

We are a true partner to our clients.

More than 37 Years of Experience

General Revenue Corporation (GRC)

## AUTOMATED EMAIL NOTIFICATION SYSTEM



An automated email notification is generated and transmitted to your email address with a report of the impacted accounts. This automated email notification feature ensures you are informed promptly of accounts that may require immediate attention. Because GRC prides itself in protecting your student-borrower's non-public information (NPI), we password protect the report attached to the email. The password to open the report is then emailed via a second email that immediately follows the release of the first email.

All automated emails are sent from our [clientservicesmailbox@generalrevenue.com](mailto:clientservicesmailbox@generalrevenue.com) so you can easily recognize the receipt of your reports and respond to that same mailbox, if applicable. You may also respond directly to your dedicated Client Services Representative (CSR) with instructions on how to process any of these impacted accounts.

GRC utilizes technology to notify you, our valued client, of the following four types of specialized accounts:

Account Type	Notification Informs You Of	What You Should Consider Doing
<b>Accounts Assessing Collection Costs</b>	Student borrower that lives in or moves out of states that prohibit or cap the assessment of collection costs.	Adjust your system or have your Billing Service adjust their system to reflect the account balance increased or decreased based on adding or removing collection costs.
<b>Bankruptcy Accounts</b>	Accounts identified as being in an active, discharged, or dismissed bankruptcy filing.	Provide instructions to GRC to resume collections, close and return the account, etc.
<b>Deceased Accounts</b>	Accounts identified as the student borrower being deceased. Non-Federal accounts will be closed; Perkins accounts will remain open until a Death Certificate is received.	Close the Non-Federal account on your system or notify your Billing Service to close the account on their system.
<b>Disputed Accounts</b>	Student borrowers requesting validation of debt to substantiate the balance we are collecting on your behalf.	Provide <b>all</b> documentation to GRC to substantiate the student borrower's debt within 30 days from the date you received the request from us.

The immediate notification to you regarding these specialized accounts helps you, as well as us, manage your inventory. At GRC, our goal is to partner with you in the servicing of your accounts in order to maximize our recovery efforts resulting in profitability for you.