
10/28/2020	Current	904
10/29/2020	Current	1,385
10/30/2020	Current	1,651
10/31/2020	Current	
11/1/2020	Current	
11/2/2020	Current	4,738
11/3/2020	Current	1,045
11/4/2020	Current	1,250
11/5/2020	Current	4,717
11/6/2020	Current	3,364
11/7/2020	Current	
11/8/2020	Current	
11/9/2020	Current	2,471
11/10/2020	Current	2,369
11/11/2020	Current	33
11/12/2020	Current	1,944
11/13/2020	Current	1,481
11/14/2020	Current	
11/15/2020	Current	
11/16/2020	Current	484
11/17/2020	Current	2,087
11/18/2020	Current	2,174
11/19/2020	Current	1,723
11/20/2020	Current	1,305
11/21/2020	Current	
11/22/2020	Current	
11/23/2020	Current	1,514
11/24/2020	Current	1,508
11/25/2020	Current	1,575
11/26/2020	Current	-
11/27/2020	Current	1,653
11/28/2020	Current	
11/29/2020	Current	
11/30/2020	Current	-
12/1/2020	Current	2,247
12/2/2020	Current	334
12/3/2020	Current	2,661
12/4/2020	Current	1,512
12/5/2020	Current	
12/6/2020	Current	
12/7/2020	Current	1,426
12/8/2020	Current	1,465
12/9/2020	Current	1,507
12/10/2020	Current	1,397
12/11/2020	Current	533
12/12/2020	Current	
12/13/2020	Current	
12/14/2020	Current	1,472

12/15/2020	Current	1,948
12/16/2020	Current	1,266
12/17/2020	Current	879
12/18/2020	Current	1,924
12/19/2020	Current	
12/20/2020	Current	
<b>Total</b>	<b>N/A</b>	<b>2,713,778</b>

TIVAS Rehab Summary										
Date	Totals By	Total Borrowers Rehabilitated			Received Missed Payment Credit			No Payment Credit *		
		Count	%	\$	Count	%	\$	Count	%	\$
April 25, 2020	# of Borrowers	43,891	100%	\$ 1,296,983,629.41	19,639	45%	\$ 569,945,067.64	24,252	55%	\$ 727,038,561.77
	# of Debts	196,933	100%		87,337	44%		109,596	56%	
May 2 - 30, 2020	# of Borrowers	42,392	100%	\$ 1,225,701,745.86	38,797	92%	\$ 1,104,463,321.28	3,595	8%	\$ 121,238,424.58
	# of Debts	188,916	100%		172,721	91%		16,195	9%	
June 6 - 27, 2020	# of Borrowers	34,233	100%	\$ 998,584,952.73	31,421	92%	\$ 900,741,302.40	2,812	8%	\$ 97,843,650.33
	# of Debts	153,691	100%		140,856	92%		12,835	8%	
July 4 - 25, 2020	# of Borrowers	34,845	100%	\$ 1,005,808,110.90	32,206	92%	\$ 920,665,791.94	2,639	8%	\$ 85,142,318.96
	# of Debts	156,098	100%		144,331	92%		11,767	8%	
August 1 - 29, 2020	# of Borrowers	43,008	100%	\$ 1,237,354,391.96	39,385	92%	\$ 1,120,391,197.86	3,623	8%	\$ 116,963,194.10
	# of Debts	194,779	100%		178,255	92%		16,524	8%	
September 5 - 26, 2020	# of Borrowers	42,005	100%	\$ 1,173,983,340.40	38,625	92%	\$ 1,068,610,140.63	3,380	8%	\$ 105,373,199.77
	# of Debts	188,094	100%		172,774	92%		15,320	8%	
October 1 - 31, 2020	# of Borrowers	55,738	100%	\$ 1,561,643,909.62	50,074	90%	\$ 1,388,671,968.33	5,664	10%	\$ 172,971,941.29
	# of Debts	250,337	100%		224,769	90%		25,568	10%	
Nov 7 - 28, 2020	# of Borrowers	35,456	100%	\$ 1,050,690,172.00	31,387	89%	\$ 920,799,236.48	4,069	11%	\$ 129,890,935.52
	# of Debts	158,979	100%		140,922	89%		18,057	11%	
December 5, 2020	# of Borrowers	6,903	100%	\$ 216,417,526.89	6,388	93%	\$ 198,891,653.53	515	7%	\$ 17,525,873.36
	# of Debts	31,738	100%		29,281	92%		2,457	8%	
December 12, 2020	# of Borrowers	6,633	100%	\$ 201,180,224.75	4,987	75%	\$ 153,007,557.09	1,646	25%	\$ 48,172,667.66
	# of Debts	29,884	100%		22,514	75%		7,370	25%	
December 19, 2020	# of Borrowers	5,492	100%	\$ 172,768,140.80	4,799	87%	\$ 150,306,070.67	693	13%	\$ 22,462,070.13
	# of Debts	25,214	100%		21,947	87%		3,267	13%	
CARES Act Total	# of Borrowers	350,596	100%	\$ 10,141,116,145.32	297,708	85%	\$ 8,496,493,307.85	52,888	15%	\$ 1,644,622,837.47
	# of Debts	1,574,663	100%		1,335,707	85%		238,956	15%	
* Borrowers Made all Eligible Payments										
Perkins Rehab Summary										
Date	Totals By	Total Borrowers Rehabilitated			Received Missed Payment Credit			No Payment Credit *		
		Count	%	\$	Count	%	\$	Count	%	\$
May 12, 2020	# of Borrowers	885	100%	\$ 3,117,504.68	392	44%	\$ 1,315,838.55	493	56%	\$ 1,801,666.13
	# of Debts	1,108	100%		490	44%		618	56%	
June 9, 2020	# of Borrowers	433	100%	\$ 1,368,844.03	378	87%	\$ 1,196,537.39	55	13%	\$ 172,306.64
	# of Debts	544	100%		475	87%		69	13%	
July 14, 2020	# of Borrowers	536	100%	\$ 1,915,803.07	491	92%	\$ 1,723,651.69	45	8%	\$ 192,151.38
	# of Debts	686	100%		620	90%		66	10%	
August 11, 2020	# of Borrowers	447	100%	\$ 1,500,799.11	401	90%	\$ 1,305,187.67	46	10%	\$ 195,611.44
	# of Debts	568	100%		513	90%		55	10%	
September 8, 2020	# of Borrowers	441	100%	\$ 1,495,119.54	402	91%	\$ 1,354,788.65	39	9%	\$ 140,330.89
	# of Debts	576	100%		526	91%		50	9%	
October 13, 2020	# of Borrowers	669	100%	\$ 2,279,171.65	629	94%	\$ 2,157,704.64	40	6%	\$ 121,467.01
	# of Debts	862	100%		809	94%		53	6%	
November 10, 2020	# of Borrowers	524	100%	\$ 1,839,050.70	483	92%	\$ 1,715,346.63	41	8%	\$ 123,704.07
	# of Debts	662	100%		614	93%		48	7%	
December 8, 2020	# of Borrowers	490	100%	\$ 1,754,841.50	456	93%	\$ 1,648,831.90	34	7%	\$ 106,009.60
	# of Debts	629	100%		588	93%		41	7%	
CARES Act Total	# of Borrowers	4,425	100%	\$ 15,271,134.28	3,632	82%	\$ 12,417,887.12	793	18%	\$ 2,853,247.16
	# of Debts	5,635	100%		4,635	82%		1,000	18%	
* Borrowers Made all Eligible Payments										



**CR 5599 / CCR 55977 – CARES Act Extension Notification:** In Production – Completed 2 Days Ahead of Schedule on 9/2

**Scope:** FSA provided guidance with a playbook for sending notifications via email or postal mail to inform DMCS borrowers that the CARES Act benefits have been extended through December 31, 2020. The notifications are to include the FSA log (versus the ED "Tree" logo). The approach includes a process for sending a postal letter when an email is returned undeliverable. This status focuses on Round 1 notifications as Rounds 2 through 6 will be finalized at a later date. FSA approved the CARES Act Extension Email and Letter templates with the FSA logo and to proceed with the sending the notifications on August 21, 2020. It is understood that all of the initial notifications are to be sent by COB September 4, 2020.

**Status:** Completed.

**Next Steps:**

There were 135,463 borrowers that had an email returned as undeliverable. These email addresses have been updated to invalid for these borrowers in DMCS.

Out of the 135,463 borrowers:

115,963 have a valid postal address and a letter was sent on Wednesday (9/16).

There were 19,500 borrowers from the email return population that do not have a valid postal address (and no letter was mailed).

**Schedule:**

Both email and letters completed on 9/2/20.

Below table is the notification status:

CARES Act Extension Notification Status			
Email Status	Count	%	Comments
Emails Sent	3,280,732	100%	Completed on 9/2/20
Emails Returned	135,463	4%	Completed on 9/14/20
<b>Total Emails</b>	<b>3,145,269</b>	<b>96%</b>	
Letter Status			
Letter Status	Count	%	Comments
Letters Mailed	3,525,259	97%	Completed on 9/2/20
Letters Mailed Due to Return Email	115,963	3%	Completed on 9/16/20
<b>Total Letters Mailed</b>	<b>3,641,222</b>	<b>100%</b>	
Returned Letters	276,066	8%	Total as of 9/18/20
<b>Total Letters</b>	<b>3,365,156</b>	<b>92%</b>	

**CR 5669 / CCR 56452 – CARES Act Extension – Employer Letters: Completed**

**Scope:** By Presidential memorandum, the CARES Act provisions regarding suspended collections are being extended through December 31, 2020. Employers may wrongly resume garnishing borrowers after the expiration of the CARES Act legislation (September 30, 2020). FSA is requesting a letter to be mailed to any employer that has sent an AWG payment to DMCS on or after March 13, 2020. The letter provides the Employer’s EIN, postal address, contact telephone number, fax number and email address that is stored in DMCS. The Employer will have the option to call DMCS (new IVRU option #1) or go to a new extension page of the DMCS Web site to allow the employer to update their information. In addition, the Employer letters that are returned as undeliverable will be skipped trace to obtain a new address and/or telephone number to allow for a call to be made to the employer to remind them of the cancellation of AWG and CARES Act extension as applicable. The development activities were at no cost to FSA.

**Status:** FSA approved the Service Pack on September 21, 2020. The 117,831 letters were mailed on September 23. Also, the web page using FSA’s latest style guide was deployed on September 21. Here is the link in case you would like to take a look:  
<https://myeddebt.ed.gov/company/>

**Schedule:** Letters were mailed on September 23.

**Employers updates on the webpage:**

Employers updates	Operations updates	Total Updates
6,824	1,598	8,422

**Skip Trace Effort Status**

Return Letters – Total Employers	Previously Stopped Garnishment - Yes	Previously Stopped Garnishment - No	Skip Trace Attempts	Demographic Information Confirmed
3,512	3,478	34	13,030	1,780

**Invalid/Valid address Data: (invalid/valid is based on data in Debt Manager)**

Returned Mail Files	Invalid Address	Valid Address	"New"
4,073	1,702	2,370	1

**Small Business Support and Contact Center Statistics**

**General Information**

As of 9/1/2020 MFS will not be assigning small business subcontractors to take COVID 19 calls and therefore MFS will not be charging for their time.

COVID-19 related calls over the last few days has ranged between 3% and 4% of total calls.

**Overall DMCS Statistics:**

Month end August 2020 call volume to the IVR was 36% less than August 2019.

Month end August 2020 call volume to CSR's was 29% less than August 2019.

The level of service last week (the week of 8/31/20) was 99.71%

Month end August 2020 level of service is at 99.92%

September 2020 level of service is at 99.66%.

**Subcontractor Call Volumes and Talk Times:**

Subcontractor	# of Staff	Total Calls Since 4/10/20	Recent Talk Time (Seconds)
NCS Collect	9	45,206	300
PMC Integrity	11	40,610	300
<b>Totals</b>	<b>20</b>	<b>85,816</b>	

**Subcontractor MTD Hours and MTD Call Volumes:**

Month	Subcontractor	* Number of Hours	Total Calls Taken MTD
20-Apr	NCS Collect	6,503	24,760
20-Apr	Bass and Associates	2,936	10,410
20-Apr	PBCM	1,642	6,789
20-Apr	PMC Integrity	4,928	15,332
<b>April 2020 Totals</b>		<b>16,008</b>	<b>57,291</b>
20-May	NCS Collect	7,790	12,704
20-May	Bass and Associates	3,665	5,982
20-May	PBCM	2,551	3,331
20-May	PMC Integrity	8,719	15,482
<b>May 2020 Totals</b>		<b>22,725</b>	<b>37,499</b>
20-Jun	NCS Collect	5,105	5,401
20-Jun	Bass and Associates	3,211	3,464
20-Jun	PBCM	2,680	2,783
20-Jun	PMC Integrity	4,795	6,165
<b>June 2020 Totals</b>		<b>15,791</b>	<b>17,813</b>
20-Jul	NCS Collect	3,260	
20-Jul	PMC Integrity	5,368	
<b>July 2020 Totals</b>		<b>8,628</b>	<b>0</b>
20-Aug	NCS Collect	1,016	2,341
20-Aug	PMC Integrity	1,436	3,631
<b>Aug 2020 Totals</b>		<b>2,452</b>	<b>5,972</b>

**From:** Bryant, Michael  
**Sent:** Mon, 27 Jul 2020 21:11:01 +0000  
**To:** Tyrrell, Pete  
**Subject:** Decision memo on closing AWG PO Box  
**Attachments:** FSA Decision Memo on Closing AWG Lockbox.docx

Mike Bryant, Federal Student Aid  
319-333-8836

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information and Privacy Act.

Withheld pursuant to exemption

(b)(5)  
of the Freedom of Information and Privacy Act

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information and Privacy Act

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information and Privacy Act.



Withheld pursuant to exemption

(b)(5)  
of the Freedom of Information and Privacy Act

DRAFT

Draft deliberative and confidential

**From:** Bryant, Michael  
**Sent:** Mon, 27 Jul 2020 21:11:01 +0000  
**To:** Tyrrell, Pete  
**Subject:** Decision memo on closing AWG PO Box  
**Attachments:** FSA Decision Memo on Closing AWG Lockbox.docx

Mike Bryant, Federal Student Aid  
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Withheld pursuant to exemption

(b)(5)

of the Freedom of Information and Privacy Act.



DRAFT

Draft deliberative and confidential

**From:** Tyrrell, Pete  
**Sent:** Thu, 1 Jul 2021 15:42:11 +0000  
**To:** Bryant, Michael  
**Subject:** deck  
**Attachments:** PCAs Overview 062821 v7.pptx

Sorry to ask but I have to step out – can you make those minor updates as Marc requested....here's what

(b)(5)



Think that was it. Can you then flip it to Contracts and call their attention to their slides? If you rather I do that, I can once I'm back on-line about 2pm.

Thanks.

**Pete Tyrrell** | Senior Advisor  
Federal Student Aid  
Wanamaker Building, Philadelphia PA 19107  
O: (215) 656-6014

C: (b)(6)



Withheld pursuant to exemption

(b)(5)

of the Freedom of Information and Privacy Act

Withheld pursuant to exemption

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Withheld pursuant to exemption

(b)(5)

of the Freedom of Information and Privacy Act

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information and Privacy Act



**From:** Wise, Mark  
**Sent:** Thu, 10 Dec 2020 17:02:52 +0000  
**To:** Tyrrell, Pete;Tu, Steve;Bryant, Michael;Curran, Tracy  
**Cc:** Szathmary, Michael;Wohlfiel, Luz  
**Subject:** DMCS invoice, MFS CLIN 03-0203, CR 5478 CARES act-Lockbox letters and welcome letters. CARES act funding  
**Attachments:** DMCS\_Invoice\_No.\_MFS\_CLIN\_03\_-\_0203.pdf

All,

I received an invoice from Maximus today regarding CR 5478 CARES act Lockbox and welcome letters. I have verified the numbers submitted are correct but I am unable to verify the daily counts. With that said, I recommend paying this invoice. Please send me your concurrence. Thanks.

Mark Wise  
Contracting Officer Representative  
U.S. Department of Education  
UCP 61G2  
202-377-3142 Office  
(b)(6) Cell

**PUBLIC VOUCHER FOR PURCHASES AND SERVICES OTHER THAN PERSONAL**

US Department of Education  
 Union Center Plaza  
 Federal Student Aid Administration  
 830 First Street, NE - Suite 54B1  
 Washington, D.C. 20201-0001

E-mail: [InvoiceAdmin@ed.gov](mailto:InvoiceAdmin@ed.gov)  
[Michael.Szothmery@ed.gov](mailto:Michael.Szothmery@ed.gov)  
[Murthlyn.Aldridge@ed.gov](mailto:Murthlyn.Aldridge@ed.gov)  
[Mark.Wise@ed.gov](mailto:Mark.Wise@ed.gov)  
 Fax: (202) 275-3477

DATE VOUCHER PREPARED  
**12/8/2020**  
 CONTRACT NUMBER  
**contract #: ED-FSA-13-C-0021**

SCHEDULE NO  
**MFS CLIN 03 - 0203**  
 PAID BY

REDUPLICATION NUMBER AND DATE

PAYEE'S MAXIMUS FEDERAL SERVICES, Inc  
 NAME PO Box 791188  
 ADDRESS Baltimore, MD. 21279-1188

DATE INVOICE RECEIVED  
 DISCOUNT TERMS  
 PAYEE'S ACCOUNT NUMBER  
 20-2998066

SHIPPED FROM TO WEIGHT GOVERNMENT B/L NUMBER

NUMBER AND DATE OF ORDER	DATE OF DELIVERY OR SERVICE	ARTICLES OR SERVICES (Enter description, item number of contract or Federal Supply schedule, and other information deemed necessary)	QUANTITY	UNIT PRICE		AMOUNT
				COST	PER	
		Performance Based Payment for:  <b>CLIN 5003 CR 5478 National Emergency 2020 - Stop Default Collection Activity</b>				
	1-Nov-20 through 30-Nov-20	CR 5478 Employer Stop Garnishment Letter CR 5478 Borrower Follow Up with Employer Letter without Roster CR 5478 Employer & Borrower lockbox closure letters - November CR 5478 Borrower Follow Up with Employer Letter CR 5478 Welcome Letter - November CR 5478 Employer Stop Garnishment Letter (Certified Mail) CR 5478 Employer Stop Garnishment Borrower Address Update Letter CR 5478 Outreach CR 5478 Stop AWG emails	(b)(4)			
		For detail, see Standard Form 1035 total amount claimed transferred from Page 2 of Standard Form 1035.  I certify that all payments requested are for appropriate purposes and in accordance with the agreements set forth in the contract.				
		(b)(6)  LaMonica Johnston, Director / Proj/Prag MAXIMUS FEDERAL SERVICES, Inc				

(Use continuation sheet(s) if necessary) (Payee must NOT use the space below) TOTAL \$ **14,409.07**

DIFFERENCES	
Amount verified; correct for:	
(Signature or initials)	

Pursuant to authority vested in me, I certify that this voucher is correct and proper for payment.

(Date)

(Authorized Certifying Officer)

(Title)

ACCOUNTING CLASSIFICATION

Previous edition usable:

NSN 7540-00635-4206

**PRIVACY ACT STATEMENT**  
 The information requested on this form is required under the provisions of 31 U.S.C. 82b and 82c, for the purpose of disbursing Federal money. The information requested is to identify the particular creditor and amounts to be paid. Failure to furnish this information will hinder discharge of the payment obligation.

**PUBLIC VOUCHER FOR PURCHASES AND  
SERVICES OTHER THAN PERSONAL**

Schedule #:  
MFS CLIN 03 - 0203  
SHEET NO:  
2 of 2

**CONTINUATION SHEET**

U.S. DEPARTMENT, BUREAU, OR ESTABLISHMENT  
U.S. Department of Education

NUMBER AND DATE OF ORDER	DATE OF DELIVERY OR SERVICE	ARTICLES OR SERVICES (Enter description, item number of contract or Federal Supply schedule, and other information deemed necessary)	QUANTITY	UNIT PRICE		AMOUNT
				COST	PER	
MAXIMUS FEDERAL SERVICES, Inc. 1891 Metro Center Drive Reston, VA 20190		contract #: ED-FSA-13-C-0021	CLIN 5003 CR 5478 Funding		(b)(4)	
						Funding incorporated thru Mod 169

**CLIN 5003 CR 5478 National Emergency 2020 - Stop Default Collection Activity**

Release #, Milestone #	FSA Position Title	Rate	Quantity	Current Period Total	Cumulative Quantity	Cumulative Total
	CR 5478 Employer Stop Garnishment Letter	\$	(b)(4)			
	CR 5478 Borrower Follow Up with Employer Letter without Roster	\$				
	CR 5478 Employer & Borrower lockbox closure letters - November	\$				
	CR 5478 Borrower Follow Up with Employer Letter	\$				
1-Nov-20	CR 5478 Welcome Letter - November	\$				
through	CR 5478 Employer Stop Garnishment Letter (Certified Mail)	\$				
30-Nov-20	CR 5478 Employer Stop Garnishment Borrower Address Update Letter	\$				
	CR 5478 Outreach	\$				
	CR 5478 Stop AWG emails	\$				
<b>CLIN 5003 CR 5478 National Emergency 2020 - Stop Default Collection Activity</b>			(b)(4)			<b>1,739,068.96</b>

I certify to the best of my knowledge and belief that—

- (1) This request for performance-based payment is true and correct; this request (and attachments) has been prepared from the books and records of the Contractor, in accordance with the contract and the instructions of the Contracting Officer;
- (2) (Except as reported in writing on \_\_\_\_\_), all payments to subcontractors and suppliers under this contract have been paid, or will be paid, currently, when due in the ordinary course of business;
- (3) There are no encumbrances (except as reported in writing on \_\_\_\_\_) against the property acquired or produced for, and allocated or properly chargeable to, the contract which would affect or impair the Government's title;
- (4) There has been no materially adverse change in the financial condition of the Contractor since the submission by the Contractor to the Government of the most recent written information dated 30 November 2020; and
- (5) After the making of this requested performance-based payment, the amount of all payments for each deliverable item for which performance-based payments have been requested will not exceed any limitation in the contract, and the amount of all payments under the contract will not exceed any limitation in the contract.

(b)(6)

LaMonica Johnston, Director - P76/Prog  
MAXIMUS FEDERAL SERVICES, Inc

METHOD OF PAYMENT: Electronic funds transfer through ACH  
Payments to: MAXIMUS FEDERAL SERVICES, Inc., PO Box 791188, Baltimore, MD 21279-1188

DMCS Contact Person: Robert Santos, VP / Program Executive  
Federal Support Services  
Enclosure: Cost Report

Rhodalyne Mills, 820 1st street NE, Washington, D.C. 20002 Tel: 202.753.3086

Table 5-1: Pricing Summary for CR 5478

CLIN	Change Request	Price
4004	Outreach	(b)(4)
4004	Fulfillment	
<b>Total</b>		<b>\$ 1,861,121.35</b>

Table 5-2: Price for Contact Center Outreach

	Volume*	FUR**	Price	Assumptions
Month 1	(b)(4)			50% of Employers contacted by mail will require a follow-up phone call. Refer to the 'Employer Stop Garnishment Letter (Includes Roster Insert)' mailing assumption.
Month 2				50% of Employers requiring a first call will require a second call.
Month 3				25% of Employers requiring a second call will require a third call.
<b>Total</b>			<b>\$921,618.75</b>	

\*Outbound Call Volume is an estimate of the number of outbound calls for the first three months and is subject to change based on actual volumes.

**\*\*Fixed Unit Rate (FUR) Assumptions:**

40% of the employers will need skip trace – average 12 mins per call.  
 60% of employers will not need research – average 10 mins per call.  
 Using CSR II rate blend for Jacksonville and Brownsville sites.

Table 5-3 shows the estimated price for continuing fulfillment operations at the respective FURs.

Table 5-3: Price for Fulfillment

Letter/Notice Description	Mailing Volume*	FUR	Price	Assumptions
Employer Stop Garnishment Letter (Includes Roster Insert)	(b)(4)			- Single Page - up to 6 Page Insert - Used FSA requested count Start with 604,324 borrowers w/bAWG tag (on AWG). Removed Duplicates in following order: - Removed Same SSN & EIN. - Removed Same EIN & Employer Name. - Removed Same Employer Name, Address Line 1&2, CSZ. - Removed Same Employer Name, Address Line 2, CSZ. - Removed Same Employer Name, CSZ. - Removed Same Employer Name.
Employer Stop Garnishment Letter (Includes Roster Insert - 2nd Request - Same Letter)				- Single Page - up to 6 Page Insert - Assumes 25% will need a follow-up letter with roster
Borrower Follow-up with Employer Letter				- Single Page - No Insert - Assumes 50% Borrower's Employers Stop Submitting AWG Payments - Assumes Top 20 Employers are being called as part of Pilot (80K).
Welcome Letter - 1/3 of Page Insert				- 1 Insert - Assumes 10K new debts from GAs and Schools-POVRs and TPD Reinstatements.
<b>Total Price</b>			<b>\$939,502.60</b>	

\*Mailing volume is an estimate and subject to change based on actual volume.

<b>CR 5478 Fulfillment &amp; Outreach</b>	
<b>Period</b>	<b>Total</b>
Apr-20	(b)(4)
May-20	
Jun-20	
Jul-20	
Aug-20	
Sep-20	
Oct-20	
Nov-20	
<b>Total</b>	
<b>Funding</b>	
	<b>Funding</b>
Current Funding	(b)(4)
Funding Remaining	
<b>% total spend to funding</b>	

November Fulfillment Count														
Month	Date	Mailed Date	Maximum JOB #	JOB #	Count In	bad address	Damaged	Mailed count	Diff	reason	035	file name	EP	Description
2011 Nov	11/4/2020	11/4/2020	W00003	DC0057	1	0	0	1	-1	C		WG860V01_1_20201103102138	5478G	Employer & Borrower lockbox closure letters
2011 Nov	11/3/2020	11/3/2020	F18406	DC0016	223	0	0	223	0	PS		20201102_18406_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/3/2020	11/3/2020	F18403	DC0015	367	0	0	367	0	PS		20201102_18403_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/4/2020	11/4/2020	W00003	DC0057	0	0	0	0	0	FULLPS		WG860V01_1_20201103102138	5478G	Employer & Borrower lockbox closure letters
2011 Nov	11/4/2020	11/4/2020	R00047	DC0054	0	0	0	0	0	FULLPS		CA050V01_1_20201103112941	5478G	Employer & Borrower lockbox closure letters
2011 Nov	11/4/2020	11/4/2020	R00047	DC0054	16	0	0	16	0	PS		CA050V01_1_20201103112941	5478G	Employer & Borrower lockbox closure letters
2011 Nov	11/4/2020	11/4/2020	W00003	DC0057	6	0	0	6	0	PS		WG860V01_1_20201103102138	5478G	Employer & Borrower lockbox closure letters
2011 Nov	11/4/2020	11/4/2020	W00003	DC0057	1681	0	0	1681	0	PS		WG860V01_1_20201103102138	5478G	Employer & Borrower lockbox closure letters
2011 Nov	11/4/2020	11/4/2020	R00047	DC0054	2288	0	0	2288	0	PS		CA050V01_1_20201103112941	5478G	Employer & Borrower lockbox closure letters
2011 Nov	11/4/2020	11/4/2020	W00003	DC0057	75	0	0	75	0	PS		WG860V01_1_20201103102138	5478G	Employer & Borrower lockbox closure letters
2011 Nov	11/4/2020	11/4/2020	R00047	DC0054	26	0	0	26	0	PS		CA050V01_1_20201103112941	5478G	Employer & Borrower lockbox closure letters
2011 Nov	11/6/2020	11/6/2020	F18445	DC0015	154	0	0	154	0	PS		20201105_18445_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/6/2020	11/6/2020	F18447	DC0016	92	0	0	92	0	PS		20201105_18447_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/9/2020	11/9/2020	F18479	DC0016	181	0	0	181	0	PS		20201109_18479_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/9/2020	11/9/2020	F18476	DC0015	174	0	0	174	0	PS		20201109_18476_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/13/2020	11/13/2020	F18510	DC0016	0	0	0	0	0	FULLPS		20201112_18510_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/13/2020	11/13/2020	F18507	DC0015	0	0	0	0	0	FULLPS		20201112_18507_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/13/2020	11/13/2020	F18510	DC0016	0	0	0	0	0	PS		20201112_18510_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/13/2020	11/13/2020	F18507	DC0015	2	0	0	2	0	PS		20201112_18507_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/13/2020	11/13/2020	F18507	DC0015	851	0	0	851	0	PS		20201112_18507_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/13/2020	11/13/2020	F18510	DC0016	774	0	0	774	0	PS		20201112_18510_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/13/2020	11/13/2020	F18507	DC0015	23	0	0	23	0	PS		20201112_18507_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/13/2020	11/13/2020	F18510	DC0016	18	0	0	18	0	PS		20201112_18510_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/16/2020	11/16/2020	F18536	DC0015	341	0	0	341	0	PS		20201116_18536_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/16/2020	11/16/2020	F18539	DC0016	207	0	0	207	0	PS		20201116_18539_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/20/2020	11/20/2020	F18577	DC0015	489	0	0	489	0	PS		20201119_18577_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/20/2020	11/20/2020	F18580	DC0016	22	0	0	22	0	PS		20201119_18580_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/23/2020	11/23/2020	F18609	DC0016	6	0	0	6	0	PS		20201123_18609_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/23/2020	11/23/2020	F18606	DC0015	48	0	0	48	0	PS		20201123_18606_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/27/2020	11/27/2020	F18648	DC0015	0	0	0	0	0	FULLPS		20201127_18648_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/27/2020	11/27/2020	F18651	DC0016	0	0	0	0	0	FULLPS		20201127_18651_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/27/2020	11/27/2020	F18648	DC0015	1	0	0	1	0	PS		20201127_18648_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/27/2020	11/27/2020	F18648	DC0015	7	0	0	7	0	PS		20201127_18648_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/27/2020	11/27/2020	F18648	DC0015	2668	0	0	2668	0	PS		20201127_18648_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/27/2020	11/27/2020	F18651	DC0016	599	0	0	599	0	PS		20201127_18651_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/27/2020	11/27/2020	F18651	DC0016	23	0	0	23	0	PS		20201127_18651_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/27/2020	11/27/2020	F18648	DC0015	45	0	0	45	0	PS		20201127_18648_DCC0015.bt	5478C	Welcome Letter

11,438.00

SCHEDULE Continued

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT	
4003AU	(New Line Item) Budget Initiative: CARES Act DMCS CARE ACT DME, CLIN 4003, CR 5478 CARE act certified employer mailings  Accounting and Appropriation Data: 0202M2020.B.2020.ENB00000.6C3.2521A.000.000. 0000 000000 (b)(4)	(b)(4)				

**From:** Wise, Mark  
**Sent:** Thu, 10 Dec 2020 17:02:52 +0000  
**To:** Tyrrell, Pete;Tu, Steve;Bryant, Michael;Curran, Tracy  
**Cc:** Szathmary, Michael;Wohlfiel, Luz  
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U.S. Department of Education  
UCP 61G2  
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**PUBLIC VOUCHER FOR PURCHASES AND SERVICES OTHER THAN PERSONAL**

US Department of Education  
 Union Center Plaza  
 Federal Student Aid Administration  
 830 First Street, NE - Suite 54B1  
 Washington, D.C. 20201-0001

E-mail: [InvoiceAdmin@ed.gov](mailto:InvoiceAdmin@ed.gov)  
[Michael.Szathmery@ed.gov](mailto:Michael.Szathmery@ed.gov)  
[Murthlyn.Aldridge@ed.gov](mailto:Murthlyn.Aldridge@ed.gov)  
[Mark.Wise@ed.gov](mailto:Mark.Wise@ed.gov)  
 Fax: (202) 275-3477

DATE VOUCHER PREPARED  
**12/8/2020**  
 CONTRACT NUMBER  
**contract #: ED-FSA-13-C-0021**

SCHEDULE NO  
**MFS CLIN 03 - 0203**  
 PAID BY

REDUPLICATION NUMBER AND DATE

PAYEE'S MAXIMUS FEDERAL SERVICES, Inc  
 NAME PO Box 791188  
 ADDRESS Baltimore, MD. 21279-1188

DATE INVOICE RECEIVED  
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 PAYEE'S ACCOUNT NUMBER  
 20-2998066

SHIPPED FROM TO WEIGHT GOVERNMENT B/L NUMBER

NUMBER AND DATE OF ORDER	DATE OF DELIVERY OR SERVICE	ARTICLES OR SERVICES (Enter description, item number of contract or Federal Supply schedule, and other information deemed necessary)	QUANTITY	UNIT PRICE		AMOUNT
				COST	PER	
		Performance Based Payment for:  <b>CLIN 5003 CR 5478 National Emergency 2020 - Stop Default Collection Activity</b>				
	1-Nov-20 through 30-Nov-20	CR 5478 Employer Stop Garnishment Letter CR 5478 Borrower Follow Up with Employer Letter without Roster CR 5478 Employer & Borrower lockbox closure letters - November CR 5478 Borrower Follow Up with Employer Letter CR 5478 Welcome Letter - November CR 5478 Employer Stop Garnishment Letter (Certified Mail) CR 5478 Employer Stop Garnishment Borrower Address Update Letter CR 5478 Outreach CR 5478 Stop AWG emails  For detail, see Standard Form 1035 total amount claimed transferred from Page 2 of Standard Form 1035.  I certify that all payments requested are for appropriate purposes and in accordance with the agreements set forth in the contract.	(b)(4)			
		(b)(6)  LaMonica Johnston, Director - Proj/Prag MAXIMUS FEDERAL SERVICES, Inc				

(Use continuation sheet(s) if necessary) (Payee must NOT use the space below) TOTAL \$ **14,409.07**

DIFFERENCES	
Amount verified; correct for	
(Signature or initials)	

Pursuant to authority vested in me, I certify that this voucher is correct and proper for payment.

(Date)

(Authorized Certifying Officer)

(Title)

ACCOUNTING CLASSIFICATION

Previous edition usable:

NSN 7540-00635-4206

**PRIVACY ACT STATEMENT**  
 The information requested on this form is required under the provisions of 31 U.S.C. 82b and 82c, for the purpose of disbursing Federal money. The information requested is to identify the particular creditor and amounts to be paid. Failure to furnish this information will hinder discharge of the payment obligation.

**PUBLIC VOUCHER FOR PURCHASES AND  
SERVICES OTHER THAN PERSONAL**

**CONTINUATION SHEET**

U.S. DEPARTMENT, BUREAU, OR ESTABLISHMENT  
U.S. Department of Education

NUMBER AND DATE OF ORDER	DATE OF DELIVERY OR SERVICE	ARTICLES OR SERVICES (Enter description, item number of contract or Federal Supply schedule, and other information deemed necessary)	QUANTITY	UNIT PRICE		AMOUNT
				COST	PER	

MAXIMUS FEDERAL SERVICES, Inc. contract #: ED-FSA-13-C-0021 **CLIN 5003 CR 5478 Funding** \$ (b)(4)  
1891 Metro Center Drive Reston, VA 20190 Funding incorporated thru Mod 189

**CLIN 5003 CR 5478 National Emergency 2020 - Stop Default Collection Activity**

Release #, Milestone #	FSA Position Title	Rate	Quantity	Current Period Total	Cumulative Quantity	Cumulative Total
	CR 5478 Employer Stop Garnishment Letter	\$	(b)(4)			
	CR 5478 Borrower Follow Up with Employer Letter without Roster	\$				
	CR 5478 Employer & Borrower lockbox closure letters - November	\$				
	CR 5478 Borrower Follow Up with Employer Letter	\$				
1-Nov-20	CR 5478 Welcome Letter - November	\$				
through	CR 5478 Employer Stop Garnishment Letter (Certified Mail)	\$				
30-Nov-20	CR 5478 Employer Stop Garnishment Borrower Address Update Letter	\$				
	CR 5478 Outreach	\$				
	CR 5478 Stop AWG emails	\$				
<b>CLIN 5003 CR 5478 National Emergency 2020 - Stop Default Collection Activity</b>			(b)(4)			<b>1,739,068.96</b>

I certify to the best of my knowledge and belief that—

- (1) This request for performance-based payment is true and correct; this request (and attachments) has been prepared from the books and records of the Contractor, in accordance with the contract and the instructions of the Contracting Officer;
- (2) (Except as reported in writing on \_\_\_\_\_), all payments to subcontractors and suppliers under this contract have been paid, or will be paid, currently, when due in the ordinary course of business;
- (3) There are no encumbrances (except as reported in writing on \_\_\_\_\_) against the property acquired or produced for, and allocated or properly chargeable to, the contract which would affect or impair the Government's title;
- (4) There has been no materially adverse change in the financial condition of the Contractor since the submission by the Contractor to the Government of the most recent written information dated 30 November 2020; and
- (5) After the making of this requested performance-based payment, the amount of all payments for each deliverable item for which performance-based payments have been requested will not exceed any limitation in the contract, and the amount of all payments under the contract will not exceed any limitation in the contract.

(b)(6)

LaMonica Johnston, Director - P76/Prog  
MAXIMUS FEDERAL SERVICES, Inc

METHOD OF PAYMENT: Electronic funds transfer through ACH  
Payments to: MAXIMUS FEDERAL SERVICES, Inc., PO Box 791188, Baltimore, MD 21279-1188

DMCS Contact Person: Robert Santos, VP / Program Executive  
Federal Support Services  
Enclosure: Cost Report

Rhodalyne Mills, 820 1st street NE, Washington, D.C. 20002 Tel: 202.753.3086

Table 5-1: Pricing Summary for CR 5478

CLIN	Change Request	Price
4004	Outreach	(b)(4)
4004	Fulfillment	(b)(4)
<b>Total</b>		<b>\$ 1,861,121.35</b>

Table 5-2: Price for Contact Center Outreach

	Volume*	FUR**	Price	Assumptions
Month 1	(b)(4)			50% of Employers contacted by mail will require a follow-up phone call. Refer to the 'Employer Stop Garnishment Letter (Includes Roster Insert)' mailing assumption.
Month 2				50% of Employers requiring a first call will require a second call.
Month 3				25% of Employers requiring a second call will require a third call.
<b>Total</b>			<b>\$921,618.75</b>	

\*Outbound Call Volume is an estimate of the number of outbound calls for the first three months and is subject to change based on actual volumes.

**\*\*Fixed Unit Rate (FUR) Assumptions:**

40% of the employers will need skip trace – average 12 mins per call.  
 60% of employers will not need research – average 10 mins per call.  
 Using CSR II rate blend for Jacksonville and Brownsville sites.

Table 5-3 shows the estimated price for continuing fulfillment operations at the respective FURs.

Table 5-3: Price for Fulfillment

Letter/Notice Description	Mailing Volume*	FUR	Price	Assumptions
Employer Stop Garnishment Letter (Includes Roster Insert)	(b)(4)			- Single Page - up to 6 Page Insert - Used FSA requested count Start with 604,324 borrowers w/bAWG tag (on AWG). Removed Duplicates in following order: - Removed Same SSN & EIN. - Removed Same EIN & Employer Name. - Removed Same Employer Name, Address Line 1&2, CSZ. - Removed Same Employer Name, Address Line 2, CSZ. - Removed Same Employer Name, CSZ. - Removed Same Employer Name.
Employer Stop Garnishment Letter (Includes Roster Insert - 2nd Request - Same Letter)				- Single Page - up to 6 Page Insert - Assumes 25% will need a follow-up letter with roster
Borrower Follow-up with Employer Letter				- Single Page - No Insert - Assumes 50% Borrower's Employers Stop Submitting AWG Payments - Assumes Top 20 Employers are being called as part of Pilot (80K).
Welcome Letter - 1/3 of Page Insert				- 1 Insert - Assumes 10K new debts from GAs and Schools-POVRs and TPD Reinstatements.
<b>Total Price</b>			<b>\$939,502.60</b>	

\*Mailing volume is an estimate and subject to change based on actual volume.

<b>CR 5478 Fulfillment &amp; Outreach</b>	
<b>Period</b>	<b>Total</b>
Apr-20	(b)(4)
May-20	
Jun-20	
Jul-20	
Aug-20	
Sep-20	
Oct-20	
Nov-20	
<b>Total</b>	
<b>Funding</b>	
<b>Funding</b>	
Current Funding	(b)(4)
Funding Remaining	
<b>% total spend to funding</b>	

November Fulfillment Count														
Month	Date	Mailed Date	Maximum JOB #	JOB #	Count In	bad address	Damaged	Mailed count	Diff	reason	035	file name	EP	Description
2011 Nov	11/4/2020	11/4/2020	W00003	DC0057	1	0	0	-1		C		WG860V01_1_20201103102138	5478G	Employer & Borrower lockbox closure letters
2011 Nov	11/3/2020	11/3/2020	F18406	DC0016	223	0	0	223		PS		20201102_18406_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/3/2020	11/3/2020	F18403	DC0015	367	0	0	367		PS		20201102_18403_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/4/2020	11/4/2020	W00003	DC0057	0	0	0			FULLPS		WG860V01_1_20201103102138	5478G	Employer & Borrower lockbox closure letters
2011 Nov	11/4/2020	11/4/2020	R00047	DC0054	0	0	0			FULLPS		CA050V01_1_20201103112941	5478G	Employer & Borrower lockbox closure letters
2011 Nov	11/4/2020	11/4/2020	R00047	DC0054	16	0	0	16		PS		CA050V01_1_20201103112941	5478G	Employer & Borrower lockbox closure letters
2011 Nov	11/4/2020	11/4/2020	W00003	DC0057	6	0	0	6		PS		WG860V01_1_20201103102138	5478G	Employer & Borrower lockbox closure letters
2011 Nov	11/4/2020	11/4/2020	W00003	DC0057	1681	0	0	1681		PS		WG860V01_1_20201103102138	5478G	Employer & Borrower lockbox closure letters
2011 Nov	11/4/2020	11/4/2020	R00047	DC0054	2288	0	0	2288		PS		CA050V01_1_20201103112941	5478G	Employer & Borrower lockbox closure letters
2011 Nov	11/4/2020	11/4/2020	W00003	DC0057	75	0	0	75		PS		WG860V01_1_20201103102138	5478G	Employer & Borrower lockbox closure letters
2011 Nov	11/4/2020	11/4/2020	R00047	DC0054	26	0	0	26		PS		CA050V01_1_20201103112941	5478G	Employer & Borrower lockbox closure letters
2011 Nov	11/6/2020	11/6/2020	F18445	DC0015	154	0	0	154		PS		20201105_18445_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/6/2020	11/6/2020	F19447	DC0016	92	0	0	92		PS		20201105_19447_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/9/2020	11/9/2020	F18479	DC0016	181	0	0	181		PS		20201109_18479_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/9/2020	11/9/2020	F18476	DC0015	174	0	0	174		PS		20201109_18476_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/13/2020	11/13/2020	F18510	DC0016	0	0	0			FULLPS		20201112_18510_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/13/2020	11/13/2020	F18507	DC0015	0	0	0			FULLPS		20201112_18507_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/13/2020	11/13/2020	F18510	DC0016	0	0	0			PS		20201112_18510_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/13/2020	11/13/2020	F18507	DC0015	2	0	0	2		PS		20201112_18507_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/13/2020	11/13/2020	F18507	DC0015	851	0	0	851		PS		20201112_18507_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/13/2020	11/13/2020	F18510	DC0016	774	0	0	774		PS		20201112_18510_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/13/2020	11/13/2020	F18507	DC0015	23	0	0	23		PS		20201112_18507_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/13/2020	11/13/2020	F18510	DC0016	18	0	0	18		PS		20201112_18510_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/16/2020	11/16/2020	F18536	DC0015	341	0	0	341		PS		20201116_18536_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/16/2020	11/16/2020	F18539	DC0016	207	0	0	207		PS		20201116_18539_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/20/2020	11/20/2020	F18577	DC0015	489	0	0	489		PS		20201119_18577_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/20/2020	11/20/2020	F18580	DC0016	22	0	0	22		PS		20201119_18580_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/23/2020	11/23/2020	F18609	DC0016	6	0	0	6		PS		20201123_18609_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/23/2020	11/23/2020	F18606	DC0015	48	0	0	48		PS		20201123_18606_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/27/2020	11/27/2020	F18648	DC0015	0	0	0			FULLPS		20201127_18648_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/27/2020	11/27/2020	F18651	DC0016	0	0	0			FULLPS		20201127_18651_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/27/2020	11/27/2020	F18648	DC0015	1	0	0	1		PS		20201127_18648_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/27/2020	11/27/2020	F18648	DC0015	7	0	0	7		PS		20201127_18648_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/27/2020	11/27/2020	F18648	DC0015	2668	0	0	2668		PS		20201127_18648_DCC0015.bt	5478C	Welcome Letter
2011 Nov	11/27/2020	11/27/2020	F18651	DC0016	599	0	0	599		PS		20201127_18651_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/27/2020	11/27/2020	F18651	DC0016	23	0	0	23		PS		20201127_18651_DCC0016.bt	5478C	Welcome Letter
2011 Nov	11/27/2020	11/27/2020	F18648	DC0015	45	0	0	45		PS		20201127_18648_DCC0015.bt	5478C	Welcome Letter

11,438.00

SCHEDULE Continued

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT	
4003AU	(New Line Item) Budget Initiative: CARES Act DMCS CARE ACT DME, CLIN 4003, CR 5478 CARE act certified employer mailings	(b)(4)				
	Accounting and Appropriation Data: 0202M2020.B.2020.ENB00000.6C3.2521A.000.000. 0000.000000 (b)(4)					

**From:** Piccolo, Marc  
**Sent:** Fri, 30 Jul 2021 16:11:20 +0000  
**To:** LaVia, Mark;Tyrrell, Pete;Bryant, Michael;Hardiman, Darrick;Bumgarner, Bradley  
**Cc:** Greene, Chris;Kane, John  
**Subject:** RE: PCA Plan

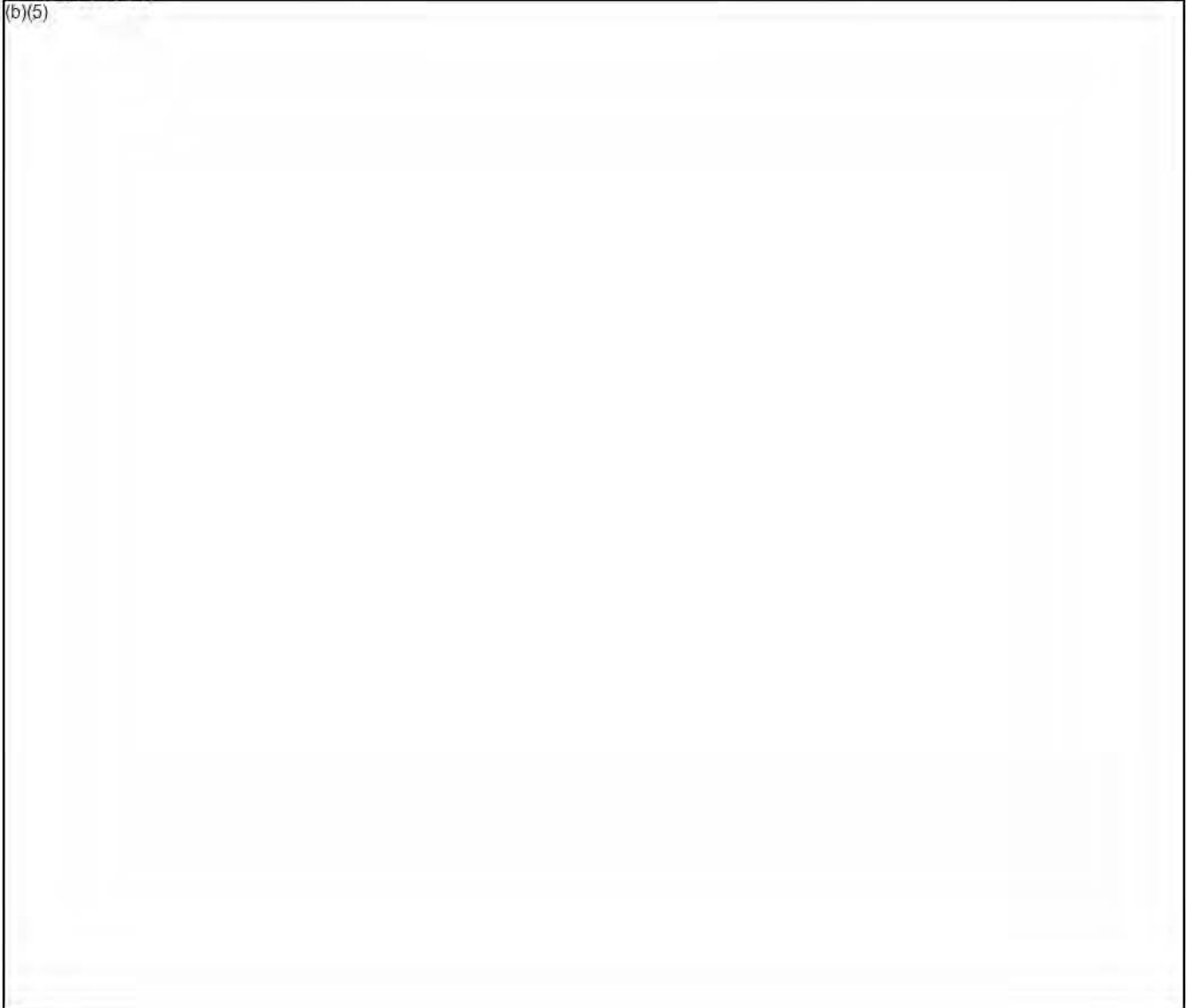
**Please take a look at what I have so far and add comments.  
Brad – are you pulling in comments from Christian? OGC?**

marc

-----DRAFT-----

**Question 1:**

(b)(5)



Withheld pursuant to exemption

(b)(5)  
of the Freedom of Information and Privacy Act



**From:** Tyrrell, Pete  
**Sent:** Mon, 28 Jun 2021 18:00:13 +0000  
**To:** LaVia, Mark  
**Subject:** DRAFT and Pre-Decisional  
**Attachments:** PCA Total Recall Option 062821 v3.pptx  
**Importance:** High

Take a look at this as a starting point....if ok with it to start discussions, can forward to Marc and I'll set up a meeting to discuss.

**Pete Tyrrell** | Senior Advisor  
Federal Student Aid  
Wanamaker Building, Philadelphia PA 19107  
O: (215) 656-6014  
C: (b)(6)

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information and Privacy Act

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information and Privacy Act

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information and Privacy Act

Withheld pursuant to exemption

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of the Freedom of Information and Privacy Act

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of the Freedom of Information and Privacy Act