



# Return to Repayment:

The relief, the precautions,  
and the preparation.

The webinar will begin at approximately  
11:00 a.m. PT | Noon MT | 1:00 p.m. CT | 2:00 p.m. ET  
The audio portion of our presentation will not be heard until the session starts.

# Speaker



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EVP & COO

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**COVID-19  
BORROWER  
IMPACT**



# Since the start of the pandemic ...

- Americans suffering from depression and anxiety has tripled
- Largest increase: 18 and 24 year olds, 24% of whom reported psychological distress
- Adults with annual household incomes less than \$35,000: 19.3% reported psychological distress



Source: Johns Hopkins Bloomberg School of Public Health June 2020 Survey





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We need to prepare for higher rates of mental illness among U.S. adults post-COVID.

Beth McGinty

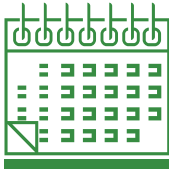
Associate Professor of Health Policy and Mgmt  
Bloomberg School of Public Health

# B A S I C   N E E D   I N S E C U R I T Y

Just over 4 in 10 nonelderly adults (41.5 %) reported that their families have lost jobs, work hours, or work-related income because of the coronavirus outbreak.

Nearly one-third of adults (31%) reported that their families could not pay the rent, mortgage, or utility bills, were food insecure, or went without medical care because of the cost during the last 30 days.

Adults are most likely to be worried about being able to work enough hours (38.5%) and pay their debts (33.1 percent), and more than one-quarter worry about paying for housing, utility, and medical costs and having enough food to eat.



# CARES Act

Repayment Resumes Jan. 1, 2021

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Creating a unique set of challenges for schools



# B O R R O W E R   L A N D S C A P E

Roughly 300,000 DL borrowers had loans in a repayment status as of June 30, 2020, compared with the nearly 19 million borrowers who were in a repayment status just one year ago.

As of the end of June, more than 22 million DL borrowers with outstanding loans totaling approximately \$888 billion were in forbearance. More than 99.5% of the total balances in forbearance are in a mandatory administrative forbearance, totaling more than \$884 billion — a massive increase from the \$1.9 billion last June.

Nearly 70% of all outstanding DL total balances are in forbearance, compared to about 10% a year ago.



# CHALLENGE #1

## All Borrowers Made Current



## CHALLENGE #2

# Borrowers in Suspended Status





## CHALLENGE #3

# Massive Job Loss for Students & Parents



## CHALLENGE #4

# Diligent Repayers Tripped Up by Timing





## CHALLENGE #5

**Natural Disasters =  
Hard Time  
Repaying**



# CHALLENGE #6

## In Between Borrowers





# CHALLENGE #7

## Long-Term Impact: Students



# CHALLENGE #8

## Long-Term Impact: School







# RE-ENTRY TO REPAYMENT

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Strategy for giving students a head start

# SUPPORTING BORROWERS



## Keep in Contact

Answer borrower questions now. It's much easier to help borrowers resume repayment now than during the crunch time.



## Relevant Resources

Help prepare your borrowers for the next step with relevant resources and access to experts.



## Support Each Student Individually

Empathy is important to build student confidence which is necessary to get to the root of the issues.





# RETURN TO REPAYMENT OUTREACH

# RETURN TO REPAYMENT OUTREACH PROGRAM

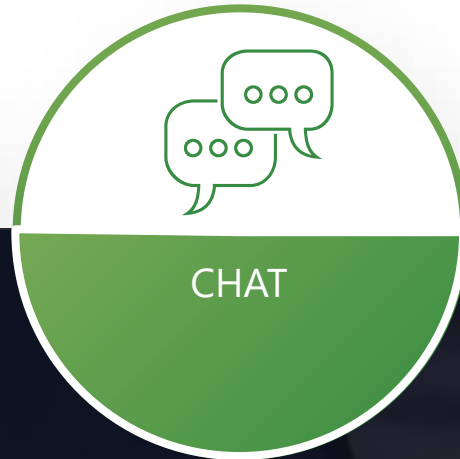
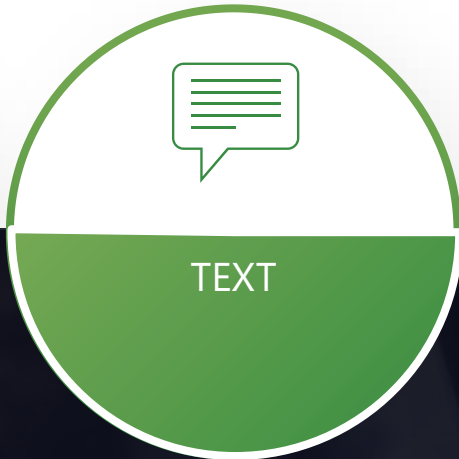
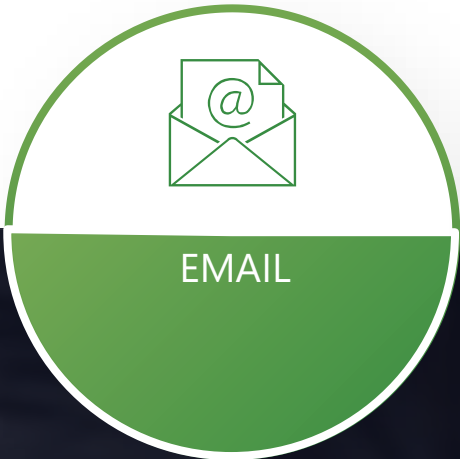
— ...

- Proactive Outreach to Promote Successful Outcomes
- Extend Personalized Contact
- Empower Borrowers with Information
- Counsel on Next Steps





# EMPOWERING BORROWERS THROUGH PROACTIVE COMMUNICATION

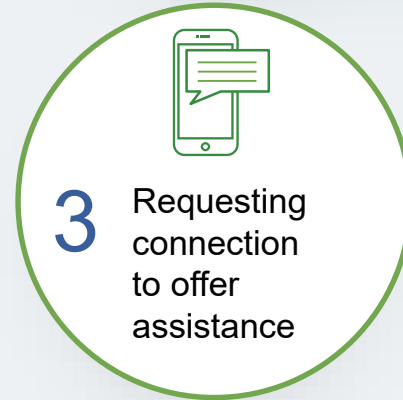
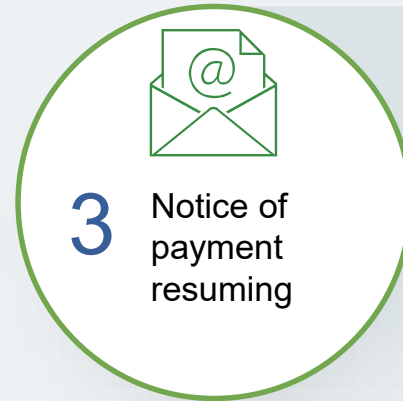


**45-DAY TARGETED OUTREACH**



# BORROWER COMMUNICATIONS

## CONNECT

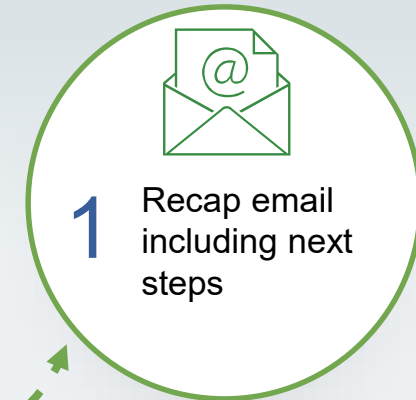


## DETECT & CONSULT



Chat available throughout process.

## RECAP & REPORT





# A BETTER BORROWER EXPERIENCE



We want to help you help your borrowers successfully return to repayment with the knowledge they need.

Promote successful return to student loan repayment

Multiple outreach methods

Knowledgeable counselors to answer critical questions

# KNOWLEDGEABLE COUNSELORS — ...



Thoughtful & Caring counseling  
Extensive initial training | Ongoing monthly training

“

We wanted to be sure our partnership would be an extension of our overall student service culture. Inceptia not only provided that, but we wouldn't have been able to keep up with the increase in verifications in our past two aid years without them.”

– University of Texas at Tyler

ASSESSMENTS · QUALITY · REQUIREMENTS · REGULATIONS · SERVICE

# DATA SECURITY — ...

## PROTECTING STUDENT DATA IS A PRIORITY

- FISMA compliant
- TECH LOCK Certified: Service Provider
- Physical security emphasis
- Authentication process
- Administrator credentials required for system access





OUR SOLUTIONS

# REPAYMENT WELLNESS



Connecting with students to innovatively guide them to repayment success.

## Repayment Counseling Outreach

Get your student borrowers back on track to successful repayment and improve your school's default rate

## Grace Counseling Outreach

Reach borrowers before they have a chance to become delinquent

## Loan Summary

Generate an easy-to-understand holistic view of student borrowing and repayment



On March 20, 2020, the Secretary of Education directed the office of Federal Student Aid to set interest rates to 0% for a period of 60 days on ED-held federal student loans.

On March 27, 2020, Congress passed, and the president signed into law, the Coronavirus Aid, Relief, and Economic Security Act (CARES Act), which provides for the above relief measure through Sept. 30, 2020.

On Aug. 8, 2020, President Trump directed the Secretary to continue to suspend loan payments, stop collections, and waive interest on ED-held student loans until Dec. 31, 2020.

### **Interest is being temporarily set at 0% on federal student loans. Which loans does the 0% rate apply to?**

From March 13, 2020, through Dec. 31, 2020, the interest rate is 0% on the following types of federal student loans, but only if they are loans owned by ED:

- Defaulted and nondefaulted Direct Loans
- Defaulted and nondefaulted FFEL Program loans
- Defaulted and nondefaulted Federal Perkins Loans
- Defaulted HEAL loans

Please note that some FFEL Program and HEAL loans are owned by commercial lenders, and some Perkins Loans are owned by the institution you attended. These loans are not eligible for this benefit at this time, but you can contact your servicer to ask about what benefits may be available.

To find out if your Direct and FFEL Program loans are owned by ED, visit [StudentAid.gov/login](https://studentaid.gov/login). After you log in with your FSA ID, you will be on your StudentAid.gov dashboard. If you click on “view details,” you will be taken to your Aid Summary. If you scroll down on this page, you will see a section called “Loan Breakdown.” In your Loan Breakdown, if you see a servicer name that starts with “DEPT OF ED,” that servicer is for a loan that is owned by ED.

### **If my loans are owned by ED, do I need to do anything for the interest on my loans to be set at 0%?**

No, ED has automatically adjusted your account so that interest doesn't accrue (i.e., accumulate). The account adjustment was effective March 13, 2020.

<https://studentaid.gov/announcements-events/coronavirus>

Outstanding  
question  
from Q&A:

For those  
students in  
grace, did  
they accrue  
interest  
during their  
grace  
period?



# TALK TO US

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Dec. 10:

**Increase Enrollment and Decrease Cost with Verification Services**  
(NASFAA)

Jan. 24: **Getting Ready for Student Loan Repayment** (student)

**Check [Inceptia.org/webinars](https://www.inceptia.org/webinars) for more sessions coming soon!**

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