



# Client Report Card

## Q2 2011 Results



“The constant customer interaction, in addition to good performance, rank ConServe as our best agency.”

**Carnegie Mellon**

## About our Client Report Card

We encourage our Clients to provide us with ongoing feedback. Our Client Report Card is distributed annually and provides a forum for our Clients to rate their experience with ConServe.

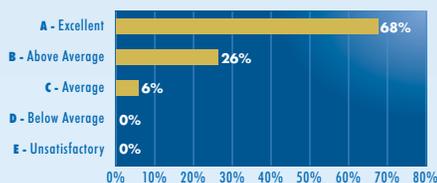
From our performance on your accounts to our interaction with your staff, we are committed to consistently reviewing our Client relationships to make certain that we are not only meeting, but exceeding expectations.



### COMMUNICATION RESULTS

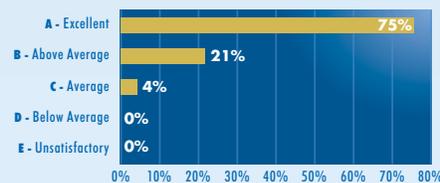
ConServe recognizes the importance of open and ongoing communication with our College and University Clients. We proactively monitor our relationship to ensure that we are providing exceptional service to every level of account, from the Client to the borrower.

We are easy to reach and we answer your calls and emails promptly.



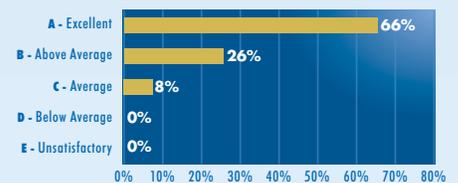
**94%** rate us above average or excellent

We are professional and respectful in our communications.



**96%** rate us above average or excellent

We meet our commitment of a 24-hour response and turn around time to your inquiry.



**92%** rate us above average or excellent

“It’s always a pleasure to speak with someone at ConServe; very professional and courteous.”



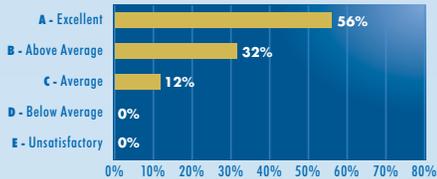
# “ConServe continues to provide the University with excellent service.”



## SERVICE RESULTS

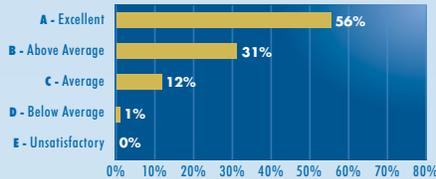
Commitment to service is at the very core of our Corporate Mission Statement. ConServe is intensely aware of the requirements necessary to achieve continuous Client satisfaction and we remain dedicated to delivering nothing less than exceptional customer service.

We set up your funds timely and correctly.



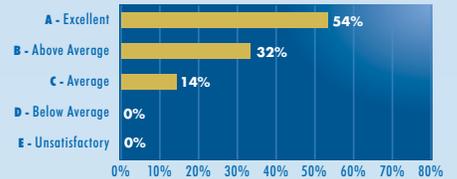
**88%** rate us above average or excellent

We enter placements timely and correctly.



**87%** rate us above average or excellent

We meet your account management requirements timely and correctly.

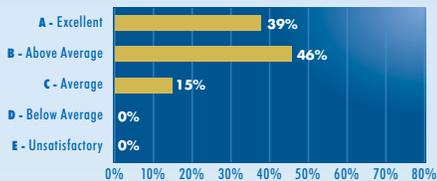


**86%** rate us above average or excellent

## REPORTING RESULTS

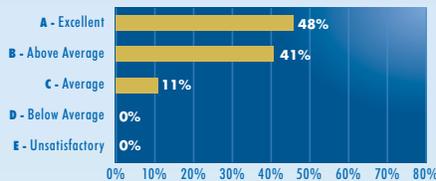
ConServe is a results oriented agency. We recognize the fact that our Clients need access to accurate and real-time information. We strive to deliver valuable and insightful information to our Clients, each and every day.

We provide useful management performance reports.



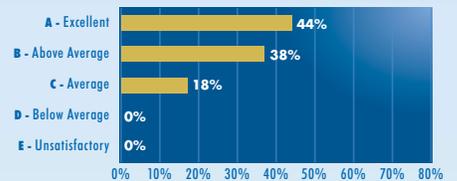
**85%** rate us above average or excellent

Our monthly statements accurately summarize our collection activity.



**89%** rate us above average or excellent

Our secure 24x7 Client web portal is a valuable and utilized resource.



**82%** rate us above average or excellent

“Love the web portal! We use this tool often.”

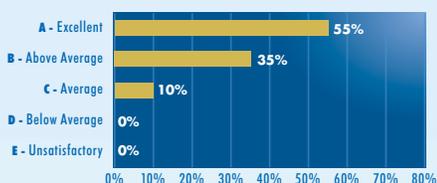


Texas A&M International University

## OVERALL PERFORMANCE RESULTS

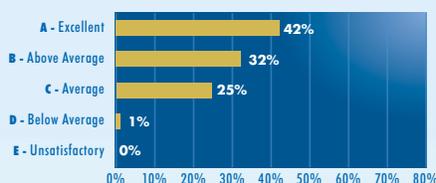
ConServe is committed to providing our Clients with exceptional service. Our Client Report Cards are an excellent way for us to measure our current performance. All feedback is reviewed on individual account basis. This formal review process allows us to design and implement customized solutions for each account.

We are pleased with ConServe’s overall performance and customer service.



**90%** rate us above average or excellent

How does ConServe rank against your other agencies.



**99%** rate us average or above

“ConServe’s overall performance is much better than our former collection agencies.”



**Kendall College**  
RIVERWORKS CAMPUS • CHICAGO

# About ConServe

## OUR FOCUS: HIGHER EDUCATION

ConServe is a leading provider of accounts receivable management specializing in customized collection solutions for colleges and universities, state guaranty agencies, and the U.S. Department of Education. Our intense focus on customer service and our utilization of advanced technologies has helped us achieve outstanding returns for our Clients.

## OUR MISSION

ConServe is dedicated to satisfying the needs of Clients while improving the human condition, fostering the development of successful, long-term relationships with Clients, employees, vendors and the community as a whole.

## OUR PERFORMANCE RECORD

ConServe earned the #1 performance small business ranking on the Department of Education's student loan collection contract from 2004–2010. ConServe is the only small business contractor to have received this very competitive distinction more than eight times with the U.S. Department of Education.

## OUR STANDARDS

ConServe has also achieved the ACA International Professional Practices Management System (PPMS) certification. Currently less than 1% of the more than 6,000 collection agencies offer the benefits of this certification to their Clients. This designation is the collection industry's standard for quality management.



ConServe is an ACA Professional Practices Management System Certified Agency

