



COMMONLY USED SYSTEM ACRONYMS AND ABBREVIATIONS USED BY COLLECTIONS

Commonly used system acronyms and abbreviations used by collectors to document debtor accounts relating to outreach methods, discussions with the debtor or payment plans established.

<u>Abbreviation</u>	<u>Description</u>	<u>Abbreviation</u>	<u>Description</u>
2TO	Second Talk Off	MON	Payments That Run Every 30 Days
ADDY	Address	NA	No Answer/Not Available
AIN	Agency Interest	NAC	Not Accepting Calls
AM NML	Answering machine - No Message Left	NIS	Not In Service Number
APPT	Appointment	NML	No Message Left
ATTY	Attorney	OEM	Of Each Month
AWG	Administrative Wage Garnishment	ORG	Original Balance
BAL	Balance	PCB	Permission to Call Back
BIF	Balance in Full	PIF	Paid In Full
BWK	Payments that Run Bi-Weekly	PIN	Referring to FAFSA Pin Number
CANC	Cancellation Code	POE	Place of Employment
CB	Call Back	POI	Proof of Income
CCW	Collection Cost Waiver	PPA	Post Payment Arrangement
CLLD	Called	PTP	Promise To Pay
CLT	Client	PTT	Permission to Talk To
CONS	Consolidation	PVLB	Permission to Verify Loan Balance
DB	Debtor	QA	Quality Assurance Statement
DFT	Deferment	QA/MC	Monitored Call
DHP	Dialed Home Phone	RP	Right Party
DKOP	Don't Know Other Party	RPS	Repayment Plan Selection
DMP	Dialed Mobile Phone	RTE	Route (more than one account)
DOB	Date of Birth	RTN	Retention
DOM	Payments that Run the Same Day Each Month	RTP	Refuse To Pay
DX	Disconnected	SET	Setting the Frequency for a Cancellation Due to a Settlement
EOC	End of call	SIF	Settlement In Full
EOM	End of Month	SOL PPA	Collector Solicited a payment Arrangement Plan
F/S TKN	Collector Completed a Financial Statement	SOL WDF	Collector Solicited a William D. Ford Consolidation
FBTCB	Left Message For Borrower To Call Back	SP	Spouse
FREQ	Frequency	TETC	Too Early to Call
FSA ID	Federal Student Aid ID	TIVA	Servicer (Great Lakes, Nelnet, Fed Loan, Navient)
GMM,GMMW,GV MW,GVMM	Gave Mini-Miranda	TT	Talk To
HU	Hung Up	UP	Unauthorized/Unknown Party
IC	Collector Received Inbound Call	VADD	Verified Address
ICC	Interest Prior to Collections	VDOB	Verified Date of Birth
IDR	Income Driven Repayment Form	VERF	Verified
INT	Total Interest	VOE	Verification of Employment
LMOR	Left Message On Recorder	VSSN	Verified Social Security Number
LMTC	Left Message to Call	WEK	Payments that Run Weekly
LST	List Date	WP	Wrong Party
LTR	Letter	XFER	Transfer

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