From: Austin D. Lillard

Sent: Fri, 27 Aug 2021 16:13:05 +0000

To: Tyrrell, Pete

Cc: Wise, Mark; Erika L. Bevins; Tu, Steve; Szathmary, Michael; Wohlfiel, Luz; Bryant,

Michael;LaVia, Mark;Piccolo, Marc;Krobath, Christopher

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

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.

Hi Pete,

No further action is needed. Thank you

Austin Lillard
Financial Program Specialist
GLN / ECP Branch | Revenue Collections Management
Bureau of the Fiscal Service | U.S. Department of the Treasury
Office: 202.874.6814

From: Tyrrell, Pete <Pete.Tyrrell@ed.gov> Sent: Friday, August 27, 2021 10:27 AM

To: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Cc: Wise, Mark <Mark.Wise@ed.gov>; Erika L. Bevins <erika.bevins@fiscal.treasury.gov>; Tu, Steve

<Steve.Tu@ed.gov>; Szathmary, Michael <Michael.Szathmary@ed.gov>; Wohlfiel, Luz

<Luz.Wohlfiel@ed.gov>; Bryant, Michael <Michael.Bryant@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;

Piccolo, Marc <Marc.Piccolo@ed.gov>; Krobath, Christopher <Christopher.Krobath@ed.gov>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

**CAUTION**: This email has originated from an external entity. **PLEASE CONSIDER THE SOURCE** before responding, clicking on links, or opening attachments.

Good morning Austin -

FSA has made a decision to leave the AWG Lockbox open indefinitely. I'm assuming this will require a new RCN – happy to execute that if you want to send it over to me.

Thanks.

Pete Tyrrell | Senior Advisor Federal Student Aid Wanamaker Building, Philadelphia PA 19107 O: (215) 656-6014 C: (b)(6) From: Austin D. Lillard <a ustin.lillard@fiscal.treasury.gov>

Sent: Friday, July 9, 2021 3:34 PM
To: Tyrrell, Pete <Pete.Tyrrell@ed.gov>

**Cc:** Wise, Mark < <u>Mark.Wise@ed.gov</u>>; Peterson, Penny L < <u>penny.peterson@usbank.com</u>>; Erika L. Bevins < <u>erika.bevins@fiscal.treasury.gov</u>>; Tu, Steve < <u>Steve.Tu@ed.gov</u>>; Szathmary, Michael

<Michael.Szathmary@ed.gov>; Wohlfiel, Luz <Luz.Wohlfiel@ed.gov>; Bryant, Michael

<Michael.Bryant@ed.gov>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

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.

Hi Pete,

The RCN is attached for extending the temporary reopening. I will be out of the office next week so please reply all when sending it back.

Thank you

Austin Lillard
Financial Program Specialist
GLN / ECP Branch | Revenue Collections Management
Bureau of the Fiscal Service | U.S. Department of the Treasury
Office: 202.874.6814

From: Tyrrell, Pete < Pete. Tyrrell@ed.gov > Sent: Thursday, July 8, 2021 10:03 AM

To: Austin D. Lillard <a href="mailto:austin.lillard@fiscal.treasury.gov">austin.lillard@fiscal.treasury.gov</a>

**Cc:** Szathmary, Michael < <a href="Michael.Szathmary@ed.gov">Mise, Wohlfiel, Luz < Luz.Wohlfiel@ed.gov</a>; Wise, Wark < <a href="Mark.Wise@ed.gov">Mark.Wise@ed.gov</a>; Tu, Steve < <a href="Michael.Bryant@ed.gov">Steve.Tu@ed.gov</a>; Bryant, Michael < <a href="Michael.Bryant@ed.gov">Michael.Bryant@ed.gov</a>>

Subject: FW: DoED AWG Lbx 790356- Forbearance extension

Importance: High

**CAUTION**: This email has originated from an external entity. **PLEASE CONSIDER THE SOURCE** before responding, clicking on links, or opening attachments.

Good morning Austin -

We would like to extend the opening of the lockbox to run through August 31, 2021. I'm assuming this will require a new RCN – happy to execute that as soon as you have it ready.

Thanks!

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

From: Tyrrell, Pete

Sent: Friday, May 28, 2021 6:32 AM

To: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Cc: Tu, Steve <<u>Steve.Tu@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>; Wise, Mark <<u>Mark.Wise@ed.gov</u>>; Szathmary, Michael <<u>Michael.Szathmary@ed.gov</u>>; Piccolo, Marc

<Marc.Piccolo@ed.gov>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

Good morning Austin -

Attached is the signed RCN. Thank you for your assistance.

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

From: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Sent: Wednesday, May 26, 2021 10:00 AM To: Tyrrell, Pete <Pete.Tyrrell@ed.gov>

Cc: Tu, Steve < Steve.Tu@ed.gov>; LaVia, Mark < Mark.LaVia@ed.gov>

Subject: FW: DoED AWG Lbx 790356- Forbearance extension

Hi Pete,

Just following up with you on getting the attached RCN signed. Thank you

Austin Lillard
Financial Program Specialist
GLN / ECP Branch | Revenue Collections Management
Bureau of the Fiscal Service | U.S. Department of the Treasury
Office: 202.874.6814

From: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Sent: Tuesday, May 25, 2021 6:32 AM
To: Tyrrell, Pete < Pete. Tyrrell@ed.gov>

Cc: Bryant, Michael < Michael Bryant@ed.gov >; Tu, Steve < Steve.Tu@ed.gov >; LaVia, Mark

<<u>Mark.LaVia@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; Fenwick, Benjamin

<<u>benjamin.fenwick@ed.gov</u>>; Szathmary, Michael <<u>Michael.Szathmary@ed.gov</u>>; Wise, Mark <<u>Mark.Wise@ed.gov</u>>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

Good Morning,

Please sign the attached RCN for the temporary reopening. Thank you

Austin Lillard
Financial Program Specialist
GLN / ECP Branch | Revenue Collections Management
Bureau of the Fiscal Service | U.S. Department of the Treasury
Office: 202.874.6814

From: Tyrrell, Pete < Pete. Tyrrell@ed.gov > Sent: Monday, May 24, 2021 8:21 AM

To: Austin D. Lillard <a href="mailto:austin.lillard@fiscal.treasury.gov">austin.lillard@fiscal.treasury.gov</a>

Cc: Erika L. Bevins < <a href="mailto:erika.bevins@fiscal.treasury.gov">erika.bevins@fiscal.treasury.gov</a>; Williams-Allen, Tyann A < <a href="mailto:tyann.a.williams-allen@usbank.com">tyann.a.williams-allen@usbank.com</a>; Bryant, Michael < <a href="mailto:Michael.Bryant@ed.gov">Michael.Bryant@ed.gov</a>; Tu, Steve < <a href="mailto:Steve.Tu@ed.gov">Steve.Tu@ed.gov</a>; LaVia,

Mark < <u>Mark.LaVia@ed.gov</u>>; Piccolo, Marc < <u>Marc.Piccolo@ed.gov</u>>; Fenwick, Benjamin < <u>benjamin.fenwick@ed.gov</u>>; Szathmary, Michael < <u>Michael.Szathmary@ed.gov</u>>; Wise, Mark < Mark.Wise@ed.gov>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

**CAUTION**: This email has originated from an external entity. **PLEASE CONSIDER THE SOURCE** before responding, clicking on links, or opening attachments.

Great, thank you Austin.

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

From: Austin D. Lillard <a href="mailto:austin.lillard@fiscal.treasury.gov">austin.lillard@fiscal.treasury.gov</a>

Sent: Monday, May 24, 2021 8:03 AM
To: Tyrrell, Pete < Pete. Tyrrell@ed.gov>

**Cc:** Erika L. Bevins < <u>erika.bevins@fiscal.treasury.gov</u>>; Williams-Allen, Tyann A < <u>tyann.a.williams-allen@usbank.com</u>>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

Hello Pete,

US Bank is currently working out all the details with USPS. We should have the RCN document ready for you to approve soon Thanks

Austin Lillard
Financial Program Specialist
GLN / ECP Branch | Revenue Collections Management
Bureau of the Fiscal Service | U.S. Department of the Treasury
Office: 202.874.6814

From: Tyrrell, Pete < Pete. Tyrrell@ed.gov > Sent: Friday, May 21, 2021 3:44 PM

**To:** Austin D. Lillard <a href="mailto:austin.lillard@fiscal.treasury.gov">
Subject: RE: DoED AWG Lbx 790356- Forbearance extension

**CAUTION**: This email has originated from an external entity. **PLEASE CONSIDER THE SOURCE** before responding, clicking on links, or opening attachments.

Hey Austin - circling back to see how you're making out with the RCN.

Thanks.

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

From: Austin D. Lillard <a style="color: blue;">austin.lillard@fiscal.treasury.gov></a>

Sent: Thursday, May 13, 2021 3:01 PM
To: Tyrrell, Pete <Pete.Tyrrell@ed.gov>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

Got it. Thanks

Austin Lillard
Financial Program Specialist
GLN / ECP Branch | Revenue Collections Management
Bureau of the Fiscal Service | U.S. Department of the Treasury
Office: 202.874.6814

From: Tyrrell, Pete < Pete. Tyrrell@ed.gov > Sent: Thursday, May 13, 2021 2:59 PM

To: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Cc: Szathmary, Michael < Michael. Szathmary@ed.gov >; Wise, Mark < Mark. Wise@ed.gov >; Tu, Steve

<<u>Steve.Tu@ed.gov</u>>; Bryant, Michael <<u>Michael.Bryant@ed.gov</u>> **Subject:** RE: DoED AWG Lbx 790356- Forbearance extension

**CAUTION**: This email has originated from an external entity. **PLEASE CONSIDER THE SOURCE** before responding, clicking on links, or opening attachments.

Great, thanks Austin. And we'd like to have any payments received processed as normal.

Thank you.

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

From: Austin D. Lillard <a style="color: blue;">austin.lillard@fiscal.treasury.gov>

Sent: Thursday, May 13, 2021 2:40 PM
To: Tyrrell, Pete < Pete. Tyrrell@ed.gov>

Cc: Szathmary, Michael < Michael. Szathmary@ed.gov >; Wise, Mark < Mark. Wise@ed.gov >; Tu, Steve

<<u>Steve.Tu@ed.gov</u>>; Bryant, Michael <<u>Michael.Bryant@ed.gov</u>> **Subject**: RE: DoED AWG Lbx 790356- Forbearance extension

Good Afternoon,

Yes, we will get this process moving. Question - is the expectation to process what is received or to forward mail for you to see volumes?

Austin Lillard
Financial Program Specialist
GLN / ECP Branch | Revenue Collections Management
Bureau of the Fiscal Service | U.S. Department of the Treasury
Office: 202.874.6814

From: Tyrrell, Pete < Pete. Tyrrell@ed.gov > Sent: Thursday, May 13, 2021 12:58 PM

To: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Cc: Szathmary, Michael < Michael. Szathmary@ed.gov>; Wise, Mark < Mark. Wise@ed.gov>; Tu, Steve

<<u>Steve.Tu@ed.gov</u>>; Bryant, Michael <<u>Michael.Bryant@ed.gov</u>> **Subject:** RE: DoED AWG Lbx 790356- Forbearance extension

**CAUTION**: This email has originated from an external entity. **PLEASE CONSIDER THE SOURCE** before responding, clicking on links, or opening attachments.

Good afternoon Austin, hope you're doing well.

Circling back on a conversation we had several weeks ago, FSA would like to move forward with temporarily re-opening the AWG lockbox for a period of 6 weeks. Ideally, we would see no AWGs coming in given that employers were instructed (on several occasions) to cancel all AWG orders. However, opening the lockbox temporarily will give us some visibility into which employers may remain non-compliant with the CARES Act (if any).

We would like temporary 6-week re-opening to occur 5/31/21 through 7/9/21. Can you please initiate an RCN to effect this change?

Please let me know if you require additional information from us.

Thanks.

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

From: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

**Sent:** Tuesday, January 26, 2021 1:06 PM **To:** Tyrrell, Pete < Pete. Tyrrell@ed.gov >

**Cc:** Bryant, Michael < <u>Michael.Bryant@ed.gov</u>>; Tu, Steve < <u>Steve.Tu@ed.gov</u>>; Szathmary, Michael

<<u>Michael.Szathmary@ed.gov</u>>; Wise, Mark <<u>Mark.Wise@ed.gov</u>>; Williams-Allen, Tyann A <tyann.a.williams-allen@usbank.com>; Fraser, Monet S <monet.fraser@usbank.com>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

Fully signed RCN attached. Thank you

Austin Lillard
Financial Program Specialist
GLN / ECP Branch | Revenue Collections Management
Bureau of the Fiscal Service | U.S. Department of the Treasury
Office: 202.874.6814

From: Tyrrell, Pete < Pete. Tyrrell@ed.gov>
Sent: Tuesday, January 26, 2021 12:19 PM

To: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Cc: Bryant, Michael < Michael.Bryant@ed.gov >; Tu, Steve < Steve.Tu@ed.gov >; Szathmary, Michael

<<u>Michael.Szathmary@ed.gov</u>>; Wise, Mark <<u>Mark.Wise@ed.gov</u>>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

CAUTION: This email has originated from an external entity. PLEASE CONSIDER THE SOURCE before responding, clicking on links, or opening attachments.

Thanks Austin – please see attached.

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

From: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Sent: Tuesday, January 26, 2021 12:05 PM
To: Tyrrell, Pete <Pete.Tyrrell@ed.gov>

Cc: Bryant, Michael < Michael.Bryant@ed.gov>; Tu, Steve < Steve.Tu@ed.gov>; Szathmary, Michael

< Michael. Szathmary@ed.gov >; Wise, Mark < Mark. Wise@ed.gov >

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

Hi Pete,

Yes, we will need your signature on the attached RCN. Thanks

Austin Lillard
Financial Program Specialist
GLN / ECP Branch | Revenue Collections Management
Bureau of the Fiscal Service | U.S. Department of the Treasury
Office: 202.874.6814

From: Tyrrell, Pete < Pete. Tyrrell@ed.gov>
Sent: Friday, January 22, 2021 4:13 PM

To: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Cc: Wallace J. Artis <wallace.artis@fiscal.treasury.gov>; Matthew J. Gordon

<matthew.gordon@fiscal.treasury.gov>; Bryant, Michael <Michael.Bryant@ed.gov>; Tu, Steve

<<u>Steve.Tu@ed.gov</u>>; Szathmary, Michael <<u>Michael.Szathmary@ed.gov</u>>; Wise, Mark

<Mark.Wise@ed.gov>

Subject: FW: DoED AWG Lbx 790356- Forbearance extension

Importance: High

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Good afternoon Austin – just circling back on this. Please let me know if you require us to complete/sign another extension request.

Thanks, and have a great weekend.

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

From: Tyrrell, Pete

Sent: Thursday, January 21, 2021 8:58 AM

To: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Cc: Wallace J. Artis <wallace.artis@fiscal.treasury.gov>; Matthew J. Gordon

<matthew.gordon@fiscal.treasury.gov>; Bryant, Michael < Michael.Bryant@ed.gov>; Tu, Steve

<Steve.Tu@ed.gov>; Szathmary, Michael < Michael.Szathmary@ed.gov>; Wise, Mark

<Mark.Wise@ed.gov>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

Importance: High

Good morning Austin -

You are correct, we would like to extend the temporary closure of the AWG mailbox through September 30, 2021.

Thank you again for your continued diligence in this matter, we truly appreciate it.

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

From: Austin D. Lillard <a ustin.lillard@fiscal.treasury.gov>

Sent: Tuesday, January 19, 2021 10:42 AM
To: Tyrrell, Pete < Pete. Tyrrell@ed.gov>

Cc: Wallace J. Artis <wallace.artis@fiscal.treasury.gov>; Matthew J. Gordon

<matthew.gordon@fiscal.treasury.gov>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

Hello Pete,

Just looking for your thoughts on whether or not DoEd will be extending the January 31<sup>st</sup> temporary closure of Lockbox 790356?

Thanks

Austin Lillard
Financial Program Specialist
GLN / ECP Branch | Revenue Collections Management
Bureau of the Fiscal Service | U.S. Department of the Treasury
Office: 202.874.6814

From: Austin D. Lillard

Sent: Tuesday, December 15, 2020 7:01 AM
To: Tyrrell, Pete < Pete. Tyrrell@ed.gov>

Cc: Wallace J. Artis <wallace.artis@fiscal.treasury.gov>; Matthew J. Gordon

<matthew.gordon@fiscal.treasury.gov>; Bryant, Michael < Michael.Bryant@ed.gov>; Tu, Steve

<Steve.Tu@ed.gov>; Szathmary, Michael <Michael.Szathmary@ed.gov>; Wise, Mark

<Mark.Wise@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

Yes, all mail will be returned to the sender through the end of January.

Austin Lillard
Financial Program Specialist
GLN / ECP Branch | Revenue Collections Management
Bureau of the Fiscal Service | U.S. Department of the Treasury
Office: 202.874.6814

From: Tyrrell, Pete < Pete. Tyrrell@ed.gov > Sent: Monday, December 14, 2020 5:40 PM

To: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Cc: Wallace J. Artis <wallace.artis@fiscal.treasury.gov>; Matthew J. Gordon

<matthew.gordon@fiscal.treasury.gov>; Bryant, Michael < Michael.Bryant@ed.gov>; Tu, Steve

<Steve.Tu@ed.gov>; Szathmary, Michael < Michael.Szathmary@ed.gov>; Wise, Mark

<<u>Mark.Wise@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

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Thank you, Austin. Will the USPS continue to return to sender any mail received through January 31?

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

From: Austin D. Lillard <a style="color: blue;">austin.lillard@fiscal.treasury.gov>

Sent: Monday, December 14, 2020 1:57 PM
To: Tyrrell, Pete < Pete. Tyrrell@ed.gov>

Cc: Wallace J. Artis < wallace.artis@fiscal.treasury.gov >; Matthew J. Gordon

<matthew.gordon@fiscal.treasury.gov>; Bryant, Michael <Michael.Bryant@ed.gov>; Tu, Steve

<Steve.Tu@ed.gov>; Szathmary, Michael <Michael.Szathmary@ed.gov>; Wise, Mark

<Mark.Wise@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

Hi Pete,

Attached is the fully signed RCN for the extension to temporary close Lockbox 790356. Thank you

Austin Lillard
Financial Program Specialist
GLN / ECP Branch | Revenue Collections Management
Bureau of the Fiscal Service | U.S. Department of the Treasury
Office: 202.874.6814

From: Tyrrell, Pete < Pete. Tyrrell@ed.gov>
Sent: Wednesday, December 9, 2020 4:11 PM

To: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Cc: Wallace J. Artis < wallace.artis@fiscal.treasury.gov >; Matthew J. Gordon

<matthew.gordon@fiscal.treasury.gov>; Bryant, Michael <Michael.Bryant@ed.gov>; Tu, Steve

<Steve.Tu@ed.gov>; Szathmary, Michael < Michael.Szathmary@ed.gov>; Wise, Mark

<<u>Mark.Wise@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

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Thanks Austin – attached is the signed document. Just to confirm, the USPS will continue to return to sender any payments that come into this lockbox correct?

Thanks again for your quick action on this!

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

From: Austin D. Lillard <a style="color: blue;">austin.lillard@fiscal.treasury.gov</a>>

Sent: Wednesday, December 9, 2020 3:46 PM

To: Tyrrell, Pete < Pete. Tyrrell@ed.gov >

Cc: Wallace J. Artis < wallace.artis@fiscal.treasury.gov >; Matthew J. Gordon

<matthew.gordon@fiscal.treasury.gov>; Bryant, Michael <Michael.Bryant@ed.gov>; Tu, Steve

<<u>Steve.Tu@ed.gov</u>>; Szathmary, Michael <<u>Michael.Szathmary@ed.gov</u>>; Wise, Mark

<Mark.Wise@ed.gov>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

Revised RCN attached. Thanks

Austin Lillard

Financial Program Specialist

GLN / ECP Branch | Revenue Collections Management

Bureau of the Fiscal Service | U.S. Department of the Treasury

Office: 202.874.6814

From: Tyrrell, Pete < Pete. Tyrrell@ed.gov>
Sent: Wednesday, December 9, 2020 2:22 PM

To: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Cc: Wallace J. Artis <wallace.artis@fiscal.treasury.gov>; Matthew J. Gordon

<matthew.gordon@fiscal.treasury.gov>; Bryant, Michael <Michael.Bryant@ed.gov>; Tu, Steve

<<u>Steve.Tu@ed.gov</u>>; Szathmary, Michael <<u>Michael.Szathmary@ed.gov</u>>; Wise, Mark

<Mark.Wise@ed.gov>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

**CAUTION**: This email has originated from an external entity. **PLEASE CONSIDER THE SOURCE** before responding, clicking on links, or opening attachments.

Hi Austin -

The document you sent me cannot be updated. Can you send me an updated document so I can add the justification.....and I also need to change the POC you provided. All of that should mirror what was original included as part of the first request.

Thanks.

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

From: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Sent: Wednesday, December 9, 2020 12:27 PM

To: Tyrrell, Pete <Pete.Tyrrell@ed.gov>

Cc: Wallace J. Artis <wallace.artis@fiscal.treasury.gov>; Matthew J. Gordon

<matthew.gordon@fiscal.treasury.gov>; Bryant, Michael < Michael.Bryant@ed.gov>; Tu, Steve

<Steve.Tu@ed.gov>; Szathmary, Michael <Michael.Szathmary@ed.gov>; Wise, Mark

<Mark.Wise@ed.gov>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

Hi Pete,

Attached is the RCN document needed to extend the temporary closure. Please complete section 13 Justification and Business Needs and then sign section 15. Thank you

Austin Lillard

Financial Program Specialist
GLN / ECP Branch | Revenue Collections Management
Bureau of the Fiscal Service | U.S. Department of the Treasury

Office: 202.874.6814

From: Tyrrell, Pete < Pete.Tyrrell@ed.gov > Sent: Tuesday, December 8, 2020 11:20 AM

To: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Cc: Wallace J. Artis <wallace.artis@fiscal.treasury.gov>; Matthew J. Gordon

<matthew.gordon@fiscal.treasury.gov>; Bryant, Michael < Michael.Bryant@ed.gov>; Tu, Steve

<<u>Steve.Tu@ed.gov</u>>; Szathmary, Michael <<u>Michael.Szathmary@ed.gov</u>>; Wise, Mark

<Mark.Wise@ed.gov>

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

**CAUTION**: This email has originated from an external entity. **PLEASE CONSIDER THE SOURCE** before responding, clicking on links, or opening attachments.

Good morning Austin -

Yes, we would like to extend the temporary closure of the AWG lockbox through January 31, 2021. Please let me know what you need from me to effect this extension, if anything.

And to clarify, the extension is through January 31, 2021 – not through February 2021 as referenced below.

Thanks for reaching out.

Pete Tyrrell | Senior Advisor Federal Student Aid Wanamaker Building, Philadelphia PA 19107 O: (215) 656-6014 C: (0)(6)

From: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

**Sent:** Tuesday, December 8, 2020 9:22 AM **To:** Tyrrell, Pete < Pete. Tyrrell@ed.gov>

Cc: Wallace J. Artis <wallace.artis@fiscal.treasury.gov>; Matthew J. Gordon

<matthew.gordon@fiscal.treasury.gov>

Subject: FW: DoED AWG Lbx 790356- Forbearance extension

Hi Pete,

The below question is being asked by US Bank. Any insight would be appreciated. Thank you

With the news that the Dept. of Education has extended the student loan payments through February 2021, do you know if this would impact the AWG Lockbox 790356? We were advised

to return all mail to sender thru 12/31 due to the previous request. Can you confirm if we should extend that date through January 31? Please advise. Many thanks!

Austin Lillard
Financial Program Specialist
GLN / ECP Branch | Revenue Collections Management
Bureau of the Fiscal Service | U.S. Department of the Treasury

Office: 202.874.6814

Piccolo, Marc From:

Sent: Tue, 8 Dec 2020 15:20:17 +0000

To: Tyrrell, Pete; LaVia, Mark

Subject: RE: DoED AWG Lbx 790356- Forbearance extension

yes

From: Tyrrell, Pete <Pete.Tyrrell@ed.gov> Sent: Tuesday, December 8, 2020 9:24 AM

To: LaVia, Mark <Mark.LaVia@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>

Subject: FW: DoED AWG Lbx 790356- Forbearance extension

@Piccolo, Marc - I'm assuming the answer to this question is yes, we want the AWG lockbox to remain closed through January 31, 2021. You concur?

Pete Tyrrell | Senior Advisor Federal Student Aid Wanamaker Building, Philadelphia PA 19107 0: (215) 656-6014

From: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Sent: Tuesday, December 8, 2020 9:22 AM To: Tyrrell, Pete < Pete. Tyrrell@ed.gov>

Cc: Wallace J. Artis <wallace.artis@fiscal.treasury.gov>; Matthew J. Gordon

<matthew.gordon@fiscal.treasury.gov>

Subject: FW: DoED AWG Lbx 790356- Forbearance extension

Hi Pete,

The below question is being asked by US Bank. Any insight would be appreciated. Thank you

With the news that the Dept. of Education has extended the student loan payments through February 2021, do you know if this would impact the AWG Lockbox 790356? We were advised to return all mail to sender thru 12/31 due to the previous request. Can you confirm if we should extend that date through January 31? Please advise. Many thanks!

**Austin Lillard** Financial Program Specialist GLN / ECP Branch | Revenue Collections Management Bureau of the Fiscal Service | U.S. Department of the Treasury Office: 202.874.6814

To:	Mon, 26 Oct 2020 20:19:35 +0000	
Tyrrell, Pete;LaVia, Mark  Subject: RE: Draft employer letter - closure of AWG PO Box		
	<pete.tyrrell@ed.gov></pete.tyrrell@ed.gov>	
	ober 26, 2020 4:18 PM	
	lark.LaVia@ed.gov>; Piccolo, Marc <marc.piccolo@ed.gov></marc.piccolo@ed.gov>	
	employer letter - closure of AWG PO Box	
Importance: High		
@Piccolo, Marc – b	oringing back to the top of your mailbox. Do you approve (b)(5)	
To control of the con	can discuss at Pam tomorrow	f not this
evening, maybe we	e can discuss at 8am tomorrow.	
Wanamaker Building O: (215) 656-6014 C (6)(6)	, Philadelphia PA 19107	
From: Tyrrell, Pete		
The second of th	tober 22, 2020 3:51 PM	
	Mark.LaVia@ed.gov>; Piccolo, Marc < Marc.Piccolo@ed.gov>	
Subject: RE: Drait 6	employer letter - closure of AWG PO Box	
(b)(5)		

Can discuss at 8am tomorrow if you like.

From:

Piccolo, Marc

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

From: Bryant, Michael < <a href="Michael.Bryant@ed.gov">Michael.Bryant@ed.gov</a> Sent: Thursday, October 22, 2020 1:29 PM
To: Tyrrell, Pete < <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>>

Subject: Draft employer letter - closure of AWG PO Box

(b)(5)	

Mike Bryant, Federal Student Aid 319-333-8836

Sent: Fo:	Thu, 22 Oct 2020 20:03:14 +0000	
o·		
-	Tyrrell, Pete	
Subject:	RE: Draft employer letter - closure of AWG PO Box	
CARES Act funding		
Sent: Thursday, O Fo: LaVia, Mark <	e <pete.tyrrell@ed.gov> ctober 22, 2020 3:51 PM Mark.LaVia@ed.gov&gt;; Piccolo, Marc <marc.piccolo@ed.gov> employer letter - closure of AWG PO Box</marc.piccolo@ed.gov></pete.tyrrell@ed.gov>	
(5)		
Can discuss at Pan	n tomorrow if you like.	
an discuss at oan	i tomorrow ii you like.	
Pete Tyrrell   Senior		
	g, Philadelphia PA 19107	
	chael <michael.bryant@ed.gov></michael.bryant@ed.gov>	
Contract to the second	ctober 22, 2020 1:29 PM	
so reconsidere e la constitución de	Pete_Tyrrell@ed.gov>	
iubject: Draft em	ployer letter - closure of AWG PO Box	
0)(5)		

(b)(5)	

Mike Bryant, Federal Student Aid 319-333-8836

From:	Bryant, Michael
Sent:	Mon, 2 Aug 2021 12:50:53 +0000
To:	Tyrrell, Pete
Subject:	RE: Edits to Question responses
Yes; there was i	no separate development cost in CR 5478
Mike Bryant, Fo 319-333-8836	ederal Student Aid
From: Tyrrell, P	ete <pete.tyrrell@ed.gov></pete.tyrrell@ed.gov>
	August 2, 2021 7:48 AM
A DOOR STANDARD ON A MAN	hael <michael.bryant@ed.gov></michael.bryant@ed.gov>
Subject: RE: Edi	its to Question responses
Thanks – and th employers, corr	ne cost for 5478 was associated with the development and trigger of stop awg letters to rect?
Pete Tyrrell   Ser Federal Student / Wanamaker Build O: (215) 656-601 C: ((b)(6)	Aid ding, Philadelphia PA 19107
From: Bryant, N	/lichael < Michael.Bryant@ed.gov>
Sent: Monday,	August 2, 2021 8:44 AM
And the second s	e <pete.tyrrell@ed.gov></pete.tyrrell@ed.gov>
Subject: RE: Edi	ts to Question responses
Pete-	
b)(5)	
b)(5)	
Answer #3 look	s good.
NAIL - D	July Construction and
Mike Bryant, Fe	ederal Student Aid

319-333-8836

From: Tyrrell, Pete <Pete.Tyrrell@ed.gov> Sent: Monday, August 2, 2021 7:22 AM To: Bryant, Michael < Michael. Bryant@ed.gov> Subject: FW: Edits to Question responses Importance: High See my thoughts below - tweak as you deem appropriate. Marc/Mark have asked us to make this a priority. Pete Tyrrell | Senior Advisor Federal Student Aid Wanamaker Building, Philadelphia PA 19107 0: (215) 656-6014 C: (b)(5) From: Piccolo, Marc < Marc. Piccolo@ed.gov> Sent: Sunday, August 1, 2021 8:42 PM To: Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael <Michael.Bryant@ed.gov> Cc: LaVia, Mark < Mark. LaVia@ed.gov> Subject: Edits to Question responses Pete/Mike – please address the comments below in red. Thanks Marc Question 1:

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Question 2:	

Question 3:

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	4
Question 4:	
(b)(5)	
17/17/	

Marc D. Piccolo
Executive Director
Delivery Systems and Extended Workforce Management (DS/EWM)
Student Experience and Aid Delivery (SEAD)
Federal Student Aid (FSA)
US Department of Education
Mobile: (b)(6)
Office: (202) 377-4363

From:	Tyrrell, Pete	
Sent:	Mon, 2 Aug 2021 13:00:24 +0000	
To:	Piccolo, Marc;Bryant, Michael	
Cc:	LaVia, Mark	
Subject:	RE: Edits to Question responses	
Importance:	High	
@Piccolo, Marc -	please see highlights below	
Pete Tyrrell   Senior Federal Student Aid		
	g, Philadelphia PA 19107	
From: Piccolo. Ma	rc <marc.piccolo@ed.gov></marc.piccolo@ed.gov>	
	ust 1, 2021 8:42 PM	
The state of the s	Pete.Tyrrell@ed.gov>; Bryant, Michael < Michael.Bryant@ed.gov>	
	Mark.LaVia@ed.gov>	
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Pete/Mike - plea	ase address the comments below in red.	
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Marc		
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Question 4:	

Marc D. Piccolo
Executive Director
Delivery Systems and Extended Workforce Management (DS/EWM)
Student Experience and Aid Delivery (SEAD)
Federal Student Aid (FSA)
US Department of Education
Mobile: (D)(G)
Office: (202) 377-4363

From: Bryant, Michael

**Sent:** Mon, 2 Aug 2021 12:43:55 +0000

To: Tyrrell, Pete

Subject: RE: Edits to Question responses

Pete-

(b)(5)	

(b)(5)

Answer #3 looks good.

Mike Bryant, Federal Student Aid 319-333-8836

From: Tyrrell, Pete <Pete.Tyrrell@ed.gov>
Sent: Monday, August 2, 2021 7:22 AM
To: Bryant, Michael <Michael.Bryant@ed.gov>
Subject: FW: Edits to Question responses

Importance: High

See my thoughts below – tweak as you deem appropriate. Marc/Mark have asked us to make this a priority.

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

C: (b)(6)

From: Piccolo, Marc < <a href="Marc.Piccolo@ed.gov">Marc.Piccolo@ed.gov</a> Sent: Sunday, August 1, 2021 8:42 PM

To: Tyrrell, Pete < Pete Tyrrell@ed.gov >; Bryant, Michael < Michael Bryant@ed.gov >

Cc: LaVia, Mark < Mark.LaVia@ed.gov>
Subject: Edits to Question responses

Pete/Mike - please address the comments below in red.

Thanks Marc				
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Question 2:	
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Question 4:	

Marc D. Piccolo
Executive Director
Delivery Systems and Extended Workforce Management (DS/EWM)
Student Experience and Aid Delivery (SEAD)
Federal Student Aid (FSA)
US Department of Education
Mobile (b)(5)

Office: (202) 377-4363

From: Bryant, Michael

**Sent:** Thu, 18 Feb 2021 13:22:42 +0000

To: Tyrrell, Pete

Subject: RE: Employers Sending AWG Payments to Voluntary Lockbox

If the employer is sending payments at the borrower's direction, that is not a garnishment it is a voluntary allotment, and therefore not illegal.

From: Tyrrell, Pete

Sent: Thursday, February 18, 2021 7:21 AM
To: Bryant, Michael < Michael. Bryant@ed.gov>

Subject: FW: Employers Sending AWG Payments to Voluntary Lockbox

See highlight below.....my interpretation is that the borrowers can opt to send in payments voluntarily but in terms of garnishment the employer must cease in accordance with the law. Thoughts?

Pete Tyrrell | Senior Advisor Federal Student Aid Wanamaker Building, Philadelphia PA 19107 O: (215) 656-6014 C: (b)(5)

From: Smith, Karen M < KarenMSmith@maximus.com >

Sent: Wednesday, February 17, 2021 4:18 PM

To: Tyrrell, Pete < Pete. Tyrrell@ed.gov>

Cc: Santos, Bob F < RobertSantos@maximus.com>

Subject: RE: Employers Sending AWG Payments to Voluntary Lockbox

We can try to get call made by Wednesday next week. I had stated two weeks due to power outage due to weather in Greenville.

Our understanding is that borrowers can opt out of CARES and have payments made on their behalf that is why we are allowing the employers to send in payment if borrower wants them to. If you want us to refund those payments back to employers please provide that direction and we can reach out to employers and let them know that we have been directed to send the payments back and the borrower would need to send in the payments themselves.

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

From: Tyrrell, Pete <Pete.Tyrrell@ed.gov>
Sent: Wednesday, February 17, 2021 2:51 PM
To: Smith, Karen M <KarenMSmith@maximus.com>
Cc: Santos, Bob F <RobertSantos@maximus.com>

Subject: [EXTERNAL] RE: Employers Sending AWG Payments to Voluntary Lockbox

Ok. I did see that calling the borrowers was part of the process you outlined in your email from 2/10. So no attempts have been made to these borrowers at this point. Hoping you can wrap up the calls by next Wednesday (not sure why it would take 2 weeks).

Also, you mentioned in	your procedures that if a l	porrower indicates that t	ney want the garnishment to
continue that you make	e note and don't refund the	ose. (b)(5)	
(b)(5)			

Let me know if it makes sense to chat rather than exchanging emails....happy to do that.

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

C: ((b)(6)

From: Smith, Karen M < <a href="mailto:KarenMSmith@maximus.com">KarenMSmith@maximus.com</a> Sent: Wednesday, February 17, 2021 11:18 AM

To: Tyrrell, Pete < Pete. Tyrrell@ed.gov>

Cc: Santos, Bob F < RobertSantos@maximus.com>

Subject: RE: Employers Sending AWG Payments to Voluntary Lockbox

We have a plan to call the borrowers over the next two week's to see if they can get the employers to stop. After that we will be ready to say we have done what we can.

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

From: Tyrrell, Pete <Pete.Tyrrell@ed.gov>
Sent: Wednesday, February 17, 2021 8:41 AM
To: Smith, Karen M <KarenMSmith@maximus.com>
Cc: Santos, Bob F <RobertSantos@maximus.com>

Subject: [EXTERNAL] RE: Employers Sending AWG Payments to Voluntary Lockbox

Thanks – so I'm curious about the comment that MFS feels they can still make progress on the 24. Unless I'm missing something, doesn't this list of non-compliant employers date back to November? What will be done differently and how much additional time would you recommend?

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

C: (b)(6)

From: Smith, Karen M < KarenMSmith@maximus.com >

Sent: Tuesday, February 16, 2021 10:00 AM
To: Tyrrell, Pete < Pete. Tyrrell@ed.gov>

Cc: Santos, Bob F < RobertSantos@maximus.com>

Subject: Employers Sending AWG Payments to Voluntary Lockbox

Pete,

Attached is an update spreadsheet that shows actions taken to date in column N and an indicator if we feel there is nothing left that we can do to get employer to stop garnishing in column O.

Couple of updates since last report on 2/10:

75 borrowers – no new borrowers identified since 2/10

24 employers still garnishing wages

- 1 employer not notified. Unable to find an email address or fax. Called and left voicemail for employer. Will mail a WG34 to the address in UDP this week.
- MFS believes we can still make progress on all 24 outstanding employers

Changes in employers since last update on 2/10

- · 2 employer changes
  - 1025034932 (line 34) Previously reported as stopped, however, we received a new payment in. I will call employer this week.
  - 1010559763 Previously reported as not stopped, however, garnishments were stopped on Friday. (Removed from spreadsheet)

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

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From: Smith, Karen M

**Sent:** Wed, 24 Feb 2021 16:05:03 +0000

To: Tyrrell, Pete
Cc: Santos, Bob F

Subject: RE: Employers sending AWG Payments to Voluntary Lockbox

70 employers; I updated write-up below with this information.

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<sup>(b)(6)</sup>

Karenmsmith@maximus.com

From: Tyrrell, Pete <Pete.Tyrrell@ed.gov>
Sent: Wednesday, February 24, 2021 10:55 AM
To: Smith, Karen M <KarenMSmith@maximus.com>
Cc: Santos, Bob F <RobertSantos@maximus.com>

Subject: [EXTERNAL] RE: Employers sending AWG Payments to Voluntary Lockbox

Ok, thank you....how many employers were garnishing the 75 borrowers?

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

From: Smith, Karen M < KarenMSmith@maximus.com >

Sent: Wednesday, February 24, 2021 10:52 AM

To: Tyrrell, Pete <Pete.Tyrrell@ed.gov>

Cc: Santos, Bob F < RobertSantos@maximus.com>

Subject: Employers sending AWG Payments to Voluntary Lockbox

Identified 70 employers who were garnishing 75 borrowers – no new employers/borrowers identified since 2/10

**All** employers contacted and verbally committed to no further wage garnishment of employee at the earliest payroll cycle

- Daily tracking of the 75 accounts for additional AWG payments will continue until no AWG payments are received
- AWG payments received will have immediate follow with employer and refunded Changes from last update on 2/16
  - 3 employers contract with a third party employee benefit for bill payment and payments are not AWG
  - Common Bond, Inc. submits payments on behalf of employees participating in this company bill paying benefit
    - · Accounts in DM have been annotated
    - Borrowers contacted to explain reason for refunds and to confirm future payments would not be refunded

Please let me know if you have any questions.

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: (6)(6)
Karenmsmith@maximus.com

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From: Smith, Karen M

**Sent:** Thu, 4 Mar 2021 15:46:15 +0000

To: Tyrrell, Pete
Cc: Santos, Bob F

Subject: RE: Employers sending AWG Payments to Voluntary Lockbox

Below is the update on the 75 accts since last update on 2/24.

- · 3 payments received.
  - o All 3 are refunded.
  - All 3 payments were expected based off information provided by employer when they cancelled the garnishment.
    - Employer names:
      - Highgate Hotels LP (payments 2/24 and 2/25)
      - Lexington Women's Health, PLLC (payment 3/1)
- No payments received on 3/2 3/3

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

From: Tyrrell, Pete <Pete.Tyrrell@ed.gov> Sent: Thursday, March 4, 2021 10:05 AM

**To:** Smith, Karen M < KarenMSmith@maximus.com > **Cc:** Santos, Bob F < RobertSantos@maximus.com >

Subject: [EXTERNAL] RE: Employers sending AWG Payments to Voluntary Lockbox

Karen – can you please provide an update on this effort.

Thanks.

Pete Tyrrell | Senior Advisor Federal Student Aid Wanamaker Building, Philadelphia PA 19107 O: (215) 656-6014 C:(b)(6) From: Smith, Karen M < KarenMSmith@maximus.com >

Sent: Wednesday, February 24, 2021 11:05 AM

To: Tyrrell, Pete < Pete. Tyrrell@ed.gov>

Cc: Santos, Bob F < RobertSantos@maximus.com>

Subject: RE: Employers sending AWG Payments to Voluntary Lockbox

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

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5202 Presidents Court Frederick, MD 21703 Mobile (b)(6) Karenmsmith@maximus.com

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Sent: Wednesday, February 24, 2021 10:55 AM
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Cc: Santos, Bob F < RobertSantos@maximus.com>

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C: (b)(6)

From: Smith, Karen M < KarenMSmith@maximus.com >

Sent: Wednesday, February 24, 2021 10:52 AM

To: Tyrrell, Pete <Pete.Tyrrell@ed.gov>

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    - · Accounts in DM have been annotated
    - Borrowers contacted to explain reason for refunds and to confirm future payments would not be refunded

Please let me know if you have any questions.

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## 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

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From: Smith, Karen M

Sent: Wed, 17 Feb 2021 21:18:15 +0000

To: Tyrrell, Pete Cc: Santos, Bob F

Subject: RE: Employers Sending AWG Payments to Voluntary Lockbox

We can try to get call made by Wednesday next week. I had stated two weeks due to power outage due to weather in Greenville.

Our understanding is that borrowers can opt out of CARES and have payments made on their behalf that is why we are allowing the employers to send in payment if borrower wants them to. If you want us to refund those payments back to employers please provide that direction and we can reach out to employers and let them know that we have been directed to send the payments back and the borrower would need to send in the payments themselves.

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# 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

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Cc: Santos, Bob F <RobertSantos@maximus.com>

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Also, you mentioned in your procedure	s that if a borrower indicates that they want the garnishn	nent to
continue that you make note and don't	refund those. (b)(5)	
(b)(5)		

Let me know if it makes sense to chat rather than exchanging emails....happy to do that.

Wanamaker Building, Philadelphia PA 19107

0: (215) 656-6014

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From: Smith, Karen M < KarenMSmith@maximus.com >

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To: Tyrrell, Pete <Pete.Tyrrell@ed.gov>

Cc: Santos, Bob F < RobertSantos@maximus.com>

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

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5202 Presidents Court
Frederick, MD 21703
Mobile: (b)(6)
Karenmsmith@maximus.com

From: Tyrrell, Pete < Pete. Tyrrell@ed.gov >
Sent: Wednesday, February 17, 2021 8:41 AM
To: Smith, Karen M < Karen M Smith@maximus.com >
Cc: Santos, Bob F < Robert Santos@maximus.com >

Subject: [EXTERNAL] RE: Employers Sending AWG Payments to Voluntary Lockbox

Thanks – so I'm curious about the comment that MFS feels they can still make progress on the 24. Unless I'm missing something, doesn't this list of non-compliant employers date back to November? What will be done differently and how much additional time would you recommend?

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

C: (b)(6)

From: Smith, Karen M < KarenMSmith@maximus.com >

Sent: Tuesday, February 16, 2021 10:00 AM
To: Tyrrell, Pete < Pete. Tyrrell@ed.gov>

Cc: Santos, Bob F < RobertSantos@maximus.com >

Subject: Employers Sending AWG Payments to Voluntary Lockbox

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Changes in employers since last update on 2/10

- 2 employer changes
  - 1025034932 (line 34) Previously reported as stopped, however, we received a new payment in. I will call employer this week.
  - 1010559763 Previously reported as not stopped, however, garnishments were stopped on Friday. (Removed from spreadsheet)

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

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From: Santos, Bob

Sent: Wed, 16 Jun 2021 19:19:41 +0000

To: Smith, Karen M;Tyrrell, Pete;Bryant, Michael

Cc: Salanik, Kathleen;Szathmary, Michael;Wise, Mark;Lindbloom, Niev E

Subject: Re: [EXTERNAL] FW: Re-Opening of AWG Lockbox - 6/14/21 Weekly Update

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.

## Thanks Karen

# Robert Santos

(Bob)

Senior Vice President

Department of Education Programs

Maximus Federal

Remote: New Market, MD, Eastern Time

Mobile: (b)(6)

RobertSantos@maximus.com

From: Karen Smith/MAXIMUS < KarenMSmith@maximus.com>

Date: Wednesday, June 16, 2021 at 3:16 PM

To: "Tyrrell, Pete" <Pete.Tyrrell@ed.gov>, Mike Bryant <Michael.Bryant@ed.gov> Cc: "Salanik, Kathleen" <KathleenSalanik@maximus.com>, "Szathmary, Michael" <Michael.Szathmary@ed.gov>, "Santos, Bob" <RobertSantos@maximus.com>, "Mark.Wise@ed.gov" <Mark.Wise@ed.gov>, Niev Lindbloom/MAXIMUS

<NievLindbloom@maximus.com>

Subject: RE: [EXTERNAL] FW: Re-Opening of AWG Lockbox - 6/14/21 Weekly Update

See attached.

Attempted to contacted 14 Employers

- 10 Spoke with employers
  - 8 Confirmed stop
  - 2 Replacement check for old AWG check
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- 2 Left voice message employers
- 1 No ability to leave voicemail employer is closed

Of the 8 that confirmed stopping the reason we were given for sending payments were:

- 3 Thought CARES Act ended June 1, 2021
- 2 Employer did not understand garnishment was for student loan
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- 1 Employee returned from leave Cease garnishment missed
- 1 Employee was rehired. Cease garnishment missed

Thank you,

#### Karen M Smith

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

## **Maximus Federal**

Remote

Deerfield, NY Eastern Time

Mobile:(b)(6)

Karenmsmith@maximus.com

From: Santos, Bob < RobertSantos@maximus.com>

Sent: Wednesday, June 16, 2021 7:54 AM

To: Smith, Karen M < KarenMSmith@maximus.com>

**Cc:** Salanik, Kathleen <KathleenSalanik@maximus.com>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Szathmary, Michael <Michael.Szathmary@ed.gov>; Mike Bryant <Michael.Bryant@ed.gov>;

Mark.Wise@ed.gov; Lindbloom, Niev E < NievLindbloom@maximus.com>

Subject: FW: [EXTERNAL] FW: Re-Opening of AWG Lockbox - 6/14/21 Weekly Update

Karen, please reach out to the employers in the attached list per FSA's request and provide a status.

My assumption is this is a one time request and if any additional ones are required we will get a separate request.

Thanks, bob

# **Robert Santos**

(Bob)

Senior Vice President

Department of Education Programs

Maximus Federal

Remote: New Market, MD, Eastern Time

Mobile: (b)(6)

RobertSantos@maximus.com

From: "Tyrrell, Pete" < Pete. Tyrrell@ed.gov>
Date: Wednesday, June 16, 2021 at 7:48 AM

To: "Santos, Bob" < <a href="mailto:RobertSantos@maximus.com">RobertSantos@maximus.com</a>>

Cc: "Salanik, Kathleen" <KathleenSalanik@maximus.com>, Mike Bryant

< <u>Michael.Bryant@ed.gov</u>>, "Szathmary, Michael" < <u>Michael.Szathmary@ed.gov</u>>,

"Mark.Wise@ed.gov" < Mark.Wise@ed.gov>

Subject: [EXTERNAL] FW: Re-Opening of AWG Lockbox - 6/14/21 Weekly Update

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Thanks.

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

From: Seeley, Theresa L < TheresaLSeeley@maximus.com>

Sent: Monday, June 14, 2021 9:16 AM

To: Szathmary, Michael < Michael. Szathmary@ed.gov >; Tyrrell, Pete < Pete. Tyrrell@ed.gov >; Bryant,

Michael < Michael.Bryant@ed.gov >; Wise, Mark < Mark.Wise@ed.gov >; Burris, Joshua

<<u>Joshua.Burris@ed.gov</u>>; Wohlfiel, Luz <<u>Luz.Wohlfiel@ed.gov</u>>

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>; Pugh, James <JamesPugh@maximus.com>

Subject: Re-Opening of AWG Lockbox - 6/14/21 Weekly Update

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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			
Total	23	\$9,262.51	14	15	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

From: Seeley, Theresa L

Sent: Friday, June 11, 2021 1:29 PM

To: <u>Michael.Szathmary@ed.gov</u>; Tyrrell, Pete <<u>Pete.Tyrrell@ed.gov</u>>; Bryant, Michael <<u>Michael.Bryant@ed.gov</u>>; 'Mark.Wise@ed.gov' <<u>Mark.Wise@ed.gov</u>>; Burris, Joshua

<Joshua.Burris@ed.gov>; Luz.Wohlfiel@ed.gov

Cc: Smith, Karen M < KarenMSmith@maximus.com >; Salanik, Kathleen

< <u>KathleenSalanik@maximus.com</u>>; Santos, Bob < <u>RobertSantos@maximus.com</u>>; Lindbloom, Niev E

<<u>NievLindbloom@maximus.com</u>>; Johnston, Lamonica M <<u>LamonicaJohnston@maximus.com</u>>;

Razmadze, Sophio <<u>SophioRazmadze@maximus.com</u>>; 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**

Remote: Deerfield, NY, Eastern Time

Mobile:(b)(6)

TheresaLSeeley@maximus.com

From: Seeley, Theresa L

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

**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

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

<DMCScontracts@maximus.com>

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

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- 1 had WG 30/34 sent 4/30/2020
- Total amount received \$111.96
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  - o Total VOL payment \$0

See attached file for details.

# 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

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From: Smith, Karen M

**Sent:** Wed, 16 Jun 2021 19:16:31 +0000 **To:** Tyrrell, Pete;Bryant, Michael

Cc: Salanik, Kathleen;Szathmary, Michael;Santos, Bob;Wise, Mark;Lindbloom, Niev

E

Subject: RE: [EXTERNAL] FW: Re-Opening of AWG Lockbox - 6/14/21 Weekly Update

Attachments: Employer Contact AWG Payment 6-11-2021.xlsx

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See attached.

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#### Maximus Federal

Remote

Deerfield, NY Eastern Time

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Karenmsmith@maximus.com

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My assumption is this is a one time request and if any additional ones are required we will get a separate request.

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(Bob)
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Department of Education Programs
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Razmadze, Sophio <<u>SophioRazmadze@maximus.com</u>>; DMCS Contracts

<<u>DMCScontracts@maximus.com</u>>; Pugh, James <<u>JamesPugh@maximus.com</u>>

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Research Analyst, Business Operations

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Maximus Federal

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Mobile (b)(6)

Theresal Seeley@maximus.com

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Payment Acrosom	Hate Received	Barrinver Number	Employer Name	W/580/30 Sent	Date- W/GBD/WB4 Wassemill	AW6	Unable to Locate (UTL) Barrawer im Debi Manager Y/N	Comment)	Clase of Clutreath to Employer	Results of ourmach	Communiti
\$8.26		(b)(6)	SILKTOWN RODEING, INC.	v.	4/18/2020	Y	ij	Last AWG received on 2/26/20	6/16/2021	Confirmed to stop garnishment, WG30 Sent via amail	Checks returned so though they needed to send theck again. No addisional garnishment since WG 30 initially sent.
\$100.80	6/4/2021		BAYOU CONCRETE	Y	4/18/2020	¥	u	Last AWG received 5/26/20 was making voluntary payments from 2/12/21 through 5/10/21	6/16/2021	Confirmed to step garnishment, WG 30 sent.	Employer thought garnishment continued and did not know garnishment was for student loans.
545,37	6/8/2021		Heat Treating Services	Y	A/18/2020	v	N	Last AWG received on 6/8/20	6/16/2021	Confirmed to stop garnishment.	Emipyee was on temp- disability. Came back. Step garnishment was missed it no longer employed. No future garnishment.
\$180,55	6/8/2023		Alcott HR Group	Y	4/18/2020	y		First AW/G payment eyer received on the account	6/16/2021	Confirmed gameshment to stop	Thought CARES Act ended June 1st, 2021
3111.96	6/9/2021		BAYOU CONCRETE ILLE	v	4/18/2020	Y	**	Last AWG payment received 5/9/21, was sending yokintary payments from 2/11/2021 through 5/10/2021.	6/16/2021	Confirmed to stop garnishment	Employer thought garnishment continued and did not know garnishment was for student loans.
\$62.73	6/10/2021		WHITE RIVER MARINE LLC	٧	4/30/2020	Y		Last AWG payment received 4/21/2026.	6/16/2021	Confirmed gamishment to stop	Employee was rehired. Cuase garnishment missed Now Stopping garnishmen
\$100.06	6/11/2021		HOUSES ENTERPRISES LLC	- у	4/13/2020	y	N	Last AWG payment received 1/28/2020	6/16/2021	Confirmed to stop garnishment. Emailed WG30	Thought CARES Act enders June 1st, 2021
\$159.07	6/11/2021		UPS	v	4/10/2020	¥	N	Last AWG payment received 3/31/7020	6/16/2021	Confirmed to stop garnistiment	Thought CARES Art ended

Payment Amount	Date Received	Børrower 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		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: Santos, Bob

Sent: Fri, 28 May 2021 13:39:55 +0000

To: Tyrrell, Pete

Subject: Re: [EXTERNAL] FW: Temporary Re-opening of AWG Lockbox

Hi Pete, is probably better to keep Mike Szathmary in the loop. It would be good to also indicate that you are not requiring any outreach at this time, only collecting the data. Also that we process the refunds thru the existing suspense processing, and not special processing except the daily reports is required.

Then I will confirm we got it and if ne needs it I will say no charge.

Let me know if this works, Thanks, bob

## Robert Santos

(Bob)
Senior Vice President
Department of Education Programs
Maximus Federal
Remote: New Market MD, Eastern Time
Mobile (b)(6)

RobertSantos@maximus.com

From: "Tyrrell, Pete" <Pete.Tyrrell@ed.gov> Date: Friday, May 28, 2021 at 8:30 AM

To: "Santos, Bob" < RobertSantos@maximus.com>

Subject: [EXTERNAL] FW: Temporary Re-opening of AWG Lockbox

Fyi – you and I had talked about this on Wednesday. If it makes sense to formalize via Contracts we can do that too.

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

From: Bryant, Michael < Michael. Bryant@ed.gov>

Sent: Friday, May 28, 2021 8:29 AM

To: Smith, Karen <karenmsmith@maximus.com>

Cc: Tyrrell, Pete <Pete.Tyrrell@ed.gov>

Subject: Temporary Re-opening of AWG Lockbox

#### Karen-

We will be re-opening the AWG lockbox effective May 31, probably for a period of six weeks, to gauge how many borrowers are still being garnished and the relevant employers. Would Maximus be able to provide daily reporting on AWG lockbox activity including a detail listing of the employers remitting payments, the borrowers being garnished and garnishment payment amounts? Let me know if Maximus would require a CR for this short-term reporting effort. Otherwise, if it is do-able, we will request through the contracting officer.

Mike Bryant, Federal Student Aid 319-333-8836

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From: Santos, Bob

Sent: Fri, 28 May 2021 14:39:28 +0000

To: Szathmary, Michael; DMCS Contracts; Johnston, Lamonica M; Smith, Karen

M;Lindbloom, Niev E;Razmadze, Sophio;Pugh, James;Salanik, Kathleen

Cc: Tyrrell, Pete;Bryant, Michael;Wise, Mark;Burris, Joshua;Wohlfiel, Luz

Subject: Re: [EXTERNAL] Temporary Re-Opening of AWG Lockbox

Thanks Mike, I am responding we understand the request and will be prepared to support this initiative

# Robert Santos

(Bob)

Senior Vice President

Department of Education Programs

Maximus Federal

Remote: New Market. MD, Eastern Time

Mobile (b)(6)

RobertSantos@maximus.com

From: "Szathmary, Michael" < Michael. Szathmary@ed.gov>

Date: Friday, May 28, 2021 at 10:33 AM

To: "DMCScontracts@maximus.com" <DMCScontracts@maximus.com>, "Johnston, Lamonica

M" <LamonicaJohnston@maximus.com>, Karen Smith/MAXIMUS

<KarenMSmith@maximus.com>, Niev Lindbloom/MAXIMUS <nievlindbloom@maximus.com>,

"Razmadze, Sophio" <SophioRazmadze@maximus.com>, Robert Santos/MAXIMUS

<RobertSantos@maximus.com>

Cc: "Tyrrell, Pete" <Pete.Tyrrell@ed.gov>, Mike Bryant <Michael.Bryant@ed.gov>, "Wise, Mark" <Mark.Wise@ed.gov>, "Burris, Joshua" <Joshua.Burris@ed.gov>, "Wohlfiel, Luz" <Luz.Wohlfiel@ed.gov>

Subject: [EXTERNAL] Temporary Re-Opening of AWG Lockbox

## 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 StudentAid.gov



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From: Krobath, Christopher

**Sent:** Thu, 2 Sep 2021 12:01:34 +0000

To: Tyrrell, Pete

Subject: RE: follow up on collections pause

(b)(5)

From: Tyrrell, Pete <Pete.Tyrrell@ed.gov>
Sent: Thursday, September 2, 2021 7:55 AM

To: Krobath, Christopher < Christopher. Krobath@ed.gov>

Subject: FW: follow up on collections pause

Please make sure we adjust the short/long term deck accordingly.....thanks.

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

From: Kane, John < John.Kane@ed.gov>

Sent: Wednesday, September 1, 2021 5:00 PM

To: Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael <Michael.Bryant@ed.gov>; Odom, Christian

<<u>Christian.Odom@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>; Wheetley, Christopher

<<u>Christopher.Wheetley@ed.gov</u>>; Zeringue, Steven <<u>STEVEN.ZERINGUE@ed.gov</u>>; Krobath, Christopher

<Christopher.Krobath@ed.gov>

C: (b)(6)

(b)(5)

Subject: RE: follow up on collections pause

From: Tyrrell, Pete < Pete. Tyrrell@ed.gov > Sent: Wednesday, September 1, 2021 4:23 PM

To: Bryant, Michael < Michael.Bryant@ed.gov >; Odom, Christian < Christian.Odom@ed.gov >; LaVia, Mark

<<u>Mark.LaVia@ed.gov</u>>; Wheetley, Christopher <<u>Christopher.Wheetley@ed.gov</u>>; Zeringue, Steven

<STEVEN.ZERINGUE@ed.gov>; Krobath, Christopher <Christopher.Krobath@ed.gov>

Cc: Kane, John < John.Kane@ed.gov>

Subject: RE: follow up on collections pause

(b)(5)		
0		

Pete Tyrrell | Senior Advisor Federal Student Aid Wanamaker Building, Philadelphia PA 19107

O: (215) 656-6014 C: (b)(6)

From: Bryant, Michael < Michael.Bryant@ed.gov>
Sent: Wednesday, September 1, 2021 3:56 PM

**To:** Odom, Christian < <a href="mailto:Christian.Odom@ed.gov">Christian.Odom@ed.gov</a>; Tyrrell, Pete < <a href="mailto:Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; LaVia, Mark < <a href="mailto:Mark.LaVia@ed.gov">Meetley</a>, Christopher < <a href="mailto:Christopher.Wheetley@ed.gov">Christopher.Wheetley@ed.gov</a>; Zeringue, Steven

<STEVEN.ZERINGUE@ed.gov>; Krobath, Christopher < Christopher.Krobath@ed.gov>

Cc: Kane, John < John.Kane@ed.gov > Subject: RE: follow up on collections pause

(b)(5)

Mike Bryant, Federal Student Aid 319-333-8836

From: Odom, Christian < <a href="mailto:Christian.Odom@ed.gov">Christian.Odom@ed.gov</a> Sent: Wednesday, September 1, 2021 2:54 PM

**To:** Tyrrell, Pete < <a href="mailto:Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; LaVia, Mark < <a href="mailto:Mark.LaVia@ed.gov">Mark.LaVia@ed.gov</a>; Bryant, Michael < <a href="mailto:Michael.Bryant@ed.gov">Michael.Bryant@ed.gov</a>; Wheetley, Christopher < <a href="mailto:Christopher.Wheetley@ed.gov">Christopher.Wheetley@ed.gov</a>; Zeringue, Steven < <a href="mailto:STEVEN.ZERINGUE@ed.gov">STEVEN.ZERINGUE@ed.gov</a>; Krobath, Christopher < <a href="mailto:Christopher.Krobath@ed.gov">Christopher.Krobath@ed.gov</a>;

Cc: Kane, John < John.Kane@ed.gov>

Subject: Fwd: follow up on collections pause

Christian Lee Odom Senior Advisor Office: +1 (202) 377-4024 Mobile: (b)(6)

Christian.Odom@ed.gov

StudentAid.gov

Get Outlook for iOS

From: Morgan, Julie < <u>Julie.Morgan@ed.gov</u>>
Sent: Wednesday, September 1, 2021 3:53:07 PM

To: Alag, Sartaj <<u>Sartaj.Alag@ed.gov</u>>; Lucas, Richard J. <<u>Richard.J.Lucas@ed.gov</u>>; Kane, John

<<u>John.Kane@ed.gov</u>>; Odom, Christian <<u>Christian.Odom@ed.gov</u>>; Glick, Margaret

<Margaret.Glick@ed.gov>

Subject: follow up on collections pause

Hi, just following up on our conversation earlier: we have committed to pausing involuntary collections for six months following the end of the payment pause.

From:

Greene, Chris

Sent:

Tue, 16 Feb 2021 15:24:07 +0000

To: Subject: Piccolo, Marc;LaVia, Mark;Tyrrell, Pete
RE: For your Review: FSA Decision Memos SEAD FEB15 (V1)

Attachments:

FSA Decision Memos SEAD FEB15 (V1) cbg.docx

Comments and questions included in the attached.

Chris

From: Piccolo, Marc <Marc.Piccolo@ed.gov> Sent: Tuesday, February 16, 2021 8:15 AM

To: LaVia, Mark <Mark.LaVia@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Greene, Chris

<Chris.Greene@ed.gov>

Subject: FW: For your Review: FSA Decision Memos SEAD FEB15 (V1)

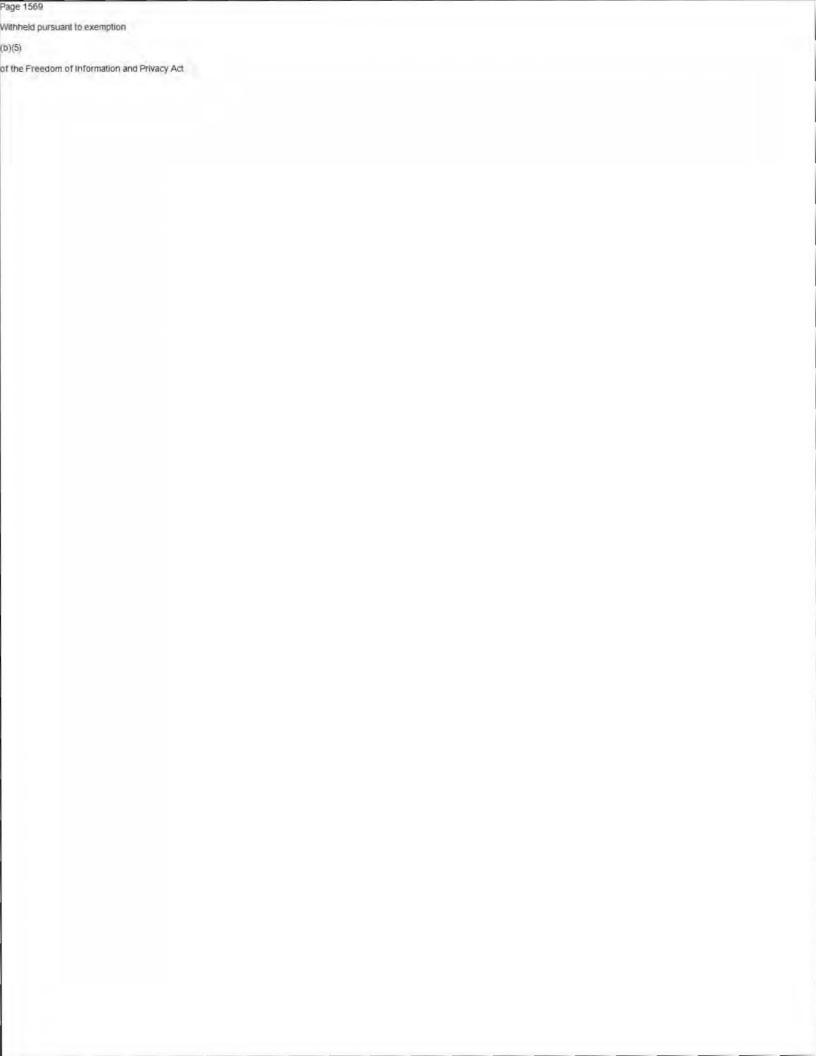
From: Piccolo, Marc

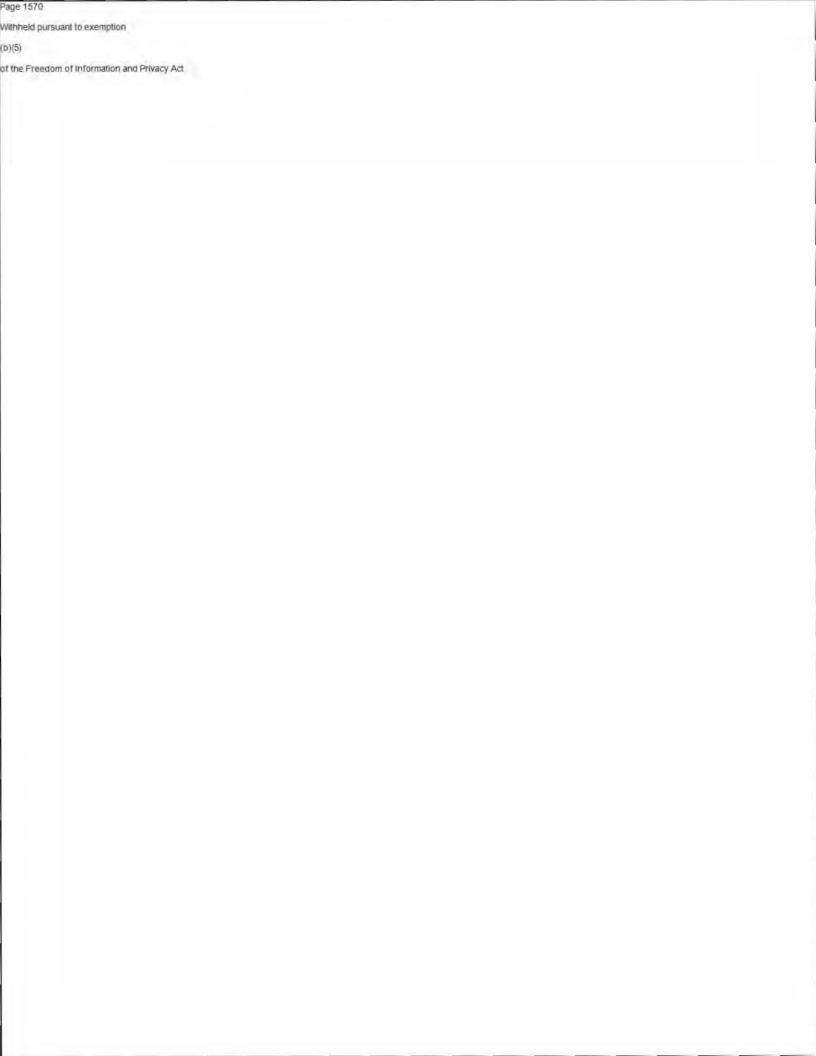
Sent: Tuesday, February 16, 2021 7:33 AM To: Greene, Chris < Chris. Greene@ed.gov>

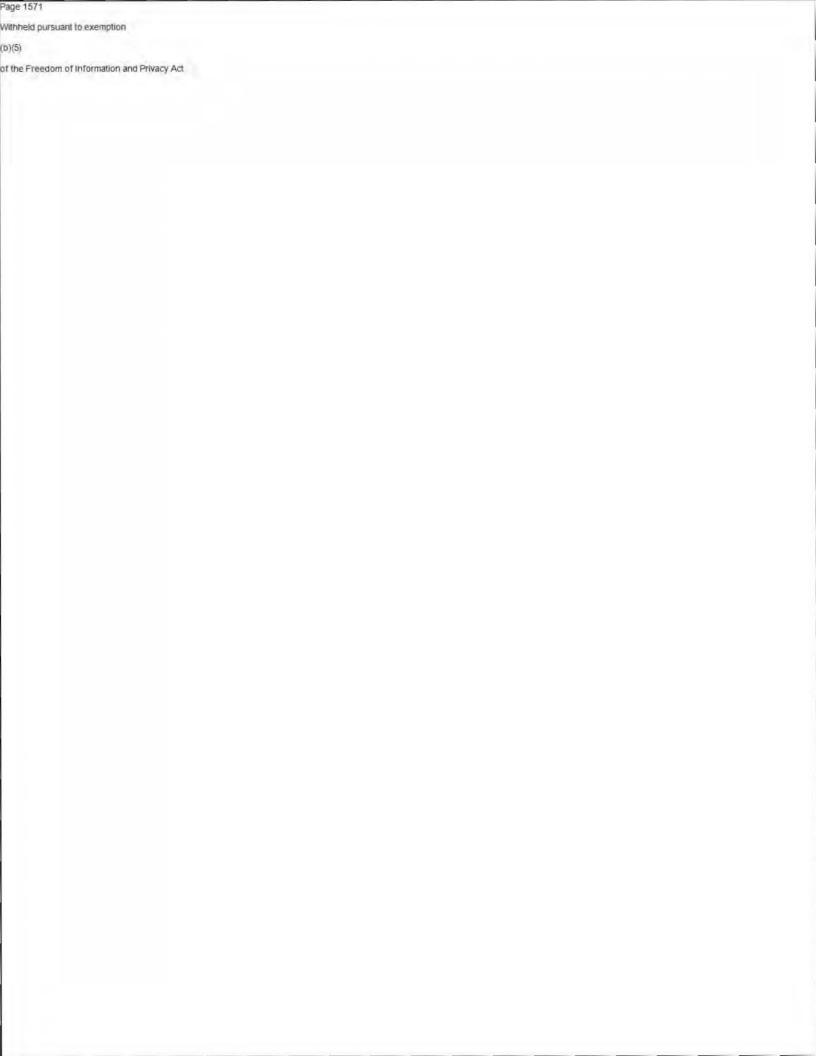
Subject: For your Review: FSA Decision Memos SEAD FEB15 (V1)

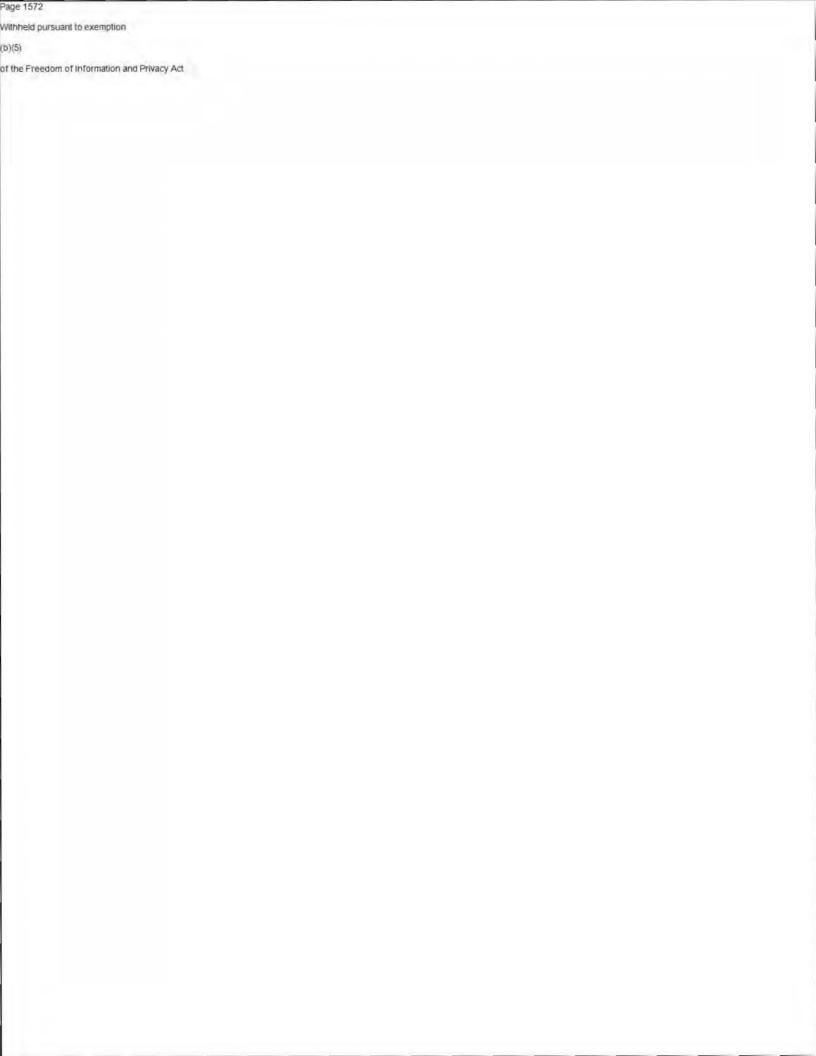
Hi Chris. I hope your having a good weekend. Please review the attached draft Options Memo and provide edits/comments. I think this flows pretty well but it is pretty lengthy so we may want to break it out into two separate memos based on the urgency of the decisions. If you can get me your comments tomorrow I'll have a cleaned up copy ready for Tuesday.

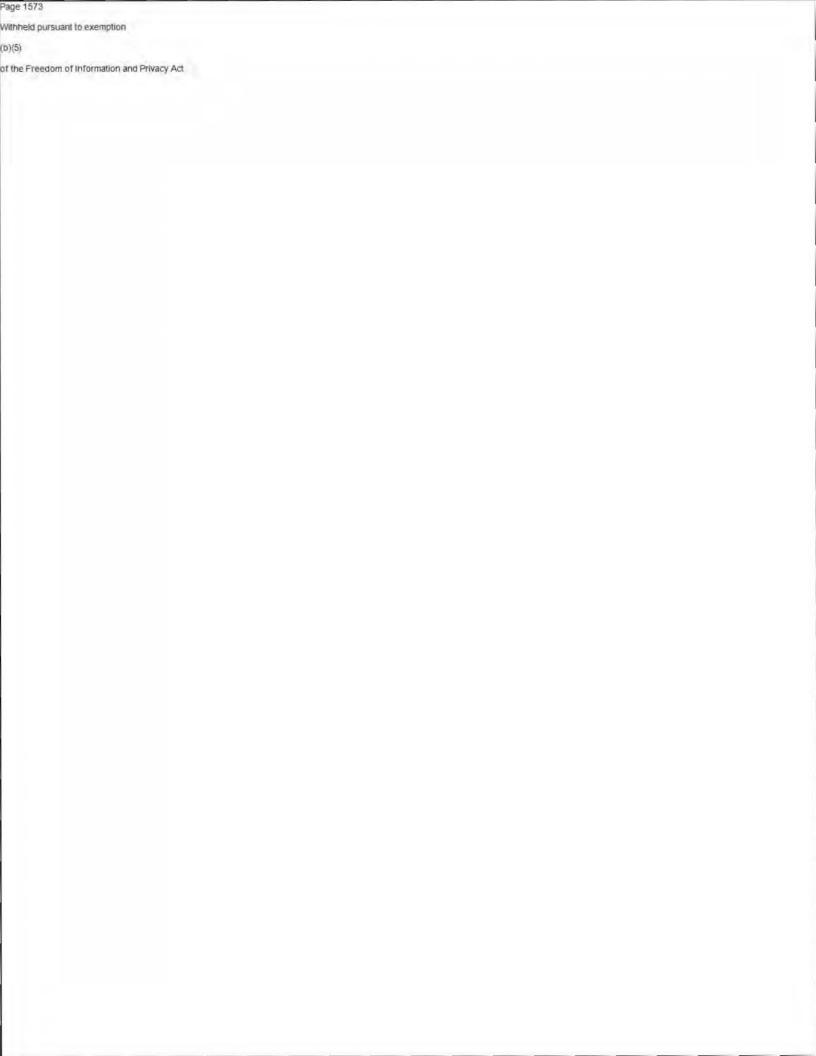
marc

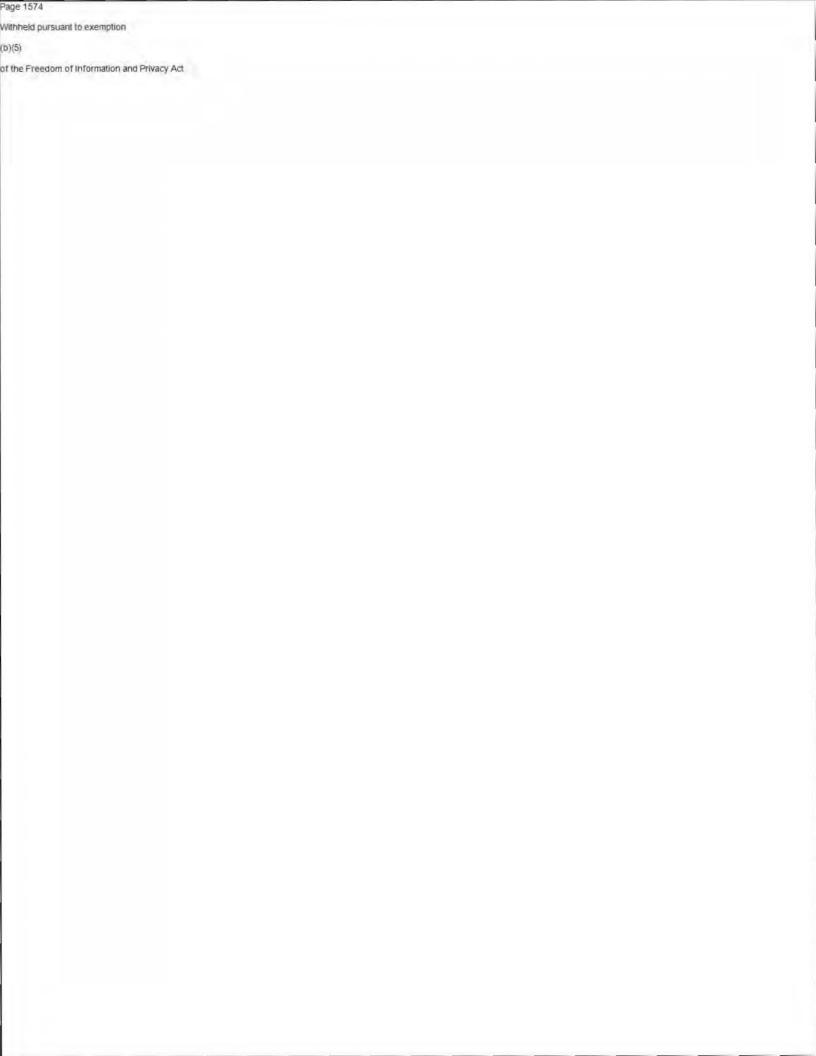


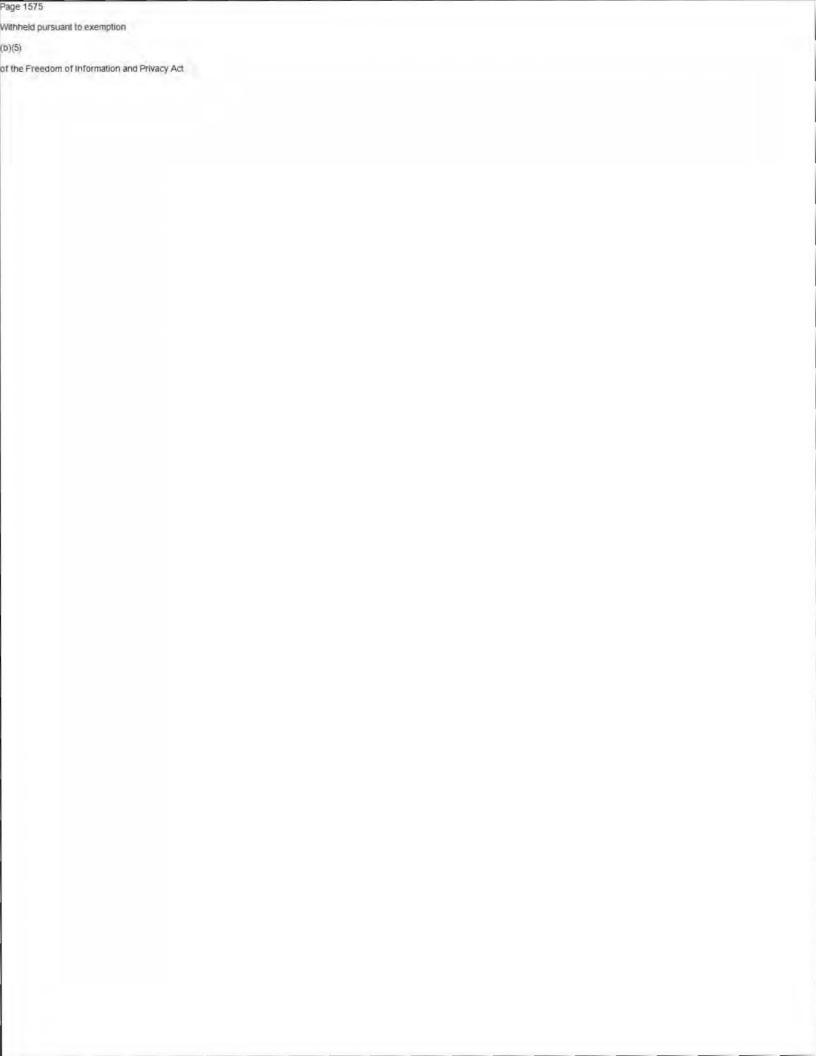




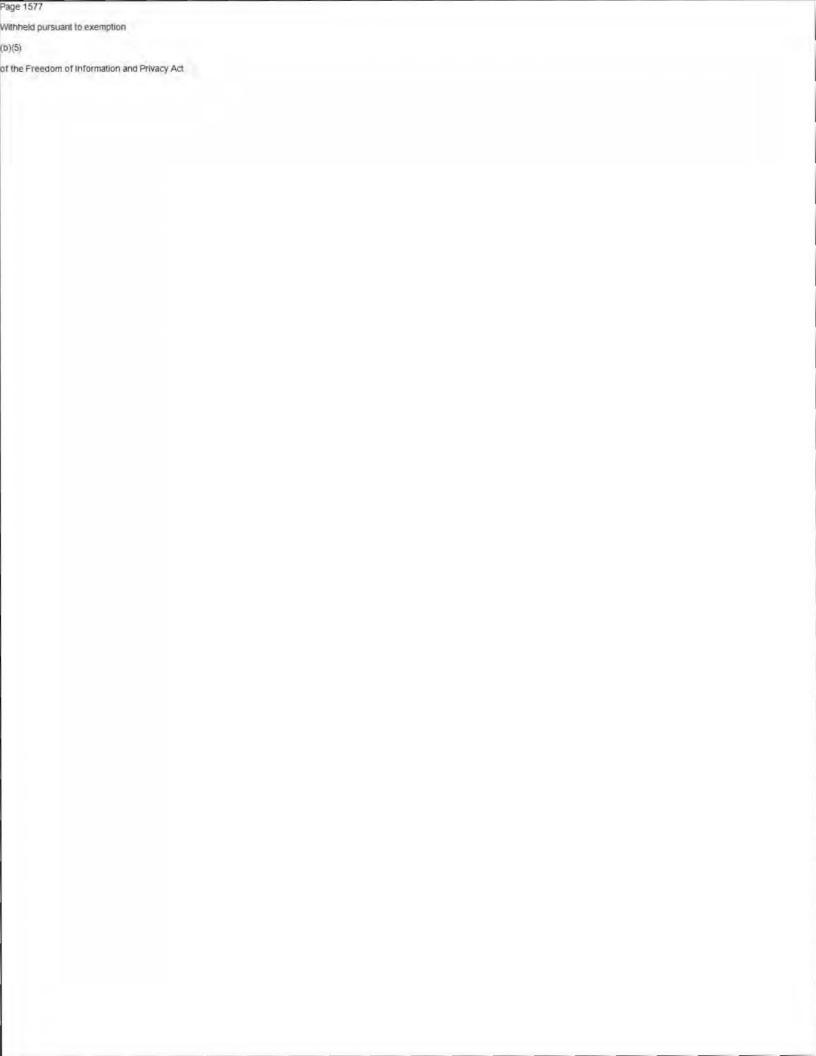


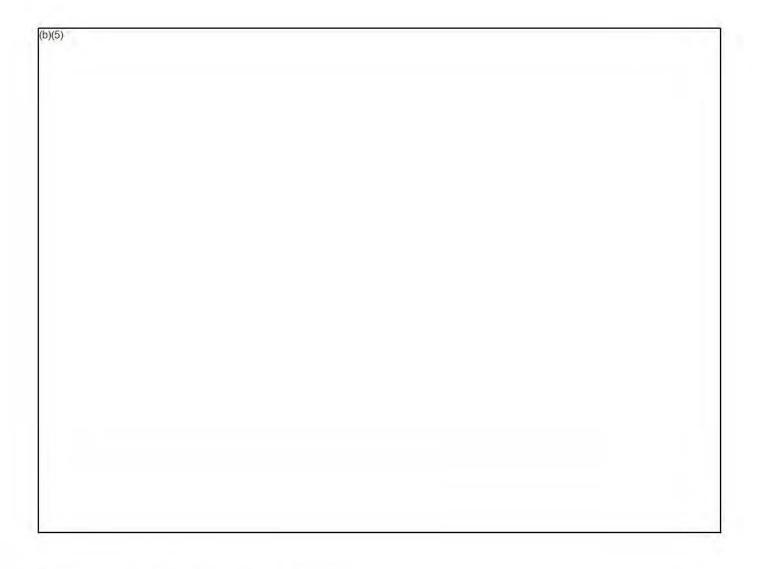






rom:	Kane, John
Sent:	Tue, 27 Jul 2021 11:58:58 +0000
Го:	LaVia, Mark; Piccolo, Marc; Tyrrell, Pete; Bryant, Michael; Campbell, Colleen; Foss,
an	
Subject:	RE: Fresh Start Options Paper
Good idea – (b)(5	
rom: LaVia, Ma	rk <mark.lavia@ed.gov></mark.lavia@ed.gov>
	uly 27, 2021 7:57 AM
Pete.Tyrrell@e Colleen.Campb	John.Kane@ed.gov>; Piccolo, Marc <marc.piccolo@ed.gov>; Tyrrell, Pete d.gov&gt;; Bryant, Michael <michael.bryant@ed.gov>; Campbell, Colleen pell@ed.gov&gt;; Foss, Ian <ian.foss@ed.gov> sh Start Options Paper</ian.foss@ed.gov></michael.bryant@ed.gov></marc.piccolo@ed.gov>
Γhanks John.	
ooks good.	
b)(5)	
rom: Kane, Joh	n < John.Kane@ed.gov>
ient: Monday, J io: Piccolo, Mar Pete.Tyrrell@e Colleen.Campb Subject: FW: Fre	uly 26, 2021 6:25 PM c < Marc.Piccolo@ed.gov>; LaVia, Mark < Mark.LaVia@ed.gov>; Tyrrell, Pete d.gov>; Bryant, Michael < Michael.Bryant@ed.gov>; Campbell, Colleen sell@ed.gov>; Foss, Ian < lan.Foss@ed.gov> esh Start Options Paper
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From: Cordray, Richard < Richard. Cordray@ed.gov>

Sent: Friday, July 23, 2021 9:26 AM

To: Kane, John < John.Kane@ed.gov>; Alag, Sartaj < Sartaj.Alag@ed.gov>; Wiggins, Charles

<<u>Hunter.Wiggins@ed.gov</u>>; Albers, David <<u>david.albers@ed.gov</u>>; Greene, Chris

<<u>Chris.Greene@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Tyrrell, Pete < <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Foss, Ian < <a href="Ian.Foss@ed.gov">Ian.Foss@ed.gov</a>; Campbell, Colleen

<<u>Colleen.Campbell@ed.gov</u>>; Morgan, Julie <<u>Julie.Morgan@ed.gov</u>>; Miller, Benjamin

<Benjamin.Miller@ed.gov>; Lee, Nicholas <Nick.Lee@ed.gov>; Williams, Rich <Rich.Williams@ed.gov>;

Campbell, Patrick < Patrick. Campbell@ed.gov>

Cc: McGinnis, Colleen < Colleen. McGinnis@ed.gov>

Subject: RE: Fresh Start

Thx for this, my comments below (none of which should be taken as Gospel) are in CAPS RC

From: Kane, John < John.Kane@ed.gov > Sent: Thursday, July 22, 2021 3:04 PM

:: McGinnis, Colleen <colleen.mcginnis@ed.gov> ibject: RE: Fresh Start Original Message From: Kane, John Sent: Wednesday, July 21, 2021 11:25 AM To: Cordray, Richard <richard.cordray@ed.gov>; Piccolo, Marc <marc.piccolo@ed.gov>; Greene, Chris Chris.Greene@ed.gov&gt;; Hardiman, Darrick <darrick.hardiman@ed.gov>; LaVia, Mark Mark.LaVia@ed.gov&gt;; Davis, James E. <james.e.davis@ed.gov>; Bumgarner, Bradley Bradley.Bumgarner@ed.gov&gt;; McGinnis, Colleen <colleen.mcginnis@ed.gov>; Campbell, Patrick Patrick.Campbell@ed.gov&gt;; Albers, David <david.albers@ed.gov>; Alag, Sartaj <sartaj.alag@ed.gov>; ankish, James <james.hankish@ed.gov>; Wiggins, Charles <hunter.wiggins@ed.gov>; Donoghue,</hunter.wiggins@ed.gov></james.hankish@ed.gov></sartaj.alag@ed.gov></david.albers@ed.gov></colleen.mcginnis@ed.gov></james.e.davis@ed.gov></darrick.hardiman@ed.gov></marc.piccolo@ed.gov></richard.cordray@ed.gov></colleen.mcginnis@ed.gov>	To: Cordray, Richard < Richard.Cordray@ed.gov >; Alag, S	
rrrell, Pete < Pete. Tyrrell@ed.gov>; Foss, Ian < Ian.Foss@ed.gov>; Campbell, Colleen. Colleen. Campbell@ed.gov>; Morgan, Julie < Julie. Morgan@ed.gov>; Miller, Benjamin denjamin. Miller@ed.gov>; Lee, Nicholas < Nick. Lee@ed.gov>; Williams, Rich < Rich. Williams@ed.gov>; Impbell, Patrick < Patrick. Campbell@ed.gov> denganis, Colleen < Colleen. McGinnis@ed.gov> denganis, Colleen < Colleen. McGinnis@ed.gov> denganis, Colleen < Colleen. McGinnis@ed.gov> denganis < Colleen. McGinnis@ed.gov> denganis < Colleen. Colleen. McGinnis@ed.gov> denganis < Colleen. Colleen. McGinnis@ed.gov> denganis < Colleen. Colleen. McGinnis@ed.gov>; Piccolo, Marc < Marc. Piccolo@ed.gov>; Greene, Christhis. Greene@ed.gov>; Hardiman, Darrick < Darrick. Hardiman@ed.gov>; LaVia, Mark. Mark. LaVia@ed.gov>; Davis, James E. < James. E. Davis@ed.gov>; Bumgarner, Bradley deradley. Bumgarner@ed.gov>; McGinnis, Colleen. McGinnis@ed.gov>; Campbell, Patrick latrick. Campbell@ed.gov>; Albers, David < david.albers@ed.gov>; Alag, Sartaj <		
tolleen.Campbell@ed.gov>; Morgan, Julie < Julie.Morgan@ed.gov>; Miller, Benjamin Miller@ed.gov>; Lee, Nicholas < Nick.Lee@ed.gov>; Williams, Rich < Rich.Williams@ed.gov>; impbell, Patrick < Patrick.Campbell@ed.gov> impbell, Patrick < Patrick.Campbell@ed.gov> ibject: RE: Fresh Start		
the injamin. Miller@ed.gov>; Lee, Nicholas < Nick.Lee@ed.gov>; Williams, Rich < Rich. Williams@ed.gov>; Impbell, Patrick < Patrick. Campbell@ed.gov>; Impbell, Patrick < Patrick. Campbell@ed.gov>; Impbell, Patrick < Patrick. Campbell@ed.gov>; Impbell, Patrick. Colleen. McGinnis@ed.gov>; Impbell, Reints Wednesday, July 21, 2021 11:25 AM  To: Cordray, Richard < Richard. Cordray@ed.gov>; Piccolo, Marc < Marc. Piccolo@ed.gov>; Greene, Christhris. Greene@ed.gov>; Hardiman. Darrick < Darrick. Hardiman.@ed.gov>; LaVia, Mark. Mark. LaVia@ed.gov>; Davis, James E. < James. E. Davis@ed.gov>; Bumgarner, Bradley Bradley, Bumgarner@ed.gov>; McGinnis, Colleen < Colleen. McGinnis@ed.gov>; Campbell, Patrick Patrick. Campbell@ed.gov>; Albers, David < david.albers@ed.gov>; Alag, Sartaj < Sartaj. Alag. Ged.gov>; Inkish, James < James. Hankish.@ed.gov>; Wiggins, Charles < Hunter. Wiggins.@ed.gov>; Donoghue, isten < Kristen. Donoghue@ed.gov>; Wiggins, Charles < Hunter. Wiggins.@ed.gov>; Donoghue, isten < Kristen. Donoghue@ed.gov>; Miller, Benjamin < Benjamin. Miller@ed.gov> Subject: RE: No-doc IDR - Today's Daily Servicing Meeting  The timing works out nicely as we have the responses back from the vendors on the IDR-related CRs.  The other thing I would like to go back and address today time permitting is the discussion we arted yesterday on Fresh Start. (D)(5)		
Impbell, Patrick <patrick.campbell@ed.gov>  : McGinnis, Colleen <colleen.mcginnis@ed.gov> bject: RE: Fresh Start Original Message From: Kane, John Sent: Wednesday, July 21, 2021 11:25 AM  To: Cordray, Richard <richard.cordray@ed.gov>; Piccolo, Marc <marc.piccolo@ed.gov>; Greene, Chrischris.Greene@ed.gov&gt;; Hardiman, Darrick <darrick.hardiman@ed.gov>; LaVia, Mark Mark.LaVia@ed.gov&gt;; Davis, James E. <james.e.davis@ed.gov>; Bumgarner, Bradley Bradley.Bumgarner@ed.gov&gt;; McGinnis, Colleen <colleen.mcginnis@ed.gov>; Campbell, Patrick Patrick.Campbell@ed.gov&gt;; Albers, David <david.albers@ed.gov>; Alag, Sartaj <sartaj.alag@ed.gov>; ankish, James <james.hankish@ed.gov>; Wiggins, Charles <hunter.wiggins@ed.gov>; Donoghue, isten <kristen.donoghue@ed.gov> Co: Morgan, Julie <julie.morgan@ed.gov>; Miller, Benjamin <benjamin.miller@ed.gov> Subject: RE: No-doc IDR - Today's Daily Servicing Meeting  The timing works out nicely as we have the responses back from the vendors on the IDR-related CRs.  The other thing I would like to go back and address today time permitting is the discussion we arted yesterday on Fresh Start. (D)(5)</benjamin.miller@ed.gov></julie.morgan@ed.gov></kristen.donoghue@ed.gov></hunter.wiggins@ed.gov></james.hankish@ed.gov></sartaj.alag@ed.gov></david.albers@ed.gov></colleen.mcginnis@ed.gov></james.e.davis@ed.gov></darrick.hardiman@ed.gov></marc.piccolo@ed.gov></richard.cordray@ed.gov></colleen.mcginnis@ed.gov></patrick.campbell@ed.gov>		and the same of th
: McGinnis, Colleen < Colleen.McGinnis@ed.gov>  bject: RE: Fresh Start Original Message  From: Kane, John  Sent: Wednesday, July 21, 2021 11:25 AM  To: Cordray, Richard < Richard.Cordray@ed.gov>; Piccolo, Marc < Marc.Piccolo@ed.gov>; Greene, Chrischris.Greene@ed.gov>; Hardiman, Darrick < Darrick.Hardiman@ed.gov>; LaVia, Mark  Mark.LaVia@ed.gov>; Davis, James E. < James.E.Davis@ed.gov>; Bumgarner, Bradley  tradlev.Bumgarner@ed.gov>; McGinnis, Colleen.McGinnis@ed.gov>; Campbell, Patrick  tatrick.Campbell@ed.gov>; Albers, David < david.albers@ed.gov>; Alag, Sartaj < Sartaj.Alag@ed.gov>;  sankish, James < James.Hankish@ed.gov>; Wiggins, Charles < Hunter.Wiggins@ed.gov>; Donoghue,  isten < Kristen.Donoghue@ed.gov>  Co: Morgan, Julie < Julie.Morgan@ed.gov>; Miller, Benjamin < Benjamin.Miller@ed.gov>  Subject: RE: No-doc IDR - Today's Daily Servicing Meeting  The timing works out nicely as we have the responses back from the vendors on the IDR-related CRs.  The other thing I would like to go back and address today time permitting is the discussion we arted yesterday on Fresh Start. (b)(5)		<pre>d.gov&gt;; Williams, Rich &lt; Rich.Williams@ed.gov&gt;;</pre>
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Chris.Greene@ed.gov>; Hardiman, Darrick < Darrick.Hardiman@ed.gov>; LaVia, Mark Mark.LaVia@ed.gov>; Davis, James E. < James.E.Davis@ed.gov>; Bumgarner, Bradley Gradley.Bumgarner@ed.gov>; McGinnis, Colleen < Colleen.McGinnis@ed.gov>; Campbell, Patrick Gratick.Campbell@ed.gov>; Albers, David < david.albers@ed.gov>; Alag, Sartaj < Sartaj.Alag@ed.gov>; Grankish, James < James.Hankish@ed.gov>; Wiggins, Charles < Hunter.Wiggins@ed.gov>; Donoghue, Gisten < Kristen.Donoghue@ed.gov> Gristen.Donoghue@ed.gov> Gristen.Donoghue@ed.gov> Gristen.Donoghue@ed.gov> Gristen.Miller@ed.gov> Gristen.Miller@ed.go	> Sent: Wednesday, July 21, 2021 11:25 AM	
Mark.LaVia@ed.gov>; Davis, James E. <a href="mailto:James.E.Davis@ed.gov">James.E.Davis@ed.gov"&gt;James.E.Davis@ed.gov</a> ; Bumgarner, Bradley Bradley. Bumgarner@ed.gov>; McGinnis, Colleen <a href="mailto:Colleen.McGinnis@ed.gov">Colleen.McGinnis@ed.gov</a> ; Campbell, Patrick Patrick. Campbell@ed.gov>; Albers, David <a href="mailto:david.albers@ed.gov">david.albers@ed.gov</a> ; Alag, Sartaj <a href="mailto:Sartaj.Alag@ed.gov">Sartaj.Alag@ed.gov</a> ; Wiggins, Charles <a href="mailto:Hunter.Wiggins@ed.gov">Hunter.Wiggins@ed.gov</a> ; Donoghue, isten <a href="mailto:Kristen.Donoghue@ed.gov">Kristen.Donoghue@ed.gov</a> ; Miller, Benjamin <a href="mailto:Benjamin.Miller@ed.gov">Benjamin.Miller@ed.gov</a> > Subject: RE: No-doc IDR - Today's Daily Servicing Meeting  The timing works out nicely as we have the responses back from the vendors on the IDR-related CRs.  The other thing I would like to go back and address today time permitting is the discussion we arted yesterday on Fresh Start. (b)(5)		
Aradley.Bumgarner@ed.gov>; McGinnis, Colleen <colleen.mcginnis@ed.gov>; Campbell, Patrick (Patrick.Campbell@ed.gov&gt;; Albers, David <david.albers@ed.gov>; Alag, Sartaj <sartaj.alag@ed.gov>; ankish, James <james.hankish@ed.gov>; Wiggins, Charles <hunter.wiggins@ed.gov>; Donoghue, isten <kristen.donoghue@ed.gov>  Co: Morgan, Julie <julie.morgan@ed.gov>; Miller, Benjamin <benjamin.miller@ed.gov>  Subject: RE: No-doc IDR - Today's Daily Servicing Meeting  The timing works out nicely as we have the responses back from the vendors on the IDR-related CRs.  (b)  The other thing I would like to go back and address today time permitting is the discussion we arted yesterday on Fresh Start.</benjamin.miller@ed.gov></julie.morgan@ed.gov></kristen.donoghue@ed.gov></hunter.wiggins@ed.gov></james.hankish@ed.gov></sartaj.alag@ed.gov></david.albers@ed.gov></colleen.mcginnis@ed.gov>		
Patrick.Campbell@ed.gov>; Albers, David <a href="mailto:david.albers@ed.gov">david.albers@ed.gov"&gt;david.albers@ed.gov</a> ; Alag, Sartaj <a href="mailto:sartaj.Alag@ed.gov">Sartaj.Alag@ed.gov</a> ; Wiggins, Charles <a href="mailto:Hunter.Wiggins@ed.gov">Hunter.Wiggins@ed.gov</a> ; Donoghue, isten <a href="mailto:Kristen.Donoghue@ed.gov">Kristen.Donoghue@ed.gov</a> ; Wiggins, Charles <a href="mailto:Hunter.Wiggins@ed.gov">Hunter.Wiggins@ed.gov</a> ; Donoghue, isten <a href="mailto:Kristen.Donoghue@ed.gov">Mailter.Wiggins@ed.gov</a> ; Pancara Renjamin.Miller@ed.gov  Subject: RE: No-doc IDR - Today's Daily Servicing Meeting  The timing works out nicely as we have the responses back from the vendors on the IDR-related CRs.  The other thing I would like to go back and address today time permitting is the discussion we arted yesterday on Fresh Start.  [b)(5)		
Inkish, James < James. Hankish@ed.gov >; Wiggins, Charles < Hunter. Wiggins@ed.gov >; Donoghue, isten < Kristen. Donoghue@ed.gov >  Cc: Morgan, Julie < Julie. Morgan@ed.gov >; Miller, Benjamin < Benjamin. Miller@ed.gov >  Subject: RE: No-doc IDR - Today's Daily Servicing Meeting  The timing works out nicely as we have the responses back from the vendors on the IDR-related CRs.  (5)  The other thing I would like to go back and address today time permitting is the discussion we arted yesterday on Fresh Start. (b)(5)		
isten <kristen.donoghue@ed.gov> Cc: Morgan, Julie <julie.morgan@ed.gov>; Miller, Benjamin <benjamin.miller@ed.gov> Subject: RE: No-doc IDR - Today's Daily Servicing Meeting  The timing works out nicely as we have the responses back from the vendors on the IDR-related CRs.  The other thing I would like to go back and address today time permitting is the discussion we arted yesterday on Fresh Start. (b)(5)</benjamin.miller@ed.gov></julie.morgan@ed.gov></kristen.donoghue@ed.gov>	< <u>Patrick.Campbell@ed.gov</u> >; Albers, David < <u>david.albers</u>	<pre>s@ed.gov&gt;; Alag, Sartaj <sartaj.alag@ed.gov>;</sartaj.alag@ed.gov></pre>
Cc: Morgan, Julie < Julie. Morgan@ed.gov >; Miller, Benjamin < Benjamin. Miller@ed.gov > Subject: RE: No-doc IDR - Today's Daily Servicing Meeting  The timing works out nicely as we have the responses back from the vendors on the IDR-related CRs.  The other thing I would like to go back and address today time permitting is the discussion we arted yesterday on Fresh Start. (b)(5)	Hankish, James < <u>James. Hankish@ed.gov</u> >; Wiggins, Cha	irles < Hunter. Wiggins@ed.gov >; Donoghue,
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arted yesterday on Fresh Start. (b)(5)		
arted yesterday on Fresh Start. (b)(5)	>	
(5)		day time permitting is the discussion we
	started yesterday on Fresh Start. (10/10)	
	D)(3)	

(b)(5)	

From: Cordray, Richard < Richard. Cordray@ed.gov>

Sent: Thursday, July 22, 2021 12:47 PM

**To:** Cordray, Richard; Kane, John; Alag, Sartaj; Wiggins, Charles; Albers, David; Greene, Chris; Piccolo, Marc; LaVia, Mark; Tyrrell, Pete; Foss, Ian; Campbell, Colleen; Morgan, Julie; Miller, Benjamin; Lee,

Nicholas; Williams, Rich; Campbell, Patrick

Cc: McGinnis, Colleen Subject: Fresh Start

When: Thursday, July 22, 2021 3:00 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

# Microsoft Teams meeting

Join on your computer or mobile app

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(b)(5)	United States, Washington DC
Phone Conference ID (b)(5)	
Find a local number   Reset PI	N

From:	Tyrrell, Pete
Sent:	Tue, 27 Jul 2021 12:01:19 +0000
То:	LaVia, Mark; Kane, John; Piccolo, Marc; Bryant, Michael; Campbell, Colleen; Foss,
lan	
Subject:	RE: Fresh Start Options Paper
)(5)	
O: (215) 656-6014 C: (b)(6) From: LaVia, Ma	id ing, Philadelphia PA 19107
To: Kane, John < <pete.tyrrell@e <colleen.campb Subject: RE: Free</colleen.campb </pete.tyrrell@e 	John.Kane@ed.gov>; Piccolo, Marc <marc.piccolo@ed.gov>; Tyrrell, Pete d.gov&gt;; Bryant, Michael <michael.bryant@ed.gov>; Campbell, Colleen ell@ed.gov&gt;; Foss, Ian <ian.foss@ed.gov> sh Start Options Paper</ian.foss@ed.gov></michael.bryant@ed.gov></marc.piccolo@ed.gov>
Thanks John.	
Looks good.	
(b)(5)	
Sent: Monday, J To: Piccolo, Mar < <u>Pete.Tyrrell@e</u> < <u>Colleen.Campb</u>	n < <u>John.Kane@ed.gov</u> > uly 26, 2021 6:25 PM c < <u>Marc.Piccolo@ed.gov</u> >; LaVia, Mark < <u>Mark.LaVia@ed.gov</u> >; Tyrrell, Pete <u>d.gov</u> >; Bryant, Michael < <u>Michael.Bryant@ed.gov</u> >; Campbell, Colleen <u>ell@ed.gov</u> >; Foss, Ian < <u>Ian.Foss@ed.gov</u> > esh Start Options Paper
Cu viev	ess today – I want to add two more options but they will be short relative to what's
here. ( <sup>(b)(5)</sup>	(b)(5)
1151	

	Options	
(b)(5)		
Annual Control		

Fresh Start Options:

(b)(5)	

From: Cordray, Richard < Richard.Cordray@ed.gov >

Sent: Friday, July 23, 2021 9:26 AM

To: Kane, John < John.Kane@ed.gov >; Alag, Sartaj < Sartaj.Alag@ed.gov >; Wiggins, Charles

<a href="mailto:</a><a href="mailto:Hunter.Wiggins@ed.gov">Hunter.Wiggins@ed.gov">Hunter.Wiggins@ed.gov</a>; Greene, Chris

<<u>Chris.Greene@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Tyrrell, Pete < <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Foss, Ian < <a href="Ian.Foss@ed.gov">Ian.Foss@ed.gov</a>; Campbell, Colleen < <a href="Colleen.Campbell@ed.gov">Colleen.Campbell@ed.gov</a>; Morgan, Julie < <a href="Julie.Morgan@ed.gov">Julie.Morgan@ed.gov</a>; Miller, Benjamin

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<Benjamin.Miller@ed.gov>; Lee, Nicholas <Nick.Lee@ed.gov>; Williams, Rich <Rich.Williams@ed.gov>;
Campbell, Patrick < Patrick. Campbell@ed.gov>
Cc: McGinnis, Colleen < Colleen. McGinnis@ed.gov>
Subject: RE: Fresh Start
Thx for this, my comments below (none of which should be taken as Gospel) are in CAPS
From: Kane, John < John.Kane@ed.gov>
Sent: Thursday, July 22, 2021 3:04 PM
To: Cordray, Richard <Richard.Cordray@ed.gov>; Alag, Sartaj <Sartaj.Alag@ed.gov>; Wiggins, Charles
<a href="mailto:</a> <a href="mailto:Hunter.Wiggins@ed.gov">Hunter.Wiggins@ed.gov</a>; Albers, David <a href="mailto:david.albers@ed.gov">david.albers@ed.gov</a>; Greene, Chris
<Chris.Greene@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;
Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Foss, Ian <Ian.Foss@ed.gov>; Campbell, Colleen
<Colleen.Campbell@ed.gov>; Morgan, Julie <Julie.Morgan@ed.gov>; Miller, Benjamin
<Benjamin.Miller@ed.gov>; Lee, Nicholas <Nick.Lee@ed.gov>; Williams, Rich <Rich.Williams@ed.gov>;
Campbell, Patrick < Patrick. Campbell@ed.gov>
Cc: McGinnis, Colleen <Colleen.McGinnis@ed.gov>
Subject: RE: Fresh Start
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> Sent: Wednesday, July 21, 2021 11:25 AM
> To: Cordray, Richard <Richard.Cordray@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; Greene, Chris
<Chris.Greene@ed.gov>; Hardiman, Darrick <Darrick.Hardiman@ed.gov>; LaVia, Mark
<Mark.LaVia@ed.gov>; Davis, James E. <James.E.Davis@ed.gov>; Bumgarner, Bradley
<Bradley.Bumgarner@ed.gov>; McGinnis, Colleen <Colleen.McGinnis@ed.gov>; Campbell, Patrick
<Patrick.Campbell@ed.gov>; Albers, David <david.albers@ed.gov>; Alag, Sartaj.Alag@ed.gov>;
Hankish, James <James.Hankish@ed.gov>; Wiggins, Charles <Hunter.Wiggins@ed.gov>; Donoghue,
Kristen < Kristen. Donoghue@ed.gov>
> Cc: Morgan, Julie <Julie.Morgan@ed.gov>; Miller, Benjamin <Benjamin.Miller@ed.gov>
> Subject: RE: No-doc IDR - Today's Daily Servicing Meeting
> The timing works out nicely as we have the responses back from the vendors on the IDR-related CRs.
> The other thing I would like to go back and address today -- time permitting -- is the discussion we
started yesterday on Fresh Start. (b)(5)
(b)(5)
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b)(5)	- 1

Sent: Thursday, July 22, 2021 12:47 PM

**To:** Cordray, Richard; Kane, John; Alag, Sartaj; Wiggins, Charles; Albers, David; Greene, Chris; Piccolo, Marc; LaVia, Mark; Tyrrell, Pete; Foss, Ian; Campbell, Colleen; Morgan, Julie; Miller, Benjamin; Lee,

Nicholas; Williams, Rich; Campbell, Patrick

Cc: McGinnis, Colleen Subject: Fresh Start

When: Thursday, July 22, 2021 3:00 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

# Microsoft Teams meeting

#### Join on your computer or mobile app

Click here to join the meeting

Or call in (audio only) (b)(5)	United States, Washington DC
Phone Conference ID(b)(5)	
Find a local number   Reset PIN	
Learn More   Meeting options	

Sent:	Tue, 27 Jul 2021 12:05:53 +0000	
To:	Tyrrell, Pete;LaVia, Mark;Piccolo, Marc;Bryant, Michael;Campbell, Colleen;Foss,	
lan		
Subject: RE: Fresh Start Options Paper		
	using the broader 750K times 2 receiving servicers we were assuming for non-default make the adjustment.	
Sent: Tuesday, . To: LaVia, Mark <marc.piccolo@ <colleen.campl<="" td=""><td>ete <pete.tyrrell@ed.gov> July 27, 2021 8:01 AM : <mark.lavia@ed.gov>; Kane, John <john.kane@ed.gov>; Piccolo, Marc @ed.gov&gt;; Bryant, Michael <michael.bryant@ed.gov>; Campbell, Colleen bell@ed.gov&gt;; Foss, Ian <ian.foss@ed.gov> esh Start Options Paper</ian.foss@ed.gov></michael.bryant@ed.gov></john.kane@ed.gov></mark.lavia@ed.gov></pete.tyrrell@ed.gov></td></marc.piccolo@>	ete <pete.tyrrell@ed.gov> July 27, 2021 8:01 AM : <mark.lavia@ed.gov>; Kane, John <john.kane@ed.gov>; Piccolo, Marc @ed.gov&gt;; Bryant, Michael <michael.bryant@ed.gov>; Campbell, Colleen bell@ed.gov&gt;; Foss, Ian <ian.foss@ed.gov> esh Start Options Paper</ian.foss@ed.gov></michael.bryant@ed.gov></john.kane@ed.gov></mark.lavia@ed.gov></pete.tyrrell@ed.gov>	
(b)(5)		
08:		
Pete Tyrrell   Ser Federal Student / Wanamaker Build O: (215) 656-601 C: (b)(6)	Aid ding, Philadelphia PA 19107	
	ark < Mark.LaVia@ed.gov>	
and the second s	July 27, 2021 7:57 AM	
	< <u>lohn.Kane@ed.gov</u> >; Piccolo, Marc < <u>Marc.Piccolo@ed.gov</u> >; Tyrrell, Pete ed.gov>; Bryant, Michael < <u>Michael.Bryant@ed.gov</u> >; Campbell, Colleen	
	bell@ed.gov>; Foss, lan <lan.foss@ed.gov></lan.foss@ed.gov>	
	esh Start Options Paper	
Thanks John.		
Looks good.		
(b)(5)		
From: Kane, Joh	nn <john.kane@ed.gov></john.kane@ed.gov>	

Kane, John

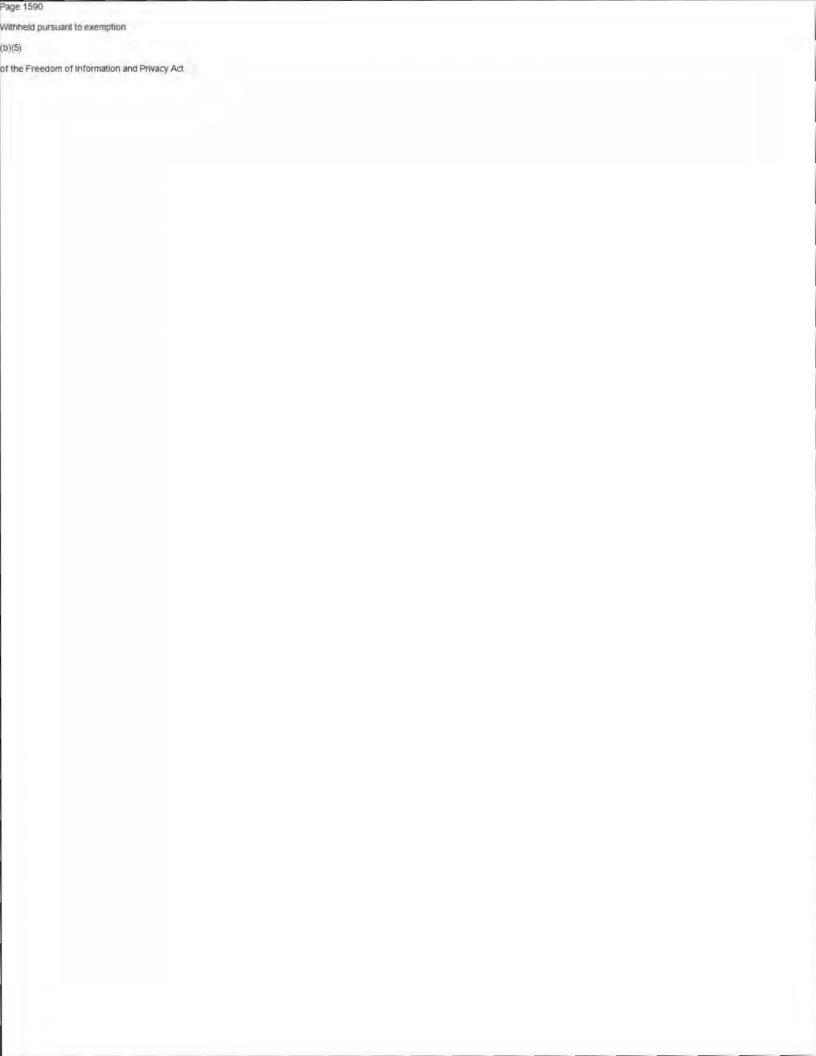
Sent: Monday, July 26, 2021 6:25 PM

From:

**To:** Piccolo, Marc < <a href="Marc.Piccolo@ed.gov">Marc.Piccolo@ed.gov">Mark < <a href="Mark.LaVia@ed.gov">Mark.LaVia@ed.gov">Mark.LaVia@ed.gov</a>; Tyrrell, Pete < <a href="Mete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Bryant, Michael < <a href="Michael.Bryant@ed.gov">Michael.Bryant@ed.gov</a>; Campbell, Colleen < <a href="Michael.Bryant@ed.gov">Colleen.Campbell@ed.gov</a>; Foss, lan < <a href="Mark.LaVia@ed.gov">Mark.LaVia@ed.gov</a>; Campbell, Colleen < <a href="Michael.Bryant@ed.gov">Michael.Bryant@ed.gov</a>; Campbell, Colleen < <a href="Michael.Bryant@ed.gov">Michael.Bryant@ed.gov</a>; Campbell <a href="Michael.Bryant@ed.gov">Michael.Bryant@ed.gov</a>; Poss, lan < <a href="Michael.Bryant@ed.gov">Michael.Bryant@ed.gov</a>)

Subject: FW: Fresh Start Options Paper

re. (**/**/	today – I want to add two more options but	
3)	(0)(3)	



(b)(5)

From: Cordray, Richard < Richard.Cordray@ed.gov>

Sent: Friday, July 23, 2021 9:26 AM

To: Kane, John < John.Kane@ed.gov>; Alag, Sartaj < Sartaj.Alag@ed.gov>; Wiggins, Charles

< Hunter. Wiggins@ed.gov >; Albers, David < david.albers@ed.gov >; Greene, Chris

<Chris.Greene@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;

Tyrrell, Pete < <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Foss, Ian <a href="Ian.Foss@ed.gov">Ian.Foss@ed.gov</a>; Campbell, Colleen <a href="Colleen.Campbell@ed.gov">Colleen.Campbell@ed.gov</a>; Morgan, Julie <a href="Julie.Morgan@ed.gov">Julie</a>; Miller, Benjamin

<Benjamin.Miller@ed.gov>; Lee, Nicholas <Nick.Lee@ed.gov>; Williams, Rich <Rich.Williams@ed.gov>;

Campbell, Patrick < <a href="Patrick.campbell@ed.gov">Patrick.Campbell@ed.gov</a> Cc: McGinnis, Colleen < Colleen.McGinnis@ed.gov >

Subject: RE: Fresh Start

Thx for this, my comments below (none of which should be taken as Gospel) are in CAPS RC

From: Kane, John < John.Kane@ed.gov > Sent: Thursday, July 22, 2021 3:04 PM

To: Cordray, Richard <Richard.Cordray@ed.gov>; Alag, Sartaj <Sartaj.Alag@ed.gov>; Wiggins, Charles

<Hunter.Wiggins@ed.gov>; Albers, David <david.albers@ed.gov>; Greene, Chris

<Chris.Greene@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;

Tyrrell, Pete < <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Foss, Ian < <a href="Ian.Foss@ed.gov">Ian.Foss@ed.gov</a>; Campbell, Colleen

<Colleen.Campbell@ed.gov>; Morgan, Julie <Julie.Morgan@ed.gov>; Miller, Benjamin

<<u>Benjamin.Miller@ed.gov</u>>; Lee, Nicholas <<u>Nick.Lee@ed.gov</u>>; Williams, Rich <<u>Rich.Williams@ed.gov</u>>;

Campbell, Patrick < Patrick.Campbell@ed.gov>

Cc: McGinnis, Colleen < Colleen. McGinnis@ed.gov>

Subject: RE: Fresh Start

- > ----Original Message----
- > From: Kane, John
- > Sent: Wednesday, July 21, 2021 11:25 AM
- > To: Cordray, Richard < <a href="mailto:Richard.Cordray@ed.gov">Riccolo, Marc < marc.Piccolo@ed.gov">Richard.Cordray@ed.gov</a>; Piccolo, Marc < <a href="mailto:Marc.Piccolo@ed.gov">Marc.Piccolo@ed.gov</a>; Greene, Chris
- <<u>Chris.Greene@ed.gov</u>>; Hardiman, Darrick <<u>Darrick.Hardiman@ed.gov</u>>; LaVia, Mark
- < Mark.LaVia@ed.gov>; Davis, James E. < James.E.Davis@ed.gov>; Bumgarner, Bradley
- <Bradley.Bumgarner@ed.gov>; McGinnis, Colleen <Colleen.McGinnis@ed.gov>; Campbell, Patrick
- <Patrick.Campbell@ed.gov>; Albers, David <david.albers@ed.gov>; Alag, Sartaj <Sartaj.Alag@ed.gov>;

Hankish, James < <u>James.Hankish@ed.gov</u>>; Wiggins, Charles < <u>Hunter.Wiggins@ed.gov</u>>; Donoghue,

Kristen < Kristen. Donoghue@ed.gov>

- > Cc: Morgan, Julie <<u>Julie.Morgan@ed.gov</u>>; Miller, Benjamin <<u>Benjamin.Miller@ed.gov</u>>
- > Subject: RE: No-doc IDR Today's Daily Servicing Meeting

>

> The timing works out nicely as we have the responses back from the vendors on the IDR-related CRs.

(b)(5)

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The expension formulation as as book as	address today time permitting is the discussion	n we
started yesterday on Fresh Start. (b)(5)	address today time permitting is the discussion	iii we
o)(5)		-
TATA		
(5)		
(5)		

>

)(5)	

From: Cordray, Richard < Richard. Cordray@ed.gov>

Sent: Thursday, July 22, 2021 12:47 PM

**To:** Cordray, Richard; Kane, John; Alag, Sartaj; Wiggins, Charles; Albers, David; Greene, Chris; Piccolo, Marc; LaVia, Mark; Tyrrell, Pete; Foss, Ian; Campbell, Colleen; Morgan, Julie; Miller, Benjamin; Lee,

Nicholas; Williams, Rich; Campbell, Patrick

Cc: McGinnis, Colleen Subject: Fresh Start

When: Thursday, July 22, 2021 3:00 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

# Microsoft Teams meeting

Join on your computer or mobile app

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Or call in (audio only)	
+ 1 (b)(5)	United States, Washington DC
Phone Conference ID (b)(5)	
Find a local number   Reset PIN	
Learn More   Meeting options	

From: Tyrrell, Pete

Sent: Tue, 27 Jul 2021 12:12:22 +0000

To: Kane, John; LaVia, Mark; Piccolo, Marc; Bryant, Michael; Campbell, Colleen; Foss,

lan

Subject: RE: Fresh Start Options Paper

Correct.

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

C: (b)(6)

From: Kane, John <John.Kane@ed.gov> Sent: Tuesday, July 27, 2021 8:11 AM

To: LaVia, Mark <Mark.LaVia@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; Bryant, Michael <Michael.Bryant@ed.gov>; Campbell, Colleen <Colleen.Campbell@ed.gov>; Foss, Ian <Ian.Foss@ed.gov>

Subject: RE: Fresh Start Options Paper

Just to be clear though, can Maximus only send 850K a month?

From: LaVia, Mark < Mark.LaVia@ed.gov>
Sent: Tuesday, July 27, 2021 8:09 AM

To: Kane, John < John.Kane@ed.gov >; Tyrrell, Pete < Pete.Tyrrell@ed.gov >; Piccolo, Marc < Marc.Piccolo@ed.gov >; Bryant, Michael < Michael.Bryant@ed.gov >; Campbell, Colleen < Colleen.Campbell@ed.gov >; Foss, Ian < Ian.Foss@ed.gov >

Subject: RE: Fresh Start Options Paper

John - I believe the 1.5M based on 750K is the right assumption. This is more about what the receiving servicing can load/release than it is what the Sender can push out.

From: Kane, John < John.Kane@ed.gov>
Sent: Tuesday, July 27, 2021 8:06 AM

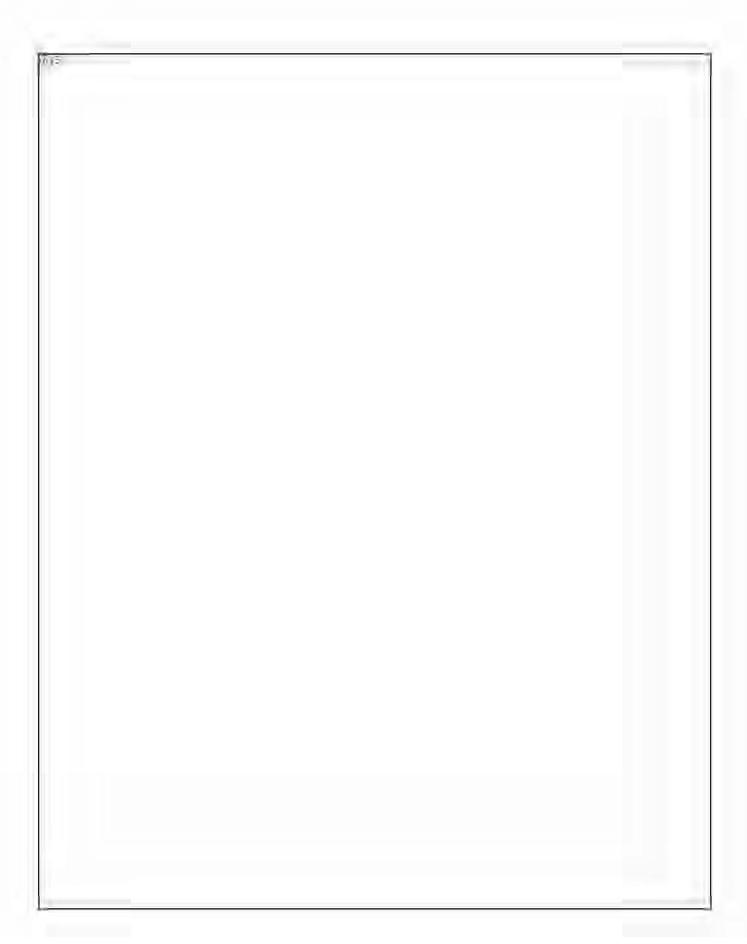
To: Tyrrell, Pete < <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; LaVia, Mark < <a href="Mark.LaVia@ed.gov">Mark.LaVia@ed.gov</a>; Piccolo, Marc < <a href="Mark.Piccolo@ed.gov">Mark.Piccolo@ed.gov</a>; Piccolo, Marc < <a href="Mark.LaVia@ed.gov">Mark.LaVia@ed.gov</a>; Piccolo, Marc < <a href="Mark.LaVia@ed.gov">Mark.LaVia@ed.gov</a>; Campbell, Colleen < <a href="Mark.LaVia@ed.gov">Colleen.Campbell@ed.gov</a>; Foss, Ian < Ian.Foss@ed.gov</a>

Subject: RE: Fresh Start Options Paper

Thanks – I was using the broader 750K times 2 receiving servicers we were assuming for non-default transfers. I will make the adjustment.

Sent: Tuesday, July 27, 2021 8:01 AM To: LaVia, Mark <Mark.LaVia@ed.gov>; Kane, John <John.Kane@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; Bryant, Michael <Michael.Bryant@ed.gov>; Campbell, Colleen <Colleen.Campbell@ed.gov>; Foss, Ian <Ian.Foss@ed.gov> Subject: RE: Fresh Start Options Paper (b)(5)(b)(5)(b)(6)Pete Tyrrell | Senior Advisor Federal Student Aid Wanamaker Building, Philadelphia PA 19107 0: (215) 656-6014 C(b)(6)From: LaVia, Mark < Mark. LaVia@ed.gov> Sent: Tuesday, July 27, 2021 7:57 AM To: Kane, John < John.Kane@ed.gov>; Piccolo, Marc < Marc.Piccolo@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael <Michael.Bryant@ed.gov>; Campbell, Colleen <Colleen.Campbell@ed.gov>; Foss, Ian <Ian.Foss@ed.gov> Subject: RE: Fresh Start Options Paper Thanks John. Looks good. (b)(5)From: Kane, John < John.Kane@ed.gov> Sent: Monday, July 26, 2021 6:25 PM To: Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael < Michael.Bryant@ed.gov>; Campbell, Colleen <Colleen.Campbell@ed.gov>; Foss, lan <lan.Foss@ed.gov> Subject: FW: Fresh Start Options Paper Here's my progress today – I want to add two more options but they will be short relative to what's here. (b)(5) (b)(5)

From: Tyrrell, Pete <Pete.Tyrrell@ed.gov>



(b)(5)	

From: Cordray, Richard < Richard.Cordray@ed.gov>

Sent: Friday, July 23, 2021 9:26 AM

To: Kane, John < John.Kane@ed.gov >; Alag, Sartaj < Sartaj.Alag@ed.gov >; Wiggins, Charles

<a href="mailto:</a><a href="mailto:Hunter.Wiggins@ed.gov">Hunter.Wiggins@ed.gov">Hunter.Wiggins@ed.gov</a>; Greene, Chris

<<u>Chris.Greene@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Tyrrell, Pete < <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Foss, Ian < <a href="Ian.Foss@ed.gov">Ian.Foss@ed.gov</a>; Campbell, Colleen < <a href="Colleen.Campbell@ed.gov">Colleen.Campbell@ed.gov</a>; Morgan, Julie < <a href="Julie.Morgan@ed.gov">Julie.Morgan@ed.gov</a>; Miller, Benjamin

```
<Benjamin.Miller@ed.gov>; Lee, Nicholas <Nick.Lee@ed.gov>; Williams, Rich <Rich.Williams@ed.gov>;
Campbell, Patrick < Patrick. Campbell@ed.gov>
Cc: McGinnis, Colleen < Colleen. McGinnis@ed.gov>
Subject: RE: Fresh Start
Thx for this, my comments below (none of which should be taken as Gospel) are in CAPS
From: Kane, John < John.Kane@ed.gov>
Sent: Thursday, July 22, 2021 3:04 PM
To: Cordray, Richard <Richard.Cordray@ed.gov>; Alag, Sartaj <Sartaj.Alag@ed.gov>; Wiggins, Charles
<a href="mailto:</a> <a href="mailto:Hunter.Wiggins@ed.gov">Hunter.Wiggins@ed.gov</a>; Albers, David <a href="mailto:david.albers@ed.gov">david.albers@ed.gov</a>; Greene, Chris
<Chris.Greene@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;
Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Foss, Ian <Ian.Foss@ed.gov>; Campbell, Colleen
<Colleen.Campbell@ed.gov>; Morgan, Julie <Julie.Morgan@ed.gov>; Miller, Benjamin
<Benjamin.Miller@ed.gov>; Lee, Nicholas <Nick.Lee@ed.gov>; Williams, Rich <Rich.Williams@ed.gov>;
Campbell, Patrick < Patrick. Campbell@ed.gov>
Cc: McGinnis, Colleen <Colleen.McGinnis@ed.gov>
Subject: RE: Fresh Start
> -----Original Message-----
> From: Kane, John
> Sent: Wednesday, July 21, 2021 11:25 AM
> To: Cordray, Richard <Richard.Cordray@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; Greene, Chris
<Chris.Greene@ed.gov>; Hardiman, Darrick <Darrick.Hardiman@ed.gov>; LaVia, Mark
<Mark.LaVia@ed.gov>; Davis, James E. <James.E.Davis@ed.gov>; Bumgarner, Bradley
<Bradley.Bumgarner@ed.gov>; McGinnis, Colleen <Colleen.McGinnis@ed.gov>; Campbell, Patrick
<Patrick.Campbell@ed.gov>; Albers, David <david.albers@ed.gov>; Alag, Sartaj.Alag@ed.gov>;
Hankish, James <James.Hankish@ed.gov>; Wiggins, Charles <Hunter.Wiggins@ed.gov>; Donoghue,
Kristen < Kristen. Donoghue@ed.gov>
> Cc: Morgan, Julie <Julie.Morgan@ed.gov>; Miller, Benjamin <Benjamin.Miller@ed.gov>
> Subject: RE: No-doc IDR - Today's Daily Servicing Meeting
> The timing works out nicely as we have the responses back from the vendors on the IDR-related CRs.
> The other thing I would like to go back and address today -- time permitting -- is the discussion we
started yesterday on Fresh Start. (b)(5)
(b)(5)
```

for the		
(b)(5)		

Sent: Thursday, July 22, 2021 12:47 PM

To: Cordray, Richard; Kane, John; Alag, Sartaj; Wiggins, Charles; Albers, David; Greene, Chris; Piccolo, Marc; LaVia, Mark; Tyrrell, Pete; Foss, Ian; Campbell, Colleen; Morgan, Julie; Miller, Benjamin; Lee,

Nicholas; Williams, Rich; Campbell, Patrick

Cc: McGinnis, Colleen Subject: Fresh Start

When: Thursday, July 22, 2021 3:00 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

### Microsoft Teams meeting

#### Join on your computer or mobile app

Click here to join the meeting

Or call in (audio only)	
(b)(5)	United States, Washington DC
Phone Conference ID: (b)(5)	
Find a local number   Reset F	PIN

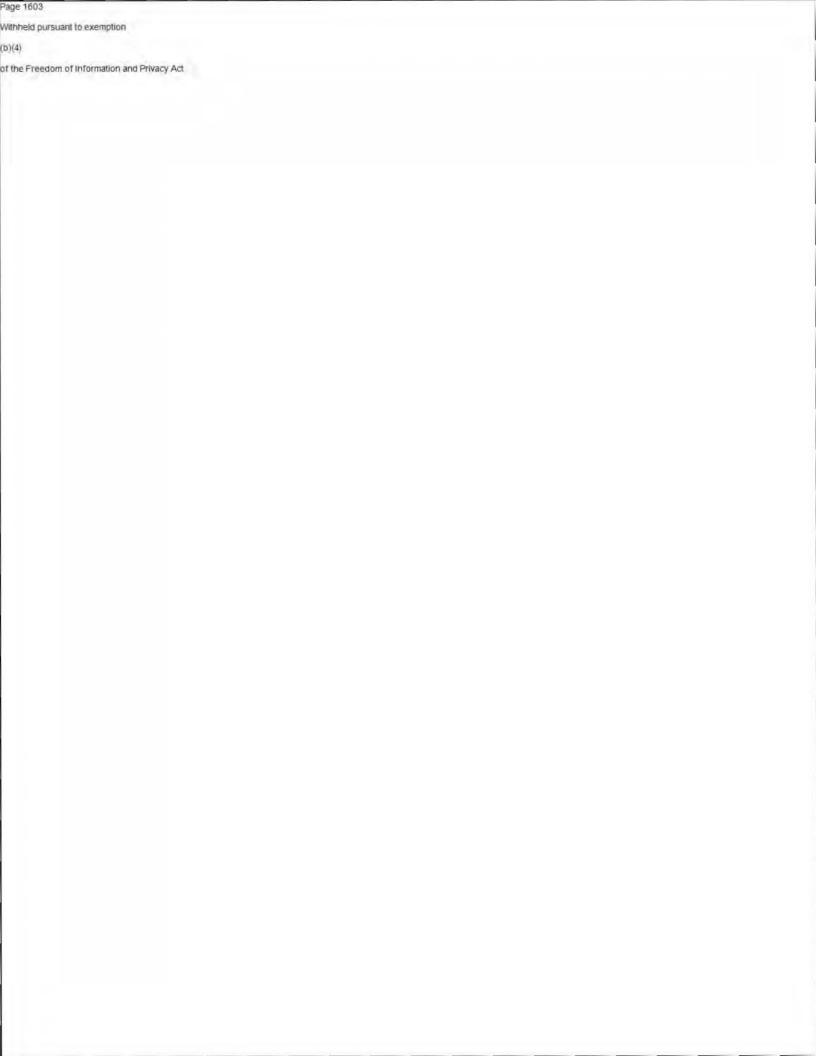
Sent:	Wed, 28 Jul 2021 12:30:10 +0000
To:	Tyrrell, Pete; Piccolo, Marc; LaVia, Mark; Bryant, Michael; Foss, Ian; Campbell,
Colleen	
Cc:	Greene, Chris
Subject:	RE: Fresh Start Options Paper
5)	
	ete <pete.tyrrell@ed.gov></pete.tyrrell@ed.gov>
<b>To:</b> Kane, John « <mark.lavia@e Campbell, Colle <b>Cc:</b> Greene, Chr</mark.lavia@e 	ay, July 28, 2021 8:18 AM <john.kane@ed.gov>; Piccolo, Marc <marc.piccolo@ed.gov>; LaVia, Mark  ed.gov&gt;; Bryant, Michael <michael.bryant@ed.gov>; Foss, Ian <ian.foss@ed.gov>; en <colleen.campbell@ed.gov> is <chris.greene@ed.gov> sh Start Options Paper</chris.greene@ed.gov></colleen.campbell@ed.gov></ian.foss@ed.gov></michael.bryant@ed.gov></marc.piccolo@ed.gov></john.kane@ed.gov>
This looks fine t	o me, John <sup>(b)(4)</sup> ; (b)(5)
Pete Tyrrell   Ser Federal Student A Wanamaker Build O: (215) 656-6014 C: (b)(5)	Aid Jing, Philadelphia PA 19107
From: Kane, Joh	nn <john.kane@ed.gov></john.kane@ed.gov>
	July 27, 2021 9:35 PM
To: Piccolo, Mai	rc < Marc.Piccolo@ed.gov >; LaVia, Mark < Mark.LaVia@ed.gov >; Tyrrell, Pete
	ed.gov>; Bryant, Michael < Michael.Bryant@ed.gov>; Foss, lan < lan.Foss@ed.gov>;
	en < Colleen. Campbell@ed.gov>
	is < <u>Chris.Greene@ed.gov</u> >
	tart Options Paper
mportance: Hig	şh
The state of the s	ose-to-final version, which I plan to drop into Word and accompany with an updated th administrative cost estimates. I think it addresses most of Rich's questions at the
bottom of the t	뭐 그렇게 사람들은 이번에 하는 남은 바로 바로 가는 아니라 되었다. 이번에 가는 아니라 아이들은 아이들은 아이들은 아이들은 아이들은 아이들은 아이들은 아이들은
(b)(4)	
Julie is really an	xious to see this, so if folks could give me any feedback in the morning I would really

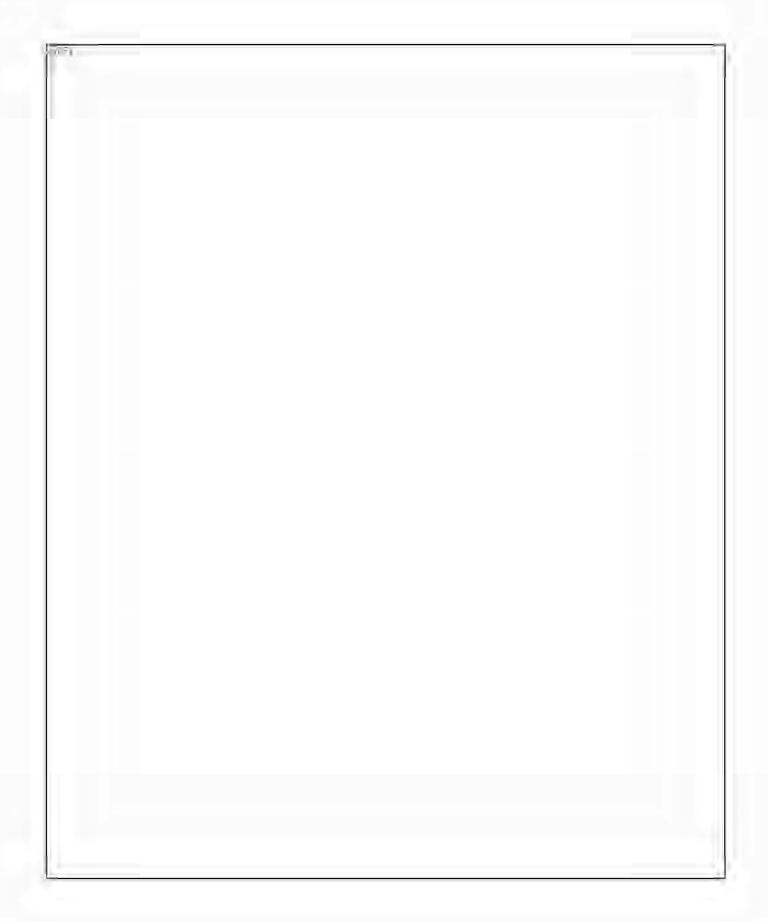
Kane, John

From:

appreciate it. Sorry for the fire drill and thanks very much. (And special thanks to Mark L for brainstorming some of this with me.)

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(b)(4)		
A		
6.7		





```
From: Cordray, Richard < Richard. Cordray@ed.gov>
Sent: Friday, July 23, 2021 9:26 AM
To: Kane, John <<u>John.Kane@ed.gov</u>>; Alag, Sartaj <<u>Sartaj.Alag@ed.gov</u>>; Wiggins, Charles
<Hunter.Wiggins@ed.gov>; Albers, David <david.albers@ed.gov>; Greene, Chris
<Chris.Greene@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;
Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Foss, Ian <Ian.Foss@ed.gov>; Campbell, Colleen
< colleen.Campbell@ed.gov >; Morgan, Julie < Julie.Morgan@ed.gov >; Miller, Benjamin
<Benjamin.Miller@ed.gov>; Lee, Nicholas <Nick.Lee@ed.gov>; Williams, Rich <Rich.Williams@ed.gov>;
Campbell, Patrick < Patrick. Campbell@ed.gov>
Cc: McGinnis, Colleen < Colleen. McGinnis@ed.gov>
Subject: RE: Fresh Start
Thx for this, my comments below (none of which should be taken as Gospel) are in CAPS
RC
From: Kane, John < John.Kane@ed.gov>
Sent: Thursday, July 22, 2021 3:04 PM
To: Cordray, Richard <Richard.Cordray@ed.gov>; Alag, Sartaj <Sartaj.Alag@ed.gov>; Wiggins, Charles
<Hunter.Wiggins@ed.gov>; Albers, David <david.albers@ed.gov>; Greene, Chris
<Chris.Greene@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;
Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Foss, Ian <lan.Foss@ed.gov>; Campbell, Colleen
<Colleen.Campbell@ed.gov>; Morgan, Julie <Julie.Morgan@ed.gov>; Miller, Benjamin
<Benjamin.Miller@ed.gov>; Lee, Nicholas <Nick.Lee@ed.gov>; Williams, Rich <Rich.Williams@ed.gov>;
Campbell, Patrick < Patrick. Campbell@ed.gov>
Cc: McGinnis, Colleen < Colleen. McGinnis@ed.gov>
Subject: RE: Fresh Start
> -----Original Message-----
> From: Kane, John
> Sent: Wednesday, July 21, 2021 11:25 AM
> To: Cordray, Richard <Richard.Cordray@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; Greene, Chris
<Chris.Greene@ed.gov>; Hardiman, Darrick <Darrick.Hardiman@ed.gov>; LaVia, Mark
<Mark.LaVia@ed.gov>; Davis, James E. <James.E.Davis@ed.gov>; Bumgarner, Bradley
<Bradley.Bumgarner@ed.gov>; McGinnis, Colleen <Colleen.McGinnis@ed.gov>; Campbell, Patrick
<Patrick.Campbell@ed.gov>; Albers, David <david.albers@ed.gov>; Alag, Sartaj.Alag@ed.gov>;
Hankish, James <James.Hankish@ed.gov>; Wiggins, Charles <Hunter.Wiggins@ed.gov>; Donoghue,
Kristen < Kristen. Donoghue@ed.gov>
> Cc: Morgan, Julie < Julie. Morgan@ed.gov >; Miller, Benjamin < Benjamin. Miller@ed.gov >
> Subject: RE: No-doc IDR - Today's Daily Servicing Meeting
> The timing works out nicely as we have the responses back from the vendors on the IDR-related CRs.
(b)(5)
```

	198150a12
The other thing I would like to go back and address today time pe tarted yesterday on Fresh Start. (b)(4)	rmitting — is the discussion we
b)(4)	
ma the rine. Our main concerns are.	
)(5)	

(b)(5)	

From: Cordray, Richard < Richard. Cordray@ed.gov>

Sent: Thursday, July 22, 2021 12:47 PM

**To:** Cordray, Richard; Kane, John; Alag, Sartaj; Wiggins, Charles; Albers, David; Greene, Chris; Piccolo, Marc; LaVia, Mark; Tyrrell, Pete; Foss, Ian; Campbell, Colleen; Morgan, Julie; Miller, Benjamin; Lee,

Nicholas; Williams, Rich; Campbell, Patrick

Cc: McGinnis, Colleen Subject: Fresh Start

When: Thursday, July 22, 2021 3:00 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

### Microsoft Teams meeting

Join on your computer or mobile app

Click here to join the meeting

Or call in (audio only)	<u></u>
(b)(5)	United States, Washington DC
Phone Conference ID: (b)(5)	
Find a local number   Reset I	PIN

Sent:	Tyrrell, Pete
9711	Wed, 28 Jul 2021 12:47:07 +0000
To:	Kane, John
Subject:	RE: Fresh Start Options Paper
(b)(5)	
	Aid ding, Philadelphia PA 19107
O: (215) 656-6014 C: (b)(6)	
Sent: Wednesda To: Bryant, Micl <mark.lavia@e Colleen <collee Cc: Greene, Chr</collee </mark.lavia@e 	on <john.kane@ed.gov> ay, July 28, 2021 8:45 AM hael <michael.bryant@ed.gov>; Piccolo, Marc <marc.piccolo@ed.gov>; LaVia, Mark ed.gov&gt;; Tyrrell, Pete <pete.tyrrell@ed.gov>; Foss, Ian <ian.foss@ed.gov>; Campbell, n.Campbell@ed.gov&gt; is <chris.greene@ed.gov> ish Start Options Paper</chris.greene@ed.gov></ian.foss@ed.gov></pete.tyrrell@ed.gov></marc.piccolo@ed.gov></michael.bryant@ed.gov></john.kane@ed.gov>
(b)(5)	
From: Bryant, N	Alabaal at Alabaal Durant God ages
	/lichael < <u>Michael.Bryant@ed.gov</u> >
Sent: Wednesda	ay, July 28, 2021 8:39 AM
Sent: Wednesda To: Kane, John	ay, July 28, 2021 8:39 AM < <u>John.Kane@ed.gov</u> >; Piccolo, Marc < <u>Marc.Piccolo@ed.gov</u> >; LaVia, Mark
Sent: Wednesda To: Kane, John < < <u>Mark.LaVia@e</u>	ay, July 28, 2021 8:39 AM < <u>John.Kane@ed.gov</u> >; Piccolo, Marc < <u>Marc.Piccolo@ed.gov</u> >; LaVia, Mark <u>ed.gov</u> >; Tyrrell, Pete < <u>Pete.Tyrrell@ed.gov</u> >; Foss, Ian < <u>Ian.Foss@ed.gov</u> >; Campbell,
Sent: Wednesda To: Kane, John < < <u>Mark.LaVia@e</u> Colleen < <u>Collee</u>	ay, July 28, 2021 8:39 AM <a href="mailto:sub-ed-gov">Sub-ed-gov</a> ; Piccolo, Marc <a href="mailto:sub-ed-gov">Marc <a href="mailt&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;Sent: Wednesda&lt;br&gt;To: Kane, John &lt;&lt;br&gt;&lt;&lt;u&gt;Mark.LaVia@e&lt;/u&gt;&lt;br&gt;Colleen &lt;&lt;u&gt;Collee&lt;/u&gt;&lt;br&gt;Cc: Greene, Chr&lt;/td&gt;&lt;td&gt;ay, July 28, 2021 8:39 AM&lt;br&gt;&lt;&lt;u&gt;John.Kane@ed.gov&lt;/u&gt;&gt;; Piccolo, Marc &lt;&lt;u&gt;Marc.Piccolo@ed.gov&lt;/u&gt;&gt;; LaVia, Mark&lt;br&gt;&lt;u&gt;ed.gov&lt;/u&gt;&gt;; Tyrrell, Pete &lt;&lt;u&gt;Pete.Tyrrell@ed.gov&lt;/u&gt;&gt;; Foss, Ian &lt;&lt;u&gt;Ian.Foss@ed.gov&lt;/u&gt;&gt;; Campbell,&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;Sent: Wednesda&lt;br&gt;To: Kane, John &lt;&lt;br&gt;&lt;&lt;u&gt;Mark.LaVia@e&lt;/u&gt;&lt;br&gt;Colleen &lt;&lt;u&gt;Collee&lt;/u&gt;&lt;br&gt;Cc: Greene, Chr&lt;/td&gt;&lt;td&gt;ay, July 28, 2021 8:39 AM  &lt;a href=" mailto:slope-size-superscript"="">slope-size-superscript</a> <a href="mailto:slope-size-superscript">slope-size-superscript</a> <a href="mailto:slope-size-superscript">slope-size-superscript</a> <a href="mailto:superscript">slope-superscript</a> <a href="mailto:superscript">slope-superscript&lt;</a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a>

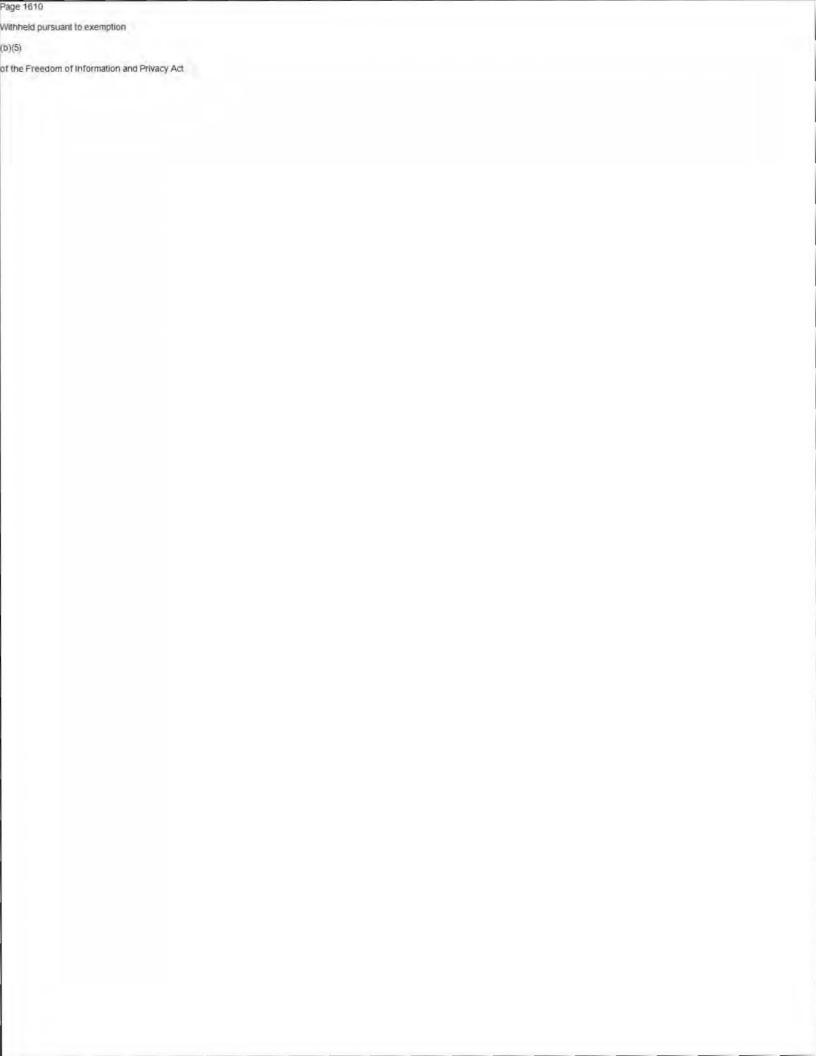
From: Kane, John < John.Kane@ed.gov > Sent: Tuesday, July 27, 2021 8:35 PM

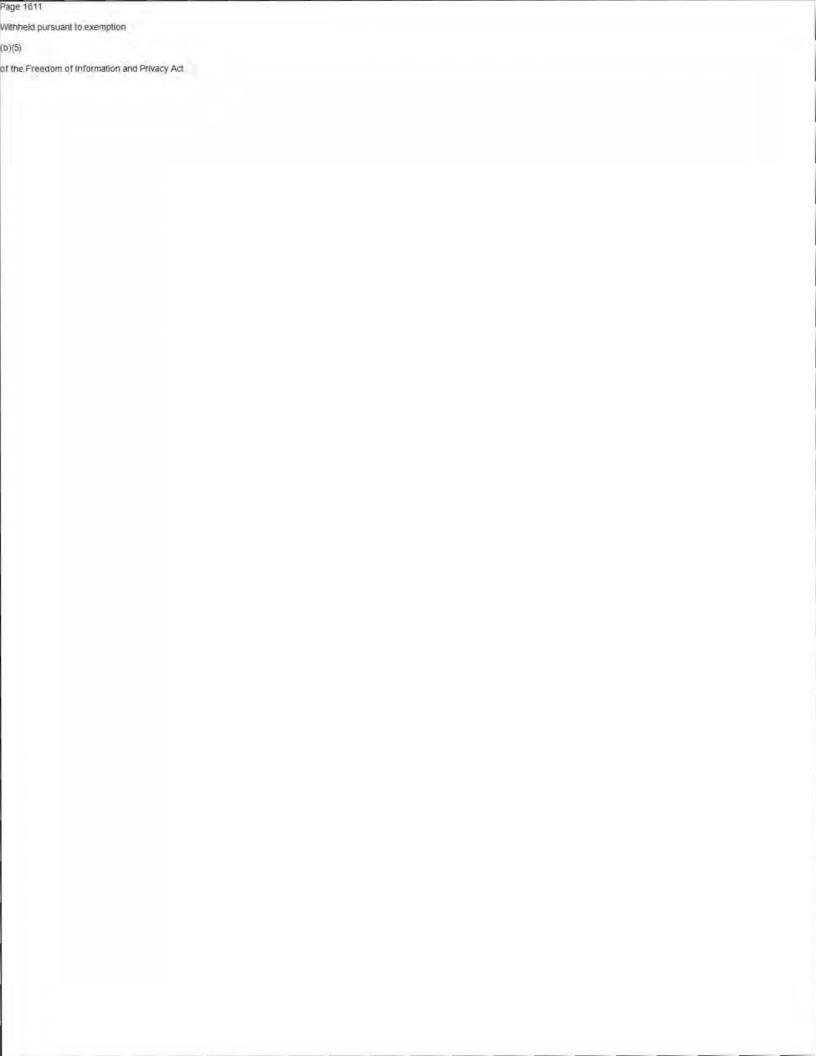
Mike Bryant, Federal Student Aid

319-333-8836

To: Piccolo, Marc < <a href="Marc.Piccolo@ed.gov">Marc.Piccolo@ed.gov">Marc.Piccolo@ed.gov</a>; LaVia, Mark < <a href="Mark.LaVia@ed.gov">Mark.LaVia@ed.gov</a>; Tyrrell, Pete

Pete.Tyrrell@ed.gov>; Bryant, Michael < <u>Michael.Bryant@ed.gov</u> >; Foss, lan < <u>la</u> ampbell, Colleen < <u>Colleen.Campbell@ed.gov</u> >	n.Foss@ed.gov>;
:: Greene, Chris <chris.greene@ed.gov></chris.greene@ed.gov>	
ubject: Fresh Start Options Paper	
nportance: High	
k, here's my close-to-final version, which I plan to drop into Word and accompared sheet with administrative cost estimates. I think it addresses most of Rich ottom of the thread. (b)(5)	
lie is really anxious to see this, so if folks could give me any feedback in the mo opreciate it. Sorry for the fire drill and thanks very much. (And special thanks t ainstorming some of this with me.)	
5)	







From: Cordray, Richard < Richard.Cordray@ed.gov >

Sent: Friday, July 23, 2021 9:26 AM

To: Kane, John < John.Kane@ed.gov>; Alag, Sartaj < Sartaj Alag@ed.gov>; Wiggins, Charles

<Hunter.Wiggins@ed.gov>; Albers, David <david.albers@ed.gov>; Greene, Chris

<<u>Chris.Greene@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Tyrrell, Pete < <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Foss, Ian <a href="Ian.Foss@ed.gov">Ian.Foss@ed.gov</a>; Campbell, Colleen <a href="Colleen.Campbell@ed.gov">Colleen.Campbell@ed.gov</a>; Morgan, Julie < Julie. Morgan@ed.gov</a>; Miller, Benjamin

<Benjamin.Miller@ed.gov>; Lee, Nicholas <Nick.Lee@ed.gov>; Williams, Rich <Rich.Williams@ed.gov>;

Campbell, Patrick < <a href="mailto:Patrick.Campbell@ed.gov">Patrick <a href="mailto:Patrick.Campbell@ed.gov">Patrick.Campbell@ed.gov</a></a>

Subject: RE: Fresh Start

Thx for this, my comments below (none of which should be taken as Gospel) are in CAPS RC

From: Kane, John < John.Kane@ed.gov>
Sent: Thursday, July 22, 2021 3:04 PM

To: Cordray, Richard < Richard.Cordray@ed.gov>; Alag, Sartaj < Sartaj.Alag@ed.gov>; Wiggins, Charles

<a href="mailto:</a> <a href="mailto:Hunter.Wiggins@ed.gov">Hunter.Wiggins@ed.gov</a>; Albers, David <a href="mailto:Adavid.albers@ed.gov">Greene, Chris</a>

<Chris.Greene@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;

Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Foss, Ian <lan.Foss@ed.gov>; Campbell, Colleen

<<u>Colleen.Campbell@ed.gov</u>>; Morgan, Julie <<u>Julie.Morgan@ed.gov</u>>; Miller, Benjamin

<Benjamin.Miller@ed.gov>; Lee, Nicholas <Nick.Lee@ed.gov>; Williams, Rich <Rich.Williams@ed.gov>;

Campbell, Patrick < Patrick. Campbell@ed.gov>

Cc: McGinnis, Colleen < Colleen. McGinnis@ed.gov>

Subject: RE: Fresh Start

- > ----Original Message-----
- > From: Kane, John
- > Sent: Wednesday, July 21, 2021 11:25 AM
- > To: Cordray, Richard < Richard. Cordray@ed.gov >; Piccolo, Marc < Marc. Piccolo@ed.gov >; Greene, Chris
- <<u>Chris.Greene@ed.gov</u>>; Hardiman, Darrick <<u>Darrick.Hardiman@ed.gov</u>>; LaVia, Mark
- < Mark.LaVia@ed.gov>; Davis, James E. < James.E.Davis@ed.gov>; Bumgarner, Bradley

	ll@ed.gov>; Albers, David	<david.albers@ed.gov>;</david.albers@ed.gov>	nis@ed.gov>; Campbell, Pa ; Alag, Sartaj < <u>Sartaj.Alag@</u>	ed.gov
	<u>James.Hankish@ed.gov&gt;</u> Donoghue@ed.gov>	Wiggins, Charles < Hunte	er.Wiggins@ed.gov>; Dono	oghue,
and the second s	ie <julie.morgan@ed.gov< th=""><th>&gt;; Miller, Benjamin &lt;<u>Ben</u></th><th>jamin.Miller@ed.gov&gt;</th><th></th></julie.morgan@ed.gov<>	>; Miller, Benjamin < <u>Ben</u>	jamin.Miller@ed.gov>	
Subject: RE: N	-doc IDR - Today's Daily S	ervicing Meeting		
The timing wo	ks out nicely as we have t	he responses back from t	the vendors on the IDR-rel	ated CR
(5)				
consto the ci	Alleger Brook and a			
		nd address today time	permitting is the discuss	ion we
arted yesterda ⑸	on Fresh Start. (b)(5)			2007
(0)				
(5)				
(5)				

(b)(5)	

From: Cordray, Richard < Richard. Cordray@ed.gov>

Sent: Thursday, July 22, 2021 12:47 PM

To: Cordray, Richard; Kane, John; Alag, Sartaj; Wiggins, Charles; Albers, David; Greene, Chris; Piccolo, Marc; LaVia, Mark; Tyrrell, Pete; Foss, Ian; Campbell, Colleen; Morgan, Julie; Miller, Benjamin; Lee,

Nicholas; Williams, Rich; Campbell, Patrick

Cc: McGinnis, Colleen Subject: Fresh Start

When: Thursday, July 22, 2021 3:00 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

### Microsoft Teams meeting

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Click here to join the meeting

Or call in (audio only)

±1 (b)(5) United States, Washington DC

Phone Conference ID: (b)(5)

Find a local number | Reset PIN

6 <u>10</u>		· · · · · · · · · · · · · · · · · · ·	

To:	Kane, John; Piccolo, Marc; LaVia, Mark; Tyrrell, Pete; Foss, Ian; Campbell, Colleer
Cc: Subject:	Greene, Chris RE: Fresh Start Options Paper
Jubject.	RE. Fresh Start Options Faper
5)	
,	
Mike Bryant, Fe	deral Student Aid
319-333-8836	
From: Kana Joh	n <john.kane@ed.gov></john.kane@ed.gov>
	y, July 28, 2021 7:45 AM
	nael <michael.bryant@ed.gov>; Piccolo, Marc <marc.piccolo@ed.gov>; LaVia, Mark</marc.piccolo@ed.gov></michael.bryant@ed.gov>
	d.gov>; Tyrrell, Pete <pete.tyrrell@ed.gov>; Foss, Ian <ian.foss@ed.gov>; Campbell,</ian.foss@ed.gov></pete.tyrrell@ed.gov>
	n.Campbell@ed.gov>
Cc: Greene, Chris	s <chris.greene@ed.gov></chris.greene@ed.gov>
Subject: RE: Fres	sh Start Options Paper
VE VEY	
(b)(5)	
	ichael < Michael.Bryant@ed.gov>
	y, July 28, 2021 8:39 AM
	John.Kane@ed.gov>; Piccolo, Marc < Marc.Piccolo@ed.gov>; LaVia, Mark
	d.gov>; Tyrrell, Pete < Pete. Tyrrell@ed.gov>; Foss, Ian < Ian. Foss@ed.gov>; Campbell,
	n.Campbell@ed.gov>
	s < Chris. Greene@ed.gov>
Subject: RE: Fres	sh Start Options Paper
John-	
0)(5)	
Mike Bryant Fe	deral Student Aid
319-333-8836	77.71.2.71.4
From: Kane, John	n <john.kane@ed.gov></john.kane@ed.gov>
	uly 27, 2021 8:35 PM

To: Piccolo, Marc < Marc. Piccolo@ed.gov >; LaVia, Mark < Mark. LaVia@ed.gov >; Tyrrell, Pete

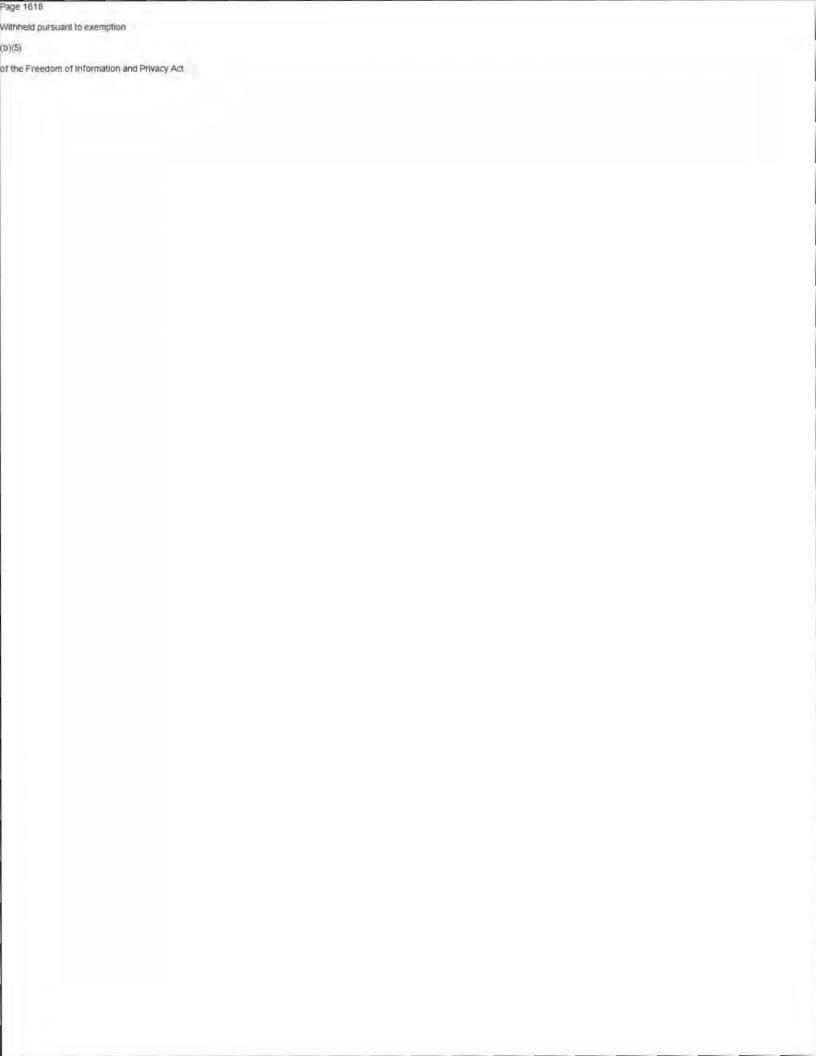
Bryant, Michael

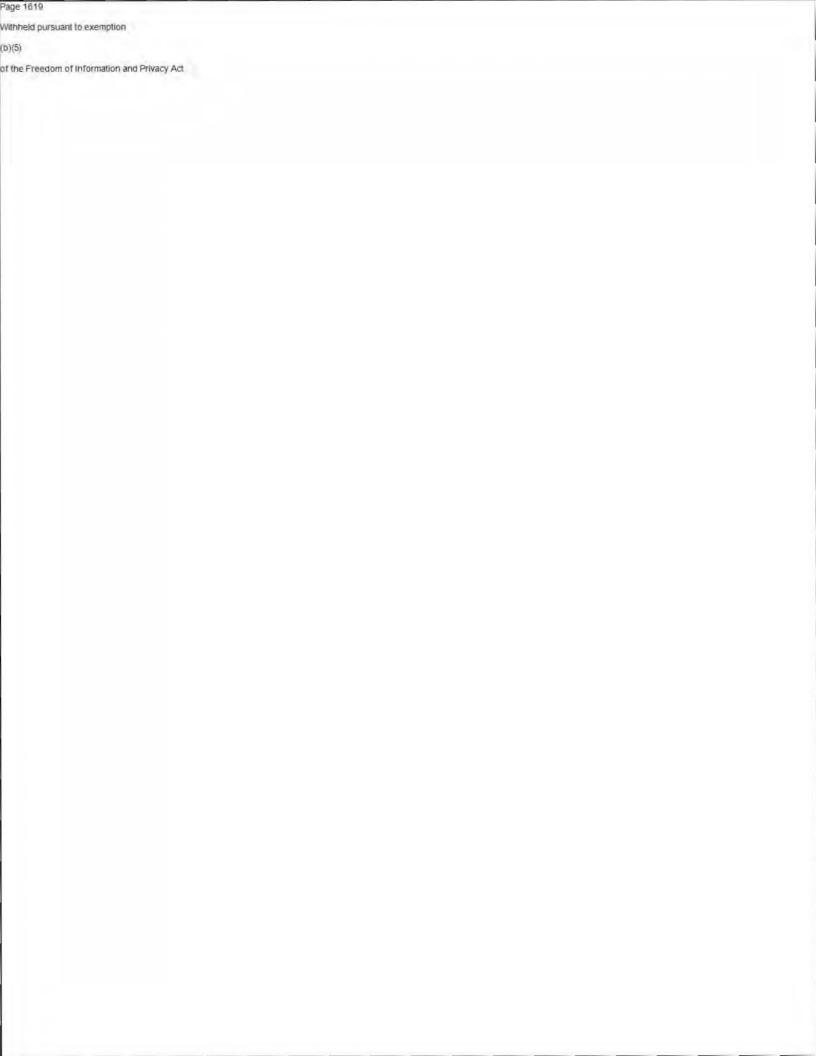
Wed, 28 Jul 2021 12:50:59 +0000

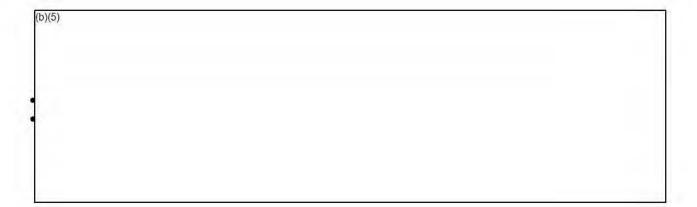
From:

Sent: To:

< <u>Pete.Tyrrell@ed.gov</u> >; Bryant, Michael < <u>Michael.Bryant@ed.gov</u> >; Foss, lan < <u>lan.Foss@ed.gov</u> >;
Campbell, Colleen < Colleen.Campbell@ed.gov>
Cc: Greene, Chris < Chris.Greene@ed.gov>
Subject: Fresh Start Options Paper
Importance: High
Ok, here's my close-to-final version, which I plan to drop into Word and accompany with an updated
spreadsheet with administrative cost estimates. I think it addresses most of Rich's questions at the
bottom of the thread (b)(5)
(b)(5)
appreciate it. Sorry for the fire drill and thanks very much. (And special thanks to Mark L for
brainstorming some of this with me.)
(b)(5)







From: Cordray, Richard < Richard.Cordray@ed.gov>

Sent: Friday, July 23, 2021 9:26 AM

To: Kane, John < John.Kane@ed.gov>; Alag, Sartaj < Sartaj Alag@ed.gov>; Wiggins, Charles

<Hunter.Wiggins@ed.gov>; Albers, David <david.albers@ed.gov>; Greene, Chris

<<u>Chris.Greene@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Tyrrell, Pete < <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Foss, Ian <a href="Ian.Foss@ed.gov">Ian.Foss@ed.gov</a>; Campbell, Colleen <a href="Colleen.Campbell@ed.gov">Colleen.Campbell@ed.gov</a>; Morgan, Julie < Julie. Morgan@ed.gov</a>; Miller, Benjamin

<Benjamin.Miller@ed.gov>; Lee, Nicholas <Nick.Lee@ed.gov>; Williams, Rich <Rich.Williams@ed.gov>;

Campbell, Patrick < <a href="mailto:Patrick.campbell@ed.gov">Patrick <a href="m

Subject: RE: Fresh Start

Thx for this, my comments below (none of which should be taken as Gospel) are in CAPS RC

From: Kane, John < John.Kane@ed.gov>
Sent: Thursday, July 22, 2021 3:04 PM

To: Cordray, Richard < Richard.Cordray@ed.gov>; Alag, Sartaj < Sartaj.Alag@ed.gov>; Wiggins, Charles

<a href="mailto:</a> <a href="mailto:Hunter.Wiggins@ed.gov">Hunter.Wiggins@ed.gov">Hunter.Wiggins@ed.gov</a>; Albers, David <a href="mailto:david.albers@ed.gov">david.albers@ed.gov</a>; Greene, Chris

<Chris.Greene@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;

Tyrrell, Pete < Pete. Tyrrell@ed.gov>; Foss, Ian < Ian. Foss@ed.gov>; Campbell, Colleen

<Colleen.Campbell@ed.gov>; Morgan, Julie <Julie.Morgan@ed.gov>; Miller, Benjamin

<Benjamin.Miller@ed.gov>; Lee, Nicholas <Nick.Lee@ed.gov>; Williams, Rich <Rich.Williams@ed.gov>;

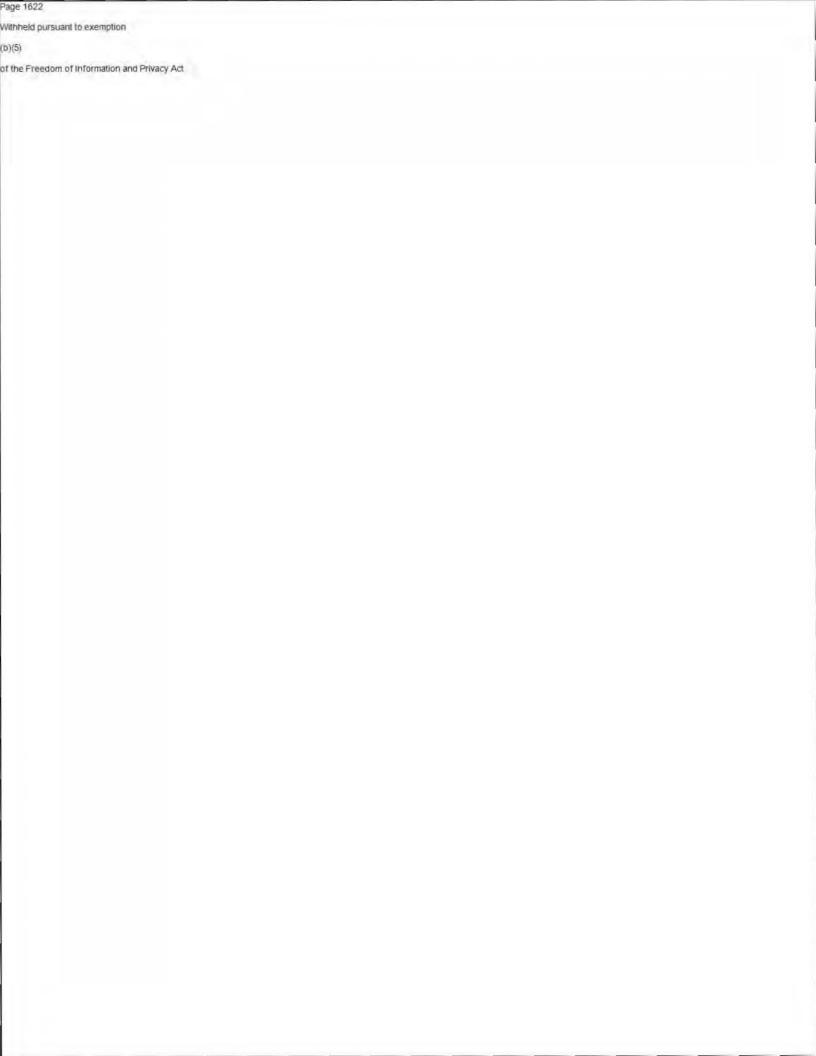
Campbell, Patrick < Patrick. Campbell@ed.gov>

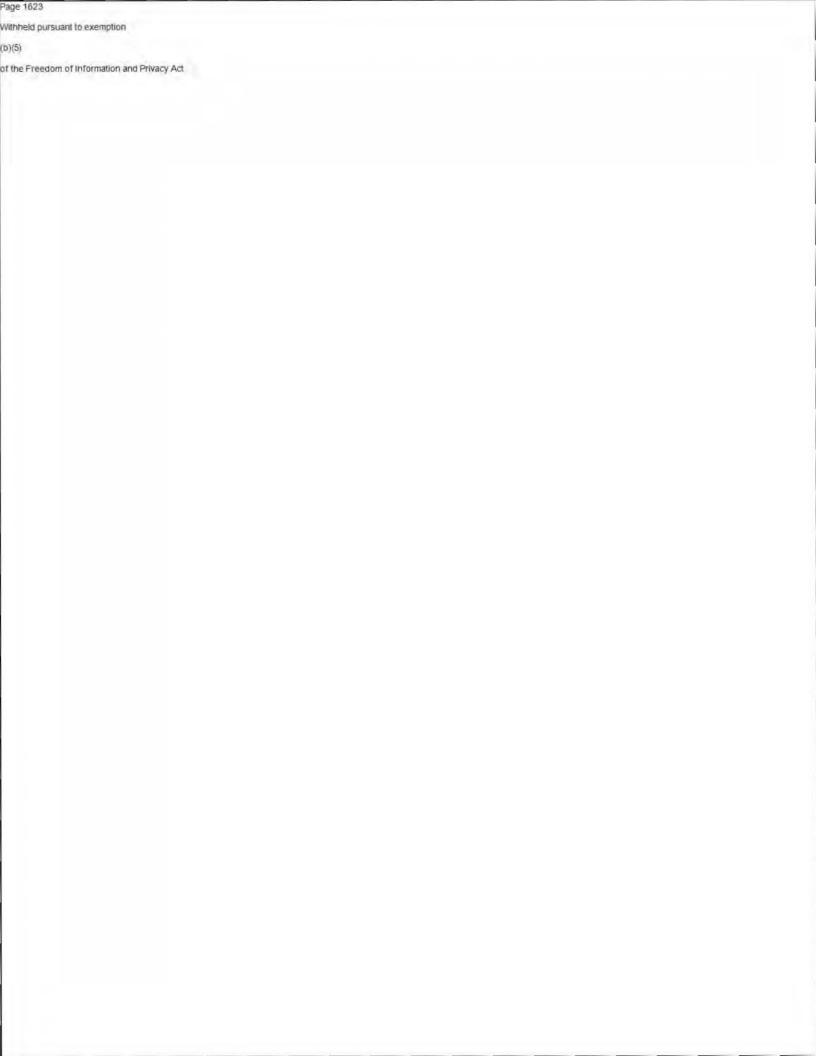
Cc: McGinnis, Colleen <Colleen.McGinnis@ed.gov>

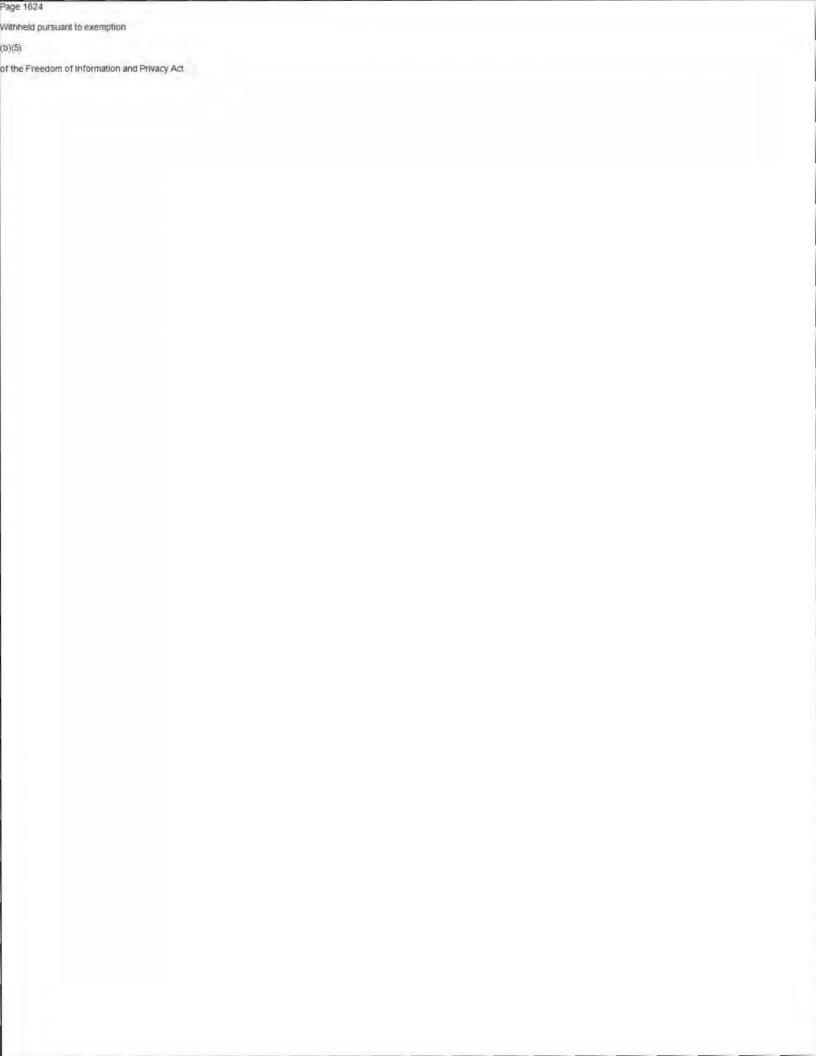
Subject: RE: Fresh Start

- > ----Original Message-----
- > From: Kane, John
- > Sent: Wednesday, July 21, 2021 11:25 AM
- > To: Cordray, Richard < Richard. Cordray@ed.gov >; Piccolo, Marc < Marc. Piccolo@ed.gov >; Greene, Chris
- <<u>Chris.Greene@ed.gov</u>>; Hardiman, Darrick <<u>Darrick.Hardiman@ed.gov</u>>; LaVia, Mark
- < Mark.LaVia@ed.gov>; Davis, James E. < James.E.Davis@ed.gov>; Bumgarner, Bradley

From:	Kane, John
Sent:	Wed, 28 Jul 2021 17:51:33 +0000
To:	Greene, Chris; Piccolo, Marc; LaVia, Mark; Tyrrell, Pete; Bryant, Michael; Foss,
Ian;Campbell, Collec	
Subject:	RE: Fresh Start Options Paper
	effort to address comments. I am dropping into word and will send to larger group seting by COB. Thanks to all.
Sent: Wednesday, Jo To: Kane, John < Joh <mark.lavia@ed.go Foss, Ian &lt; Ian.Foss@ Subject: RE: Fresh S</mark.lavia@ed.go 	s <chris.greene@ed.gov> uly 28, 2021 8:53 AM n.Kane@ed.gov&gt;; Piccolo, Marc <marc.piccolo@ed.gov>; LaVia, Mark ov&gt;; Tyrrell, Pete <pete.tyrrell@ed.gov>; Bryant, Michael <michael.bryant@ed.gov>; Ped.gov&gt;; Campbell, Colleen <colleen.campbell@ed.gov> tart Options Paper</colleen.campbell@ed.gov></michael.bryant@ed.gov></pete.tyrrell@ed.gov></marc.piccolo@ed.gov></chris.greene@ed.gov>
From: Kane, John <	
Sent: Tuesday, July	
	Marc.Piccolo@ed.gov>; LaVia, Mark < Mark.LaVia@ed.gov>; Tyrrell, Pete
	ov>; Bryant, Michael < Michael. Bryant@ed.gov>; Foss, lan < lan. Foss@ed.gov>;
	Colleen.Campbell@ed.gov>
Cc: Greene, Chris <	hris.Greene@ed.gov>
Subject: Fresh Start	Options Paper
Importance: High	
그 그는 이 부분이 있으면 하는 것이 없는 것이 없는 것이 없다.	to-final version, which I plan to drop into Word and accompany with an updated lministrative cost estimates. I think it addresses most of Rich's questions at the d (b)(5)
appreciate it. Sorry brainstorming some	for the fire drill and thanks very much. (And special thanks to Mark L for of this with me.)
(b)(5)	
12	







(b)(5)

From: Cordray, Richard < Richard.Cordray@ed.gov>

Sent: Friday, July 23, 2021 9:26 AM

To: Kane, John < John.Kane@ed.gov >; Alag, Sartaj < Sartaj.Alag@ed.gov >; Wiggins, Charles

<Hunter.Wiggins@ed.gov>; Albers, David <david.albers@ed.gov>; Greene, Chris

<Chris.Greene@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;

Tyrrell, Pete < <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Foss, Ian < <a href="Ian.Foss@ed.gov">Ian.Foss@ed.gov</a>; Campbell, Colleen

<Colleen.Campbell@ed.gov>; Morgan, Julie <Julie.Morgan@ed.gov>; Miller, Benjamin

<<u>Benjamin.Miller@ed.gov</u>>; Lee, Nicholas <<u>Nick.Lee@ed.gov</u>>; Williams, Rich <<u>Rich.Williams@ed.gov</u>>;

Campbell, Patrick < Patrick.Campbell@ed.gov > Cc: McGinnis, Colleen < Colleen.McGinnis@ed.gov >

Subject: RE: Fresh Start

Thx for this, my comments below (none of which should be taken as Gospel) are in CAPS RC

From: Kane, John < John.Kane@ed.gov>
Sent: Thursday, July 22, 2021 3:04 PM

To: Cordray, Richard <<u>Richard.Cordray@ed.gov</u>>; Alag, Sartaj <<u>Sartaj.Alag@ed.gov</u>>; Wiggins, Charles

<a href="mailto:</a> <a href="mailto:Hunter.Wiggins@ed.gov">Hunter.Wiggins@ed.gov</a>; Albers, David <a href="mailto:Adavid.albers@ed.gov">Greene</a>, Chris

<<u>Chris.Greene@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Tyrrell, Pete < <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Foss, Ian < <a href="Ian.Foss@ed.gov">Ian.Foss@ed.gov</a>; Campbell, Colleen

<Colleen.Campbell@ed.gov>; Morgan, Julie <Julie.Morgan@ed.gov>; Miller, Benjamin

<<u>Benjamin.Miller@ed.gov</u>>; Lee, Nicholas <<u>Nick.Lee@ed.gov</u>>; Williams, Rich <<u>Rich.Williams@ed.gov</u>>;

Campbell, Patrick < Patrick. Campbell@ed.gov>

Cc: McGinnis, Colleen < Colleen. McGinnis@ed.gov>

Subject: RE: Fresh Start

> ----Original Message----

> From: Kane, John

> Sent: Wednesday, July 21, 2021 11:25 AM

> To: Cordray, Richard < <a href="mailto:Richard.Cordray@ed.gov">Riccolo, Marc < marc.Piccolo@ed.gov">Richard.Cordray@ed.gov</a>; Greene, Chris

<Chris.Greene@ed.gov>; Hardiman, Darrick <Darrick.Hardiman@ed.gov>; LaVia, Mark

<Mark.LaVia@ed.gov>; Davis, James E. <James.E.Davis@ed.gov>; Bumgarner, Bradley

<<u>Bradley.Bumgarner@ed.gov</u>>; McGinnis, Colleen <<u>Colleen.McGinnis@ed.gov</u>>; Campbell, Patrick

<Patrick.Campbell@ed.gov>; Albers, David <david.albers@ed.gov>; Alag, Sartaj.Alag@ed.gov>;

Hankish, James < <u>James. Hankish@ed.gov</u>>; Wiggins, Charles < <u>Hunter. Wiggins@ed.gov</u>>; Donoghue,

Kristen < Kristen. Donoghue@ed.gov >

> Cc: Morgan, Julie <Julie.Morgan@ed.gov>; Miller, Benjamin <Benjamin.Miller@ed.gov>

> Subject: RE: No-doc IDR - Today's Daily Servicing Meeting

The other thing I would like to go back and address today — time permitting — is the discussion we arted yesterday on Fresh Start. (D)(5)	5)			Section 2 December 2 Section 2 December 2	dors on the IDR-relate	1
The other thing I would like to go back and address today — time permitting — is the discussion we arted yesterday on Fresh Start. (DIG)						
The other thing I would like to go back and address today — time permitting — is the discussion we arted yesterday on Fresh Start. (D)(S)						
The other thing I would like to go back and address today time permitting is the discussion we arted yesterday on Fresh Start. (D)(5)						
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The other thing I would like to go back and address today time permitting is the discussion we arted yesterday on Fresh Start. (b)(5)						
arted yesterday on Fresh Start. [ <sup>DJ(5)</sup>	The other thin	g I would like to go	back and address	today – time permitti	ng is the discussion	we
	arted yesterda	y on Fresh Start. [1	1)(5)			
	)					

)(5)	

----Original Appointment----

From: Cordray, Richard < Richard. Cordray@ed.gov>

Sent: Thursday, July 22, 2021 12:47 PM

**To:** Cordray, Richard; Kane, John; Alag, Sartaj; Wiggins, Charles; Albers, David; Greene, Chris; Piccolo, Marc; LaVia, Mark; Tyrrell, Pete; Foss, Ian; Campbell, Colleen; Morgan, Julie; Miller, Benjamin; Lee,

Nicholas; Williams, Rich; Campbell, Patrick

Cc: McGinnis, Colleen Subject: Fresh Start

When: Thursday, July 22, 2021 3:00 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

# Microsoft Teams meeting

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-				
Or c	all ir	(auc	lio o	nly)

(b)(5) Jnited States, Washington DC

Phone Conference ID(b)(5)

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Learn More | Meeting options

From:	Kane, John	
Sent:	Wed, 28 Jul 2021 20:21:04 +0000	
To:	Bryant, Michael;LaVia, Mark;Tyrrell, Pete	
Subject:	RE: Fresh Start Options Paper	
,		
Great – thanks.	I will make that adjustment. E-mail coming soon to an inbox near you.	
	lichael <michael.bryant@ed.gov></michael.bryant@ed.gov>	
	y, July 28, 2021 4:20 PM	
	John.Kane@ed.gov>; LaVia, Mark <mark.lavia@ed.gov>; Tyrrell, Pete</mark.lavia@ed.gov>	
<pete.tyrrell@e< td=""><td></td><td></td></pete.tyrrell@e<>		
Subject: RE: Fres	sh Start Options Paper	
John-		
Pretty much. (b)	(5)	
0)(5)		-
Mike Priest Fo	deral Student Aid	
319-333-8836	derai Student Aid	
From: Kane, Joh	n < <u>John.Kane@ed.gov</u> >	
	y, July 28, 2021 3:09 PM	
To: Bryant, Mich	nael < Michael. Bryant@ed.gov>; LaVia, Mark < Mark. LaVia@ed.gov>; Tyrrell, Pete	
<pete.tyrrell@e< td=""><td>d.gov&gt;</td><td></td></pete.tyrrell@e<>	d.gov>	
Subject: RE: Fres	sh Start Options Paper	
Importance: Hig	h	
Is the part in red	correct? About to send out once I hear back. Thanks for all your help.	
To very		

)	

From: Bryant, Michael < Michael.Bryant@ed.gov>

Sent: Wednesday, July 28, 2021 8:51 AM

To: Kane, John < John.Kane@ed.gov >; Piccolo, Marc < Marc.Piccolo@ed.gov >; LaVia, Mark

<<u>Mark.LaVia@ed.gov</u>>; Tyrrell, Pete <<u>Pete.Tyrrell@ed.gov</u>>; Foss, Ian <<u>Ian.Foss@ed.gov</u>>; Campbell,

Colleen < Colleen.Campbell@ed.gov>
Cc: Greene, Chris < Chris.Greene@ed.gov>
Subject: RE: Fresh Start Options Paper

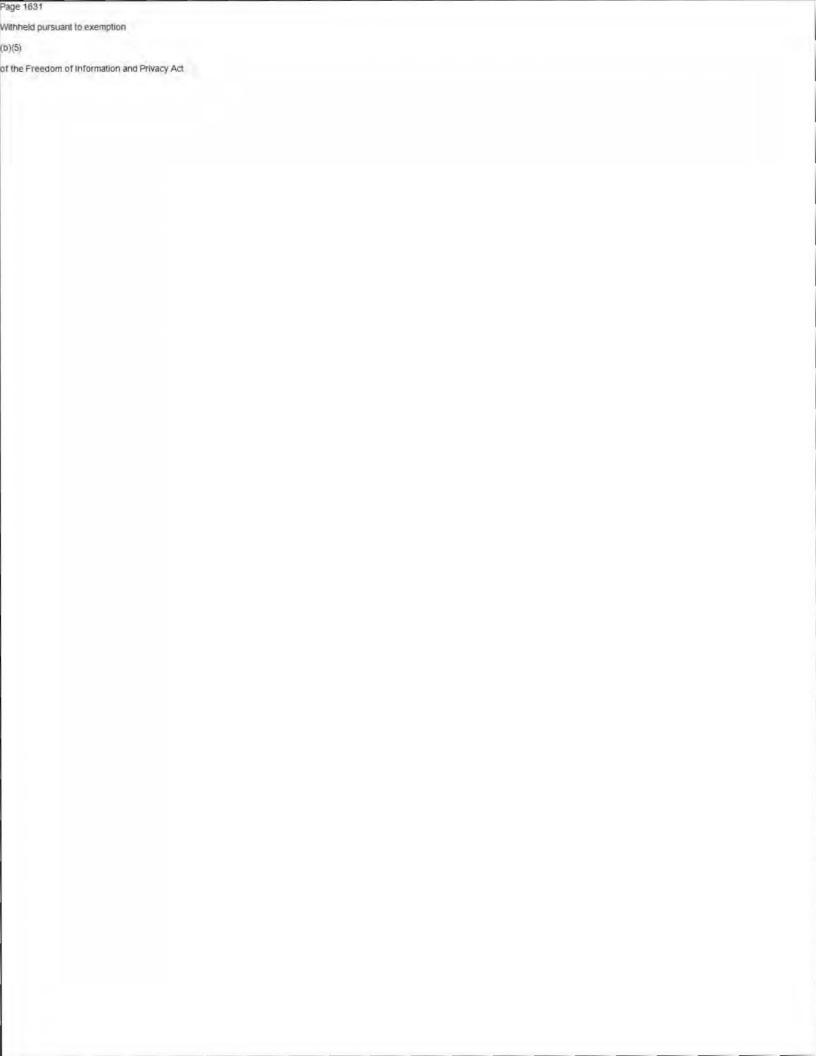
them—but these are things we will have t	
5,67	
Mike Bryant, Federal Student Aid	
319-333-8836	
513 555 5555	
From: Kane, John < John.Kane@ed.gov>	
Sent: Wednesday, July 28, 2021 7:45 AM	
To: Bryant, Michael < Michael. Bryant@ed.	.gov>; Piccolo, Marc < Marc.Piccolo@ed.gov>; LaVia, Mark
< <u>Mark.LaVia@ed.gov</u> >; Tyrrell, Pete < <u>Pete</u>	e.Tyrrell@ed.gov>; Foss, lan < lan.Foss@ed.gov>; Campbell,
Colleen < Colleen.Campbell@ed.gov>	
Cc: Greene, Chris < Chris. Greene@ed.gov>	
Subject: RE: Fresh Start Options Paper	
0)(5)	
From: Bryant, Michael < Michael. Bryant@	ed.gov>
Sent: Wednesday, July 28, 2021 8:39 AM	
To: Kane, John < John.Kane@ed.gov >; Pico	colo, Marc < Marc. Piccolo@ed.gov>; LaVia, Mark
< <u>Mark.LaVia@ed.gov</u> >; Tyrrell, Pete < <u>Pete</u>	e.Tyrrell@ed.gov>; Foss, Ian < Ian.Foss@ed.gov>; Campbell,
Colleen < Colleen.Campbell@ed.gov>	
Cc: Greene, Chris < Chris. Greene@ed.gov>	
Subject: RE: Fresh Start Options Paper	
John-	
301111-	
(b)(5)	
Miles Devent Forderal Student Aid	
Mike Bryant, Federal Student Aid	
319-333-8836	
From: Kane, John < John.Kane@ed.gov>	
Sent: Tuesday, July 27, 2021 8:35 PM	
	; LaVia, Mark <mark.lavia@ed.gov>; Tyrrell, Pete</mark.lavia@ed.gov>
Pete Tyrrell@ed gov>: Bryant Michael <	

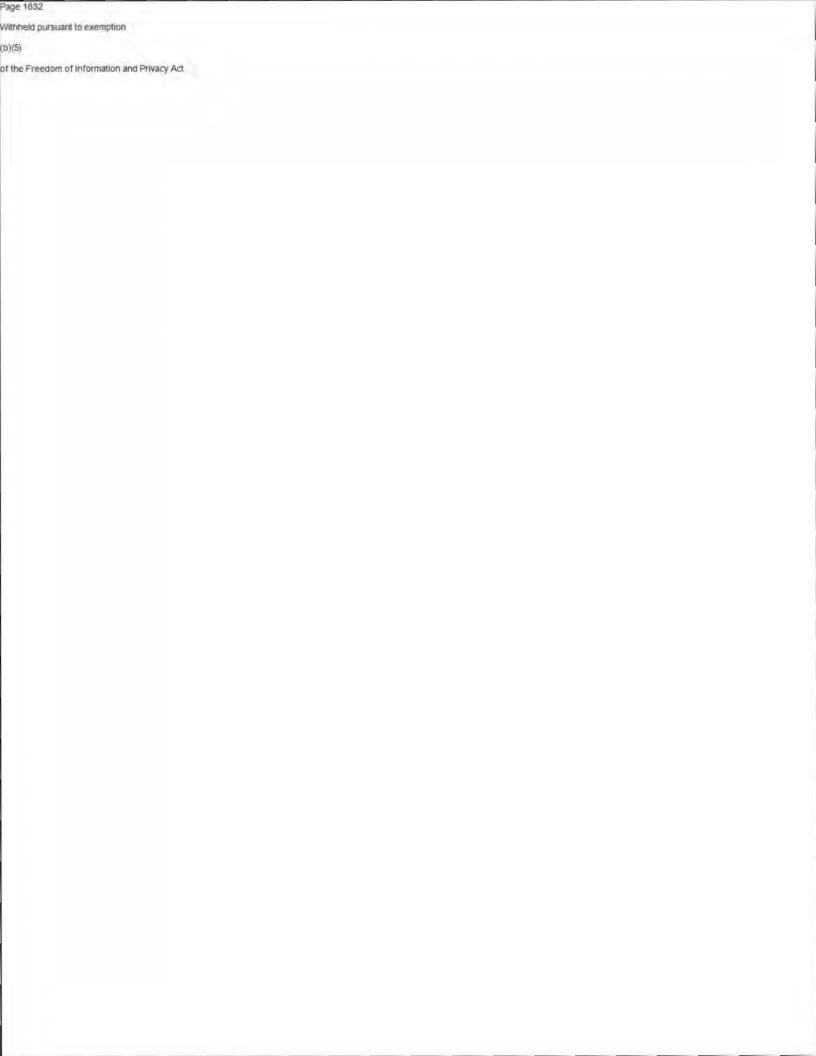
Campbell, Colleen < Colleen. Campbell@ed.gov> Cc: Greene, Chris < Chris.Greene@ed.gov>

Subject: Fresh Start Options Paper

Importance: High

ulie is really anxious to see this, so if folks could give me any feedback in the morning I would really ppreciate it. Sorry for the fire drill and thanks very much. (And special thanks to Mark L for rainstorming some of this with me.)	ottom of the thread. (b)(5)		
ppreciate it. Sorry for the fire drill and thanks very much. (And special thanks to Mark L for rainstorming some of this with me.)	(5)		
ppreciate it. Sorry for the fire drill and thanks very much. (And special thanks to Mark L for rainstorming some of this with me.)			
	ppreciate it. Sorry for the	fire drill and thanks very m	
	5)		







From: Cordray, Richard < Richard.Cordray@ed.gov>

Sent: Friday, July 23, 2021 9:26 AM

To: Kane, John < John. Kane@ed.gov>; Alag, Sartaj < Sartaj. Alag@ed.gov>; Wiggins, Charles

<Hunter.Wiggins@ed.gov>; Albers, David <david.albers@ed.gov>; Greene, Chris

<<u>Chris.Greene@ed.gov</u>>; <u>Piccolo, Marc < Marc.Piccolo@ed.gov</u>>; <u>LaVia, Mark < Mark.LaVia@ed.gov</u>>;

Tyrrell, Pete < <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Foss, Ian < <a href="Ian.Foss@ed.gov">Ian.Foss@ed.gov</a>; Campbell, Colleen

<<u>Colleen.Campbell@ed.gov</u>>; Morgan, Julie <<u>Julie.Morgan@ed.gov</u>>; Miller, Benjamin

<<u>Benjamin.Miller@ed.gov</u>>; Lee, Nicholas <<u>Nick.Lee@ed.gov</u>>; Williams, Rich <<u>Rich.Williams@ed.gov</u>>;

Campbell, Patrick < Patrick.Campbell@ed.gov > Cc: McGinnis, Colleen < Colleen.McGinnis@ed.gov >

Subject: RE: Fresh Start

Thx for this, my comments below (none of which should be taken as Gospel) are in CAPS RC

From: Kane, John < John.Kane@ed.gov > Sent: Thursday, July 22, 2021 3:04 PM

To: Cordray, Richard <Richard.Cordray@ed.gov>; Alag, Sartaj <Sartaj.Alag@ed.gov>; Wiggins, Charles

< hunter. Wiggins@ed.gov >; Albers, David < david.albers@ed.gov >; Greene, Chris

<Chris.Greene@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;

Tyrrell, Pete < <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Foss, Ian < <a href="Ian.Foss@ed.gov">Ian.Foss@ed.gov</a>; Campbell, Colleen

<Colleen.Campbell@ed.gov>; Morgan, Julie <Julie.Morgan@ed.gov>; Miller, Benjamin

<Benjamin.Miller@ed.gov>; Lee, Nicholas <Nick.Lee@ed.gov>; Williams, Rich <Rich.Williams@ed.gov>;

Campbell, Patrick < Patrick. Campbell@ed.gov>

Cc: McGinnis, Colleen < Colleen. McGinnis@ed.gov>

Subject: RE: Fresh Start

> -----Original Message-----

> From: Kane, John

> Sent: Wednesday, July 21, 2021 11:25 AM

> To: Cordray, Richard <Richard.Cordray@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; Greene, Chris

<Chris.Greene@ed.gov>; Hardiman, Darrick <Darrick.Hardiman@ed.gov>; LaVia, Mark

<Mark.LaVia@ed.gov>; Davis, James E. <James.E.Davis@ed.gov>; Bumgarner, Bradley

<Bradley.Bumgarner@ed.gov>; McGinnis, Colleen <Colleen.McGinnis@ed.gov>; Campbell, Patrick

<Patrick.Campbell@ed.gov>; Albers, David <david.albers@ed.gov>; Alag, Sartaj <Sartaj.Alag@ed.gov>;

Hankish, James <James.Hankish@ed.gov>; Wiggins, Charles <Hunter.Wiggins@ed.gov>; Donoghue,

Kristen < Kristen. Donoghue@ed.gov>

> Cc: Morgan, Julie <Julie.Morgan@ed.gov>; Miller, Benjamin <Benjamin.Miller@ed.gov>

> Subject: RE: No-doc				
> The timing works ou	t nicely as we have the	responses back fro	m the vendors on the ID	R-related CRs
(b)(5)	t nicely as we have the	responses back fro	m the vendors on the IL	r-related CRs.
> > The other thing I wo started yesterday on F	uld like to <u>go back and</u> resh Start. <sup>((b)(5)</sup>	address today tin	ne permitting is the di	scussion we
(b)(5)	and the second second			-

(b)(5)		
lie .		

----Original Appointment----

From: Cordray, Richard < Richard. Cordray@ed.gov>

Sent: Thursday, July 22, 2021 12:47 PM

**To:** Cordray, Richard; Kane, John; Alag, Sartaj; Wiggins, Charles; Albers, David; Greene, Chris; Piccolo, Marc; LaVia, Mark; Tyrrell, Pete; Foss, Ian; Campbell, Colleen; Morgan, Julie; Miller, Benjamin; Lee,

Nicholas; Williams, Rich; Campbell, Patrick

Cc: McGinnis, Colleen Subject: Fresh Start

When: Thursday, July 22, 2021 3:00 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

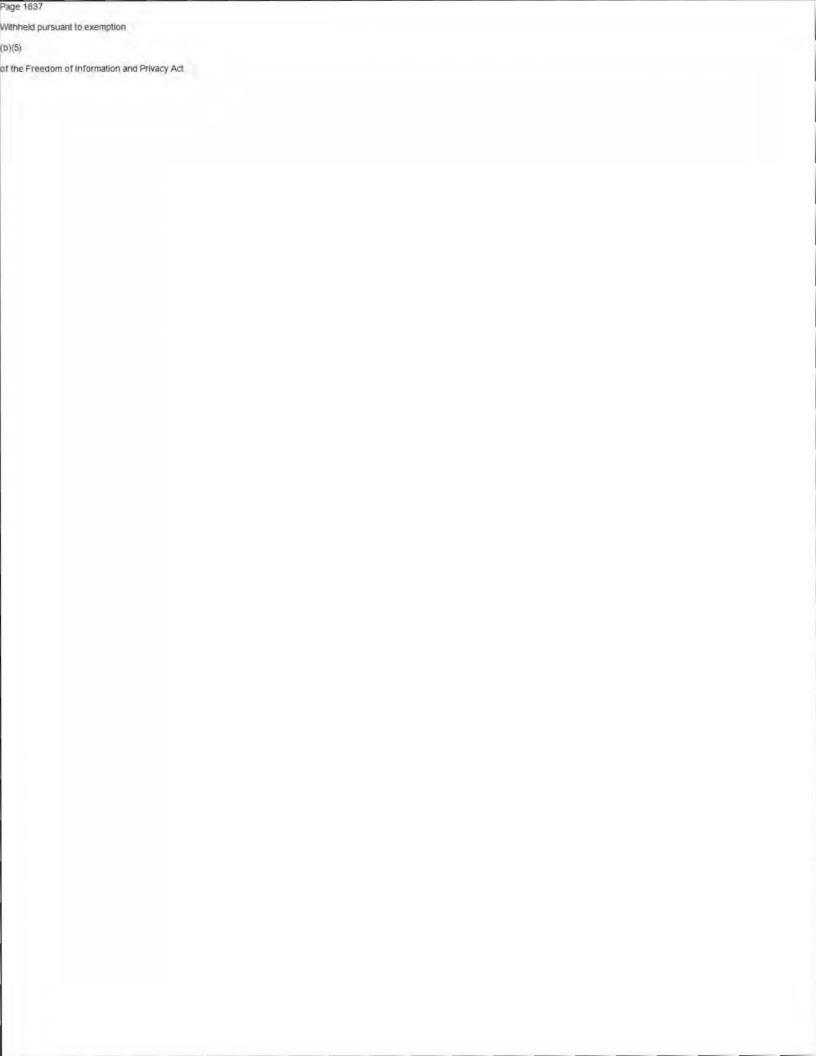
## Microsoft Teams meeting

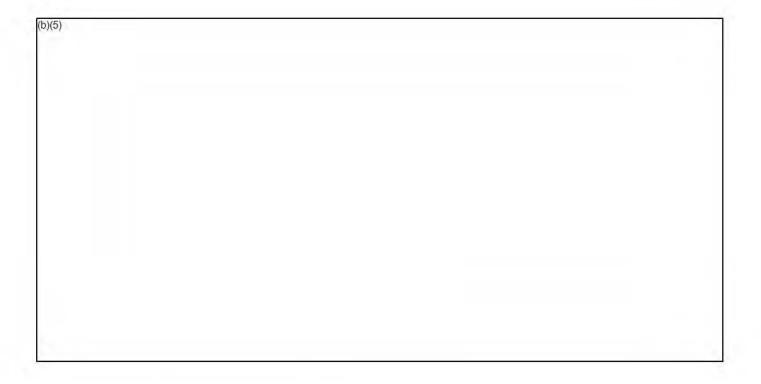
### Join on your computer or mobile app

Click here to join the meeting

Or call in (audio only)	United States, Washington DC
Phone Conference ID: (b)(5) Find a local number   Reset PIN	
Learn More   Meeting options	

From:	LaVia, Mark
Sent:	Tue, 27 Jul 2021 11:56:32 +0000
To:	Kane, John; Piccolo, Marc; Tyrrell, Pete; Bryant, Michael; Campbell, Colleen; Foss,
lan	
Subject:	RE: Fresh Start Options Paper
Thanks John.	
Looks good	
b)(6)	
	n <john.kane@ed.gov> uly 26, 2021 6:25 PM</john.kane@ed.gov>
<pete.tyrrell@e <colleen.campb< td=""><td>c <marc.piccolo@ed.gov>; LaVia, Mark <mark.lavia@ed.gov>; Tyrrell, Pete d.gov&gt;; Bryant, Michael <michael.bryant@ed.gov>; Campbell, Colleen ell@ed.gov&gt;; Foss, Ian <ian.foss@ed.gov> ssh Start Options Paper</ian.foss@ed.gov></michael.bryant@ed.gov></mark.lavia@ed.gov></marc.piccolo@ed.gov></td></colleen.campb<></pete.tyrrell@e 	c <marc.piccolo@ed.gov>; LaVia, Mark <mark.lavia@ed.gov>; Tyrrell, Pete d.gov&gt;; Bryant, Michael <michael.bryant@ed.gov>; Campbell, Colleen ell@ed.gov&gt;; Foss, Ian <ian.foss@ed.gov> ssh Start Options Paper</ian.foss@ed.gov></michael.bryant@ed.gov></mark.lavia@ed.gov></marc.piccolo@ed.gov>
Here's my progra here. <sup>((b)(5)</sup>	ess today – I want to add two more options but they will be short relative to what's
nere.[(**/*)	





From: Cordray, Richard < Richard. Cordray@ed.gov>

Sent: Friday, July 23, 2021 9:26 AM

To: Kane, John < John. Kane@ed.gov>; Alag, Sartaj < Sartaj. Alag@ed.gov>; Wiggins, Charles

<Hunter.Wiggins@ed.gov>; Albers, David <david.albers@ed.gov>; Greene, Chris

<Chris.Greene@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;

Tyrrell, Pete < <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Foss, Ian < <a href="Ian.Foss@ed.gov">Ian.Foss@ed.gov</a>; Campbell, Colleen

<Colleen.Campbell@ed.gov>; Morgan, Julie <Julie.Morgan@ed.gov>; Miller, Benjamin

<<u>Benjamin.Miller@ed.gov</u>>; Lee, Nicholas <<u>Nick.Lee@ed.gov</u>>; Williams, Rich <<u>Rich.Williams@ed.gov</u>>;

Campbell, Patrick < Patrick.Campbell@ed.gov >

Cc: McGinnis, Colleen < Colleen.McGinnis@ed.gov >

Subject: RE: Fresh Start

Thx for this, my comments below (none of which should be taken as Gospel) are in CAPS RC

From: Kane, John < John.Kane@ed.gov > Sent: Thursday, July 22, 2021 3:04 PM

To: Cordray, Richard <Richard.Cordray@ed.gov>; Alag, Sartaj <Sartaj.Alag@ed.gov>; Wiggins, Charles

< Hunter. Wiggins@ed.gov >; Albers, David < david.albers@ed.gov >; Greene, Chris

<<u>Chris.Greene@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Tyrrell, Pete < <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Foss, Ian < <a href="Ian.Foss@ed.gov">Ian.Foss@ed.gov</a>; Campbell, Colleen

<<u>Colleen.Campbell@ed.gov</u>>; Morgan, Julie <<u>Julie.Morgan@ed.gov</u>>; Miller, Benjamin

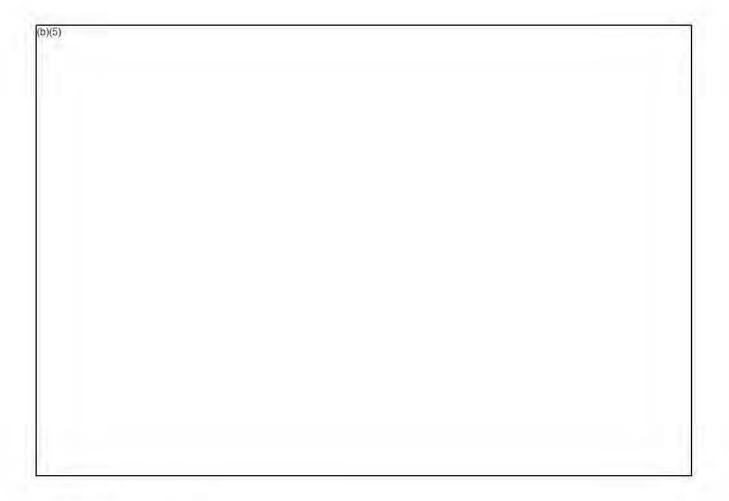
<Benjamin.Miller@ed.gov>; Lee, Nicholas <Nick.Lee@ed.gov>; Williams, Rich <Rich.Williams@ed.gov>;

Campbell, Patrick < Patrick.Campbell@ed.gov>

Cc: McGinnis, Colleen < Colleen. McGinnis@ed.gov >

Subject: RE: Fresh Start

Original Message	
From: Kane, John	
Sent: Wednesday, July 21, 2021 11:25 AM	
To: Cordray, Richard < Richard. Cordray@ed.gov >; Piccolo, Marc < Marc. Piccolo@ed.gov >; Greene, Chris	
Chris.Greene@ed.gov>; Hardiman, Darrick < Darrick.Hardiman@ed.gov>; LaVia, Mark	
Mark.LaVia@ed.gov>; Davis, James E. < <u>James.E.Davis@ed.gov</u> >; Bumgarner, Bradley	
Bradley.Bumgarner@ed.gov>; McGinnis, Colleen <colleen.mcginnis@ed.gov>; Campbell, Patrick</colleen.mcginnis@ed.gov>	
Patrick.Campbell@ed.gov>; Albers, David <david.albers@ed.gov>; Alag, Sartaj <sartaj.alag@ed.gov>;</sartaj.alag@ed.gov></david.albers@ed.gov>	
ankish, James < James. Hankish@ed.gov>; Wiggins, Charles < Hunter. Wiggins@ed.gov>; Donoghue,	
risten <kristen.donoghue@ed.gov></kristen.donoghue@ed.gov>	
Cc: Morgan, Julie < Julie. Morgan@ed.gov >; Miller, Benjamin < Benjamin. Miller@ed.gov >	
Subject: RE: No-doc IDR - Today's Daily Servicing Meeting	
The timing works out nicely as we have the responses back from the vendors on the IDR-related CRs.	
(5)	
weaks to the CR.	_
weaks to the cit.	
The other thing I would like to go back and address today time permitting is the discussion we	
tarted yesterday on Fresh Start. (b)(5)	
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----Original Appointment----

From: Cordray, Richard < Richard. Cordray@ed.gov>

Sent: Thursday, July 22, 2021 12:47 PM

**To:** Cordray, Richard; Kane, John; Alag, Sartaj; Wiggins, Charles; Albers, David; Greene, Chris; Piccolo, Marc; LaVia, Mark; Tyrrell, Pete; Foss, Ian; Campbell, Colleen; Morgan, Julie; Miller, Benjamin; Lee,

Nicholas; Williams, Rich; Campbell, Patrick

Cc: McGinnis, Colleen Subject: Fresh Start

When: Thursday, July 22, 2021 3:00 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

## Microsoft Teams meeting

Join on your computer or mobile app

Click here to join the meeting

Or call in (audio only)	
(b)(5)	United States, Washington DC
Phone Conference ID: (b)(5)	
Find a local number   Reset	PIN

From: Kane, John

Sent: Wed, 28 Jul 2021 20:36:40 +0000

**To:** Cordray, Richard; Alag, Sartaj; Wiggins, Charles; Albers, David; Greene, Chris; Piccolo, Marc; LaVia, Mark; Tyrrell, Pete; Foss, Ian; Campbell, Colleen; Morgan, Julie; Miller,

Benjamin; Lee, Nicholas; Williams, Rich; Campbell, Patrick

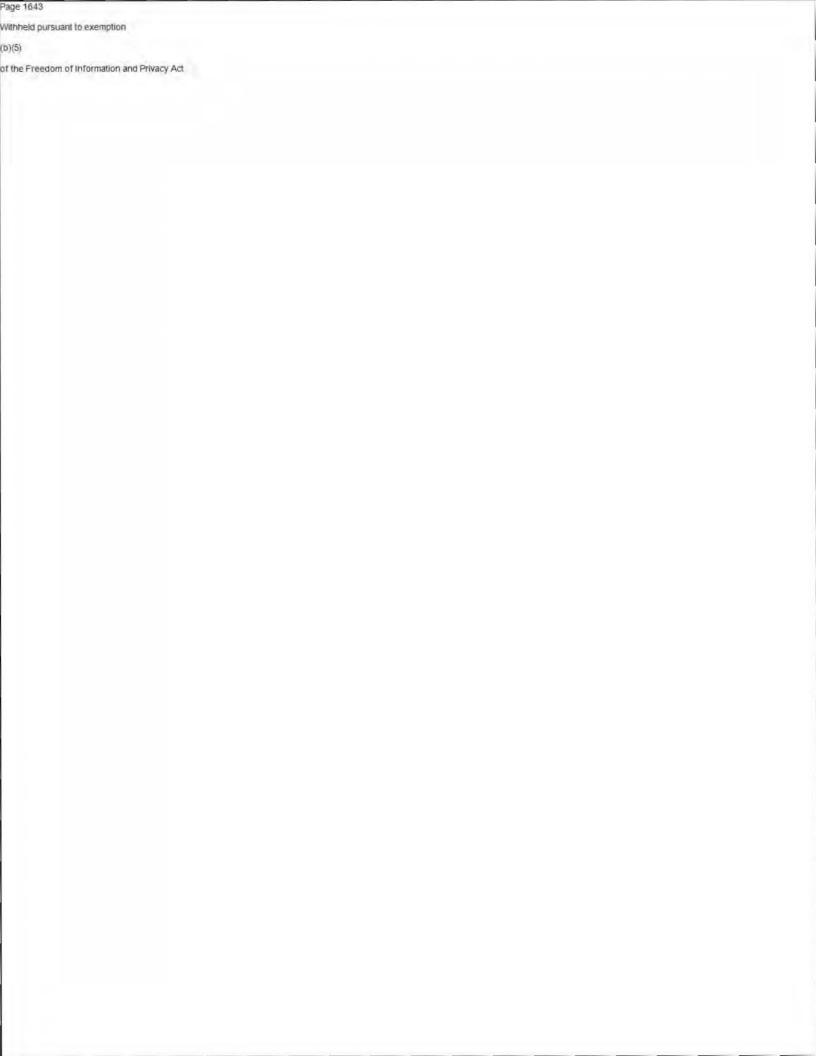
Cc: McGinnis, Colleen; Richo, Stephanie; Bryant, Michael

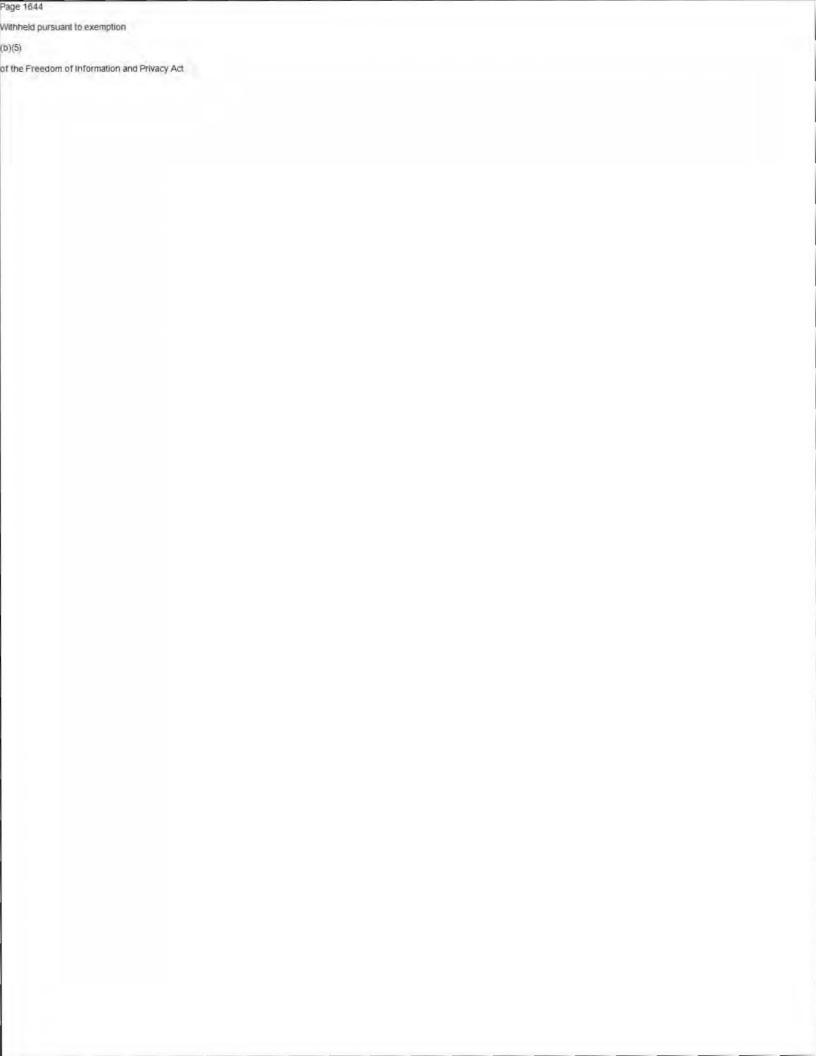
Subject: RE: Fresh Start

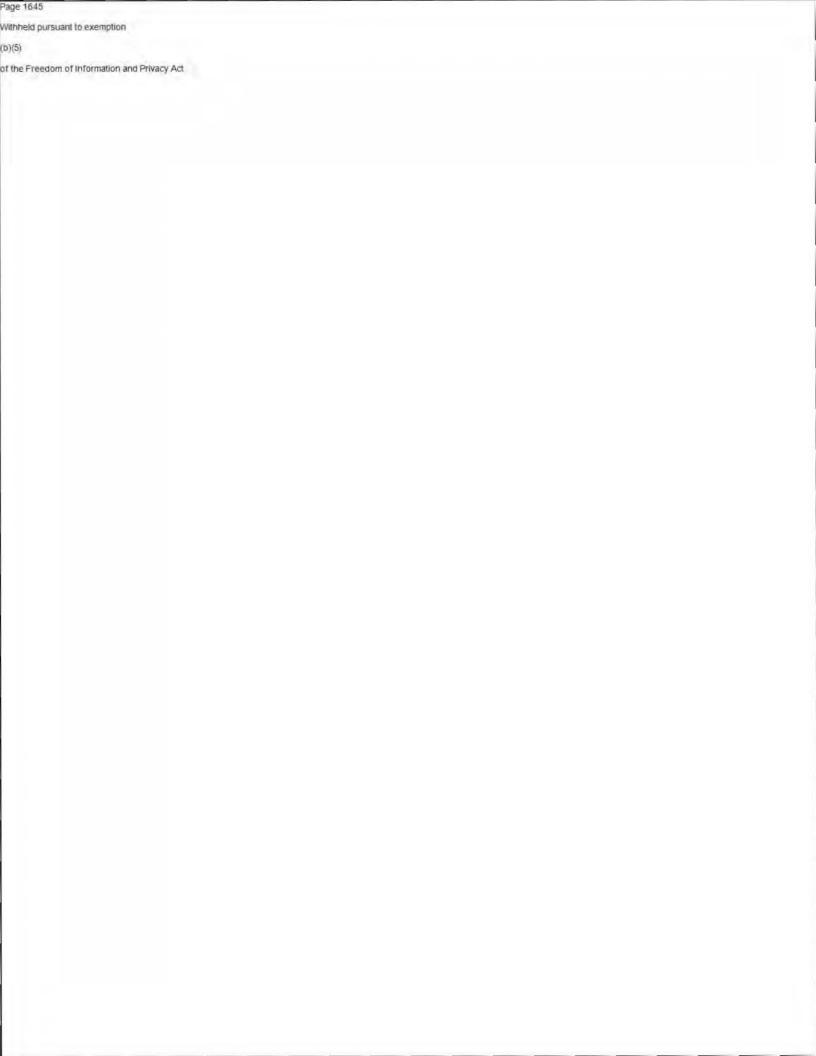
Attachments: Fresh Start Options and Assumptions.docx

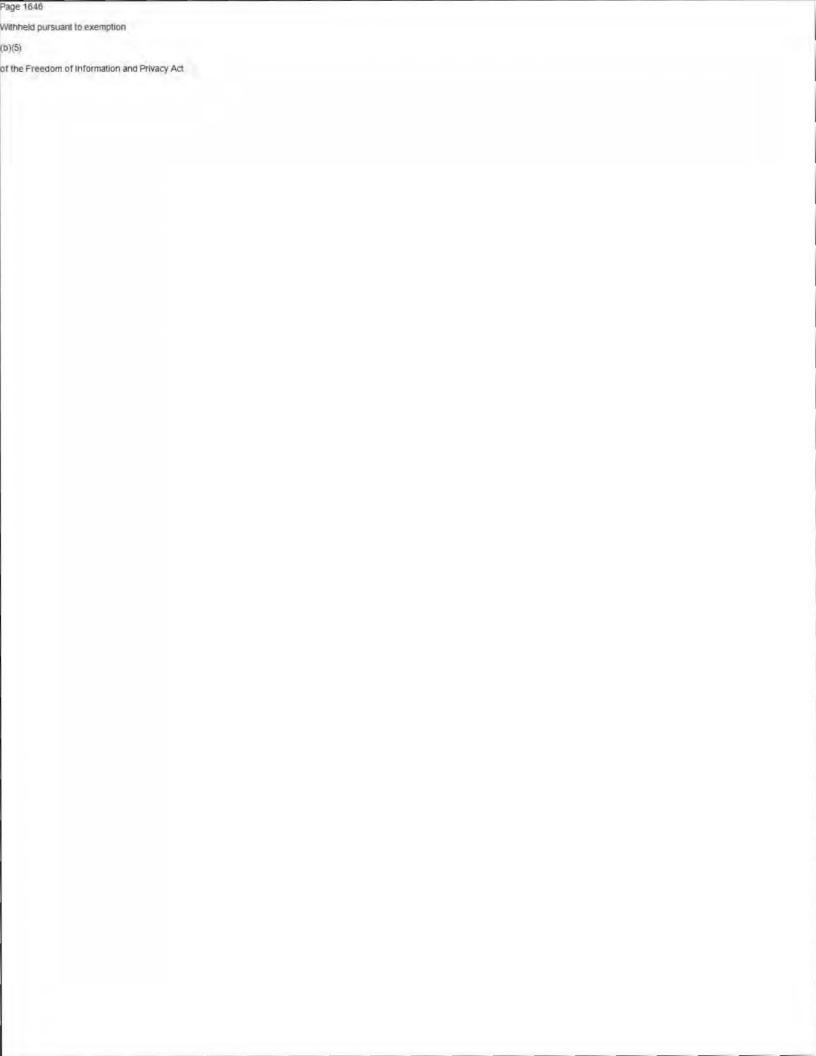
Attached please find the options note I promised in our meeting last Thursday. Sorry for the delay in circulating this and thanks to many folks on this note for their help in its preparation. Regardless of
which option we land on – (b)(5)
b)(5)

Rich/Stephanie, could we use Friday's daily slot to reconvene this smaller group to review the paper and discuss next steps? Thanks to all.









From: Bryant, Michael

**Sent:** Fri, 29 Jan 2021 18:51:36 +0000

To: Piccolo, Marc Cc: Tyrrell, Pete

Subject: RE: Involuntary Payment Collection Data

#### Marc-

It is mostly employers who have been sending payments to the voluntary lockbox all along during the CARES Act period.

Mike Bryant, Federal Student Aid 319-333-8836

From: Piccolo, Marc <Marc.Piccolo@ed.gov>
Sent: Friday, January 29, 2021 11:22 AM
To: Bryant, Michael <Michael.Bryant@ed.gov>
Cc: Tyrrell, Pete <Pete.Tyrrell@ed.gov>

Subject: RE: Involuntary Payment Collection Data

Mike – are these employers that we previously thought had stopped garnishments?

From: Bryant, Michael < Michael. Bryant@ed.gov >

Sent: Friday, January 29, 2021 11:57 AM

To: Campbell, Patrick < Patrick. Campbell@ed.gov >; Van Buren, Eric < Eric. Vanburen@ed.gov >; Tyrrell,

Pete < Pete. Tyrrell@ed.gov >; Laine, Douglas < Douglas. Laine@ed.gov >; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>; Fenwick, Benjamin <<u>benjamin.fenwick@ed.gov</u>>; Shock, Edward <<u>edward.shock@ed.gov</u>>; Mowery,

Dennis < Dennis. Mowery@ed.gov>; Oldenburg, Jacob < Jacob. Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

#### Patrick-

It appears that on 1/26 Maximus reclassified the AWG payments received at the voluntary PO box in January. FYI the notes do indicate Maximus has been attempting to reach these employers to get them to stop garnishing.

Mike Bryant, Federal Student Aid 319-333-8836

From: Campbell, Patrick < Patrick. Campbell@ed.gov>

Sent: Friday, January 29, 2021 7:40 AM

**To:** Van Buren, Eric < <u>Eric.Vanburen@ed.gov</u>>; Tyrrell, Pete < <u>Pete.Tyrrell@ed.gov</u>>; Bryant, Michael < <u>Michael.Bryant@ed.gov</u>>; Laine, Douglas < <u>Douglas.Laine@ed.gov</u>>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>; Fenwick, Benjamin <<u>benjamin.fenwick@ed.gov</u>>; Shock, Edward <<u>edward.shock@ed.gov</u>>; Mowery,

Dennis < Dennis. Mowery@ed.gov>; Oldenburg, Jacob < Jacob. Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

@Bryant, Michael: Do we have any word on the 22 AWG payments that posted on Tuesday (1/26)?

### Patrick Campbell

Executive Director
Vendor Oversight and Program Accountability Directorate (VOPA)
Student Experience and Aid Delivery (SEAD)
Federal Student Aid (FSA)
US Department of Education
Mobile: (202) 705-9104
Office: (202) 377-3830

Federal Student Aid

From: Van Buren, Eric < Eric. Vanburen@ed.gov>

Sent: Friday, January 29, 2021 8:32 AM

To: Campbell, Patrick < <a href="mailto:Patrick.Campbell@ed.gov">Patrick.Campbell@ed.gov">Patrick.Campbell@ed.gov</a>; Tyrrell, Pete < <a href="mailto:Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Bryant, Michael

< <u>Michael.Bryant@ed.gov</u>>; Laine, Douglas < <u>Douglas.Laine@ed.gov</u>>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin < benjamin.fenwick@ed.gov>; Shock, Edward < edward.shock@ed.gov>; Mowery,

Dennis < Dennis. Mowery@ed.gov >; Oldenburg, Jacob < Jacob. Oldenburg@ed.gov >

Subject: RE: Involuntary Payment Collection Data

Hello, A new involuntary payment report through 1/28/21 is attached.

From: Van Buren, Eric

Sent: Monday, January 25, 2021 3:11 PM

To: Campbell, Patrick <Patrick.Campbell@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael

< Michael. Bryant@ed.gov >; Laine, Douglas < Douglas. Laine@ed.gov >; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin < benjamin.fenwick@ed.gov >; Shock, Edward < edward.shock@ed.gov >; Mowery,

Dennis <Dennis.Mowery@ed.gov>; Oldenburg, Jacob Jacob.Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

Hello, A new involuntary payment report through 1/24/21 is attached.

From: Van Buren, Eric

Sent: Tuesday, January 19, 2021 7:46 AM

To: Campbell, Patrick < Patrick. Campbell@ed.gov >; Tyrrell, Pete < Pete. Tyrrell@ed.gov >; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin <benjamin.fenwick@ed.gov>; Shock, Edward <edward.shock@ed.gov>; Mowery,

Dennis <Dennis.Mowery@ed.gov>; Oldenburg, Jacob Jacob.Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

Hello, A new involuntary payment report through 1/18/21 is attached.

From: Van Buren, Eric

Sent: Friday, January 8, 2021 10:55 AM

To: Campbell, Patrick < Patrick. Campbell@ed.gov >; Tyrrell, Pete < Pete. Tyrrell@ed.gov >; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin < benjamin.fenwick@ed.gov>; Shock, Edward < edward.shock@ed.gov>; Mowery,

Dennis < Dennis. Mowery@ed.gov >; Oldenburg, Jacob < Jacob. Oldenburg@ed.gov >

Subject: RE: Involuntary Payment Collection Data

Hello, A new involuntary payment report through 1/7/21 is attached.

From: Van Buren, Eric

Sent: Tuesday, December 29, 2020 6:27 PM

To: Campbell, Patrick < Patrick. Campbell@ed.gov >; Tyrrell, Pete < Pete. Tyrrell@ed.gov >; Bryant, Michael

<<a href="mailto:</a>
<Michael.Bryant@ed.gov>; Laine, Douglas <<a href="mailto:Douglas.Laine@ed.gov">Douglas.Laine@ed.gov</a>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin <benjamin.fenwick@ed.gov>; Shock, Edward <edward.shock@ed.gov>; Mowery,

Dennis <Dennis.Mowery@ed.gov>; Oldenburg, Jacob <Jacob.Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

Hello, A new involuntary payment report through 12/28/20 is attached.

From: Van Buren, Eric

Sent: Friday, December 18, 2020 8:43 AM

To: Campbell, Patrick <Patrick.Campbell@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<Lisa.Tessitore@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;

Fenwick, Benjamin <benjamin.fenwick@ed.gov>; Shock, Edward <edward.shock@ed.gov>; Mowery,

Dennis < Dennis. Mowery@ed.gov>; Oldenburg, Jacob < Jacob. Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 12/17/20 is attached.

From: Van Buren, Eric

Sent: Friday, December 11, 2020 9:05 AM

To: Campbell, Patrick < <a href="Patrick.campbell@ed.gov">Patrick.campbell@ed.gov">Patrick.campbell@ed.gov</a>; Tyrrell, Pete < <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<Lisa.Tessitore@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;

Fenwick, Benjamin <benjamin.fenwick@ed.gov>; Shock, Edward <edward.shock@ed.gov>; Mowery,

Dennis < Dennis. Mowery@ed.gov>; Oldenburg, Jacob < Jacob. Oldenburg@ed.gov>

Subject: Involuntary Payment Collection Data

A new involuntary payment report through 12/10/20 is attached.

From: Van Buren, Eric

Sent: Friday, December 4, 2020 6:41 AM

To: Campbell, Patrick < Patrick. Campbell@ed.gov >; Tyrrell, Pete < Pete. Tyrrell@ed.gov >; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>; Fenwick, Benjamin <<u>benjamin.fenwick@ed.gov</u>>; Shock, Edward <<u>edward.shock@ed.gov</u>>; Mowery,

Dennis <Dennis.Mowery@ed.gov>; Oldenburg, Jacob <Jacob.Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 12/03/20 is attached.

From: Van Buren, Eric

Sent: Friday, November 13, 2020 7:47 AM

To: Campbell, Patrick < Patrick. Campbell@ed.gov >; Tyrrell, Pete < Pete. Tyrrell@ed.gov >; Bryant, Michael

< <u>Michael.Bryant@ed.gov</u>>; Laine, Douglas < <u>Douglas.Laine@ed.gov</u>>; Tessitore, Lisa

<Lisa.Tessitore@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;

Fenwick, Benjamin <benjamin.fenwick@ed.gov>; Shock, Edward <edward.shock@ed.gov>; Mowery,

Dennis <Dennis.Mowery@ed.gov>; Oldenburg, Jacob <Jacob.Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 11/12/20 is attached.

From: Van Buren, Eric

Sent: Friday, November 6, 2020 7:37 AM

To: Campbell, Patrick < <a href="Patrick.campbell@ed.gov">Patrick.campbell@ed.gov">Patrick.campbell@ed.gov</a>; Tyrrell, Pete <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Bryant, Michael

<<u>Michael.Bryant@ed.gov</u>>; Laine, Douglas <<u>Douglas.Laine@ed.gov</u>>; Tessitore, Lisa

<Lisa.Tessitore@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;

Fenwick, Benjamin <benjamin.fenwick@ed.gov>; Shock, Edward <edward.shock@ed.gov>; Mowery,

Dennis <Dennis.Mowery@ed.gov>; Oldenburg, Jacob <Jacob.Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 11/05/20 is attached.

From: Van Buren, Eric

Sent: Friday, October 30, 2020 7:21 AM

To: Campbell, Patrick <Patrick.Campbell@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<Lisa.Tessitore@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;

Fenwick, Benjamin < benjamin.fenwick@ed.gov>; Shock, Edward < edward.shock@ed.gov>; Mowery,

Dennis < Dennis. Mowery@ed.gov>; Oldenburg, Jacob < Jacob. Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 10/29/20 is attached.

From: Van Buren, Eric

Sent: Wednesday, October 28, 2020 5:43 AM

To: Campbell, Patrick <Patrick.Campbell@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin < benjamin.fenwick@ed.gov >; Shock, Edward < edward.shock@ed.gov >; Mowery,

Dennis < Dennis. Mowery@ed.gov >; Oldenburg, Jacob < Jacob. Oldenburg@ed.gov >

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 10/27/20 is attached.

From: Van Buren, Eric

Sent: Monday, October 26, 2020 8:11 AM

To: Campbell, Patrick < Patrick. Campbell@ed.gov >; Tyrrell, Pete < Pete. Tyrrell@ed.gov >; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin < benjamin.fenwick@ed.gov>; Shock, Edward < edward.shock@ed.gov>; Mowery,

Dennis < <u>Dennis.Mowery@ed.gov</u>>; Oldenburg, Jacob < <u>Jacob.Oldenburg@ed.gov</u>>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 10/25/20 is attached.

From: Van Buren, Eric

Sent: Friday, October 23, 2020 7:55 AM

To: Campbell, Patrick < <a href="Patrick.Campbell@ed.gov">Patrick.Campbell@ed.gov">Patrick.Campbell@ed.gov</a>; Tyrrell, Pete < <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin < benjamin.fenwick@ed.gov >; Shock, Edward < edward.shock@ed.gov >; Mowery,

Dennis <Dennis.Mowery@ed.gov>; Oldenburg, Jacob

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 10/22/20 is attached.

From: Van Buren, Eric

Sent: Wednesday, October 21, 2020 7:10 AM

To: Campbell, Patrick <Patrick.Campbell@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael

<<u>Michael.Bryant@ed.gov</u>>; Laine, Douglas <<u>Douglas.Laine@ed.gov</u>>; Tessitore, Lisa

<Lisa.Tessitore@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;

Fenwick, Benjamin <benjamin.fenwick@ed.gov>; Shock, Edward <edward.shock@ed.gov>; Mowery,

Dennis < Dennis. Mowery@ed.gov>; Oldenburg, Jacob < Jacob. Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 10/20/20 is attached.

From: Van Buren, Eric

Sent: Friday, October 16, 2020 7:19 AM

To: Campbell, Patrick < Patrick. Campbell@ed.gov >; Tyrrell, Pete < Pete. Tyrrell@ed.gov >; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin < benjamin.fenwick@ed.gov>; Shock, Edward < edward.shock@ed.gov>; Mowery,

Dennis < <u>Dennis.Mowery@ed.gov</u>>; <u>Oldenburg</u>, <u>Jacob.Oldenburg@ed.gov</u>>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 10/15/20 is attached.

From: Van Buren, Eric

Sent: Wednesday, October 14, 2020 7:35 AM

To: Campbell, Patrick <Patrick.Campbell@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<Lisa.Tessitore@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;

Fenwick, Benjamin <benjamin.fenwick@ed.gov>; Shock, Edward <edward.shock@ed.gov>; Mowery,

Dennis <Dennis.Mowery@ed.gov>; Oldenburg, Jacob Jacob.Oldenburg@ed.gov>

Subject: Involuntary Payment Collection Data

A new involuntary payment report through 10/13/20 is attached.

From: Van Buren, Eric

Sent: Friday, October 9, 2020 8:22 AM

To: Campbell, Patrick <Patrick.Campbell@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael

<<u>Michael.Bryant@ed.gov</u>>; Laine, Douglas <<u>Douglas.Laine@ed.gov</u>>; Tessitore, Lisa

<Lisa.Tessitore@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;

Fenwick, Benjamin <benjamin.fenwick@ed.gov>; Shock, Edward <edward.shock@ed.gov>; Mowery,

Dennis < Dennis. Mowery@ed.gov>; Oldenburg, Jacob < Jacob. Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 10/08/20 is attached.

From: Van Buren, Eric

Sent: Monday, October 5, 2020 7:41 AM

To: Campbell, Patrick < Patrick. Campbell@ed.gov >; Tyrrell, Pete < Pete. Tyrrell@ed.gov >; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin < benjamin.fenwick@ed.gov>; Shock, Edward < edward.shock@ed.gov>; Mowery, Dennis < Dennis.Mowery@ed.gov>; Oldenburg, Jacob < Jacob.Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 10/04/20 is attached.

From: Van Buren, Eric

Sent: Friday, October 2, 2020 8:06 AM

To: Campbell, Patrick <Patrick.Campbell@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael

< <u>Michael.Bryant@ed.gov</u>>; Laine, Douglas < <u>Douglas.Laine@ed.gov</u>>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>; Fenwick, Benjamin.fenwick@ed.gov>; Shock, Edward <<u>edward.shock@ed.gov</u>>; Mowery,

Dennis < Dennis. Mowery@ed.gov>; Oldenburg, Jacob < Jacob. Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 10/01/20 is attached.

From: Van Buren, Eric

Sent: Wednesday, September 30, 2020 8:16 AM

To: Campbell, Patrick <Patrick.Campbell@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin < benjamin.fenwick@ed.gov >; Shock, Edward < edward.shock@ed.gov >; Mowery,

Dennis < <u>Dennis.Mowery@ed.gov</u>>; Oldenburg, Jacob < <u>Jacob.Oldenburg@ed.gov</u>>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 9/29/20 is attached.

From: Van Buren, Eric

Sent: Monday, September 28, 2020 8:09 AM

To: Campbell, Patrick < Patrick. Campbell@ed.gov >; Tyrrell, Pete < Pete. Tyrrell@ed.gov >; Bryant, Michael

<<u>Michael.Bryant@ed.gov</u>>; Laine, Douglas <<u>Douglas.Laine@ed.gov</u>>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin <benjamin.fenwick@ed.gov>; Shock, Edward <edward.shock@ed.gov>; Mowery,

Dennis <Dennis.Mowery@ed.gov>; Oldenburg, Jacob Jacob.Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 9/27/20 is attached.

From: Van Buren, Eric

Sent: Friday, September 25, 2020 7:53 AM

To: Campbell, Patrick < Patrick. Campbell@ed.gov >; Tyrrell, Pete < Pete. Tyrrell@ed.gov >; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin < benjamin.fenwick@ed.gov>; Shock, Edward < edward.shock@ed.gov>; Mowery, Dennis < Dennis.Mowery@ed.gov>; Oldenburg, Jacob < Jacob.Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 9/24/20 is attached.

From: Van Buren, Eric

Sent: Wednesday, September 23, 2020 7:56 AM

To: Campbell, Patrick <Patrick.Campbell@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael

<<u>Michael.Bryant@ed.gov</u>>; Laine, Douglas <<u>Douglas.Laine@ed.gov</u>>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>; Fenwick, Benjamin <<u>benjamin.fenwick@ed.gov</u>>; Shock, Edward <<u>edward.shock@ed.gov</u>>; Mowery,

Dennis < Dennis. Mowery@ed.gov>; Oldenburg, Jacob < Jacob. Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 9/22/20 is attached.

From: Van Buren, Eric

Sent: Sunday, September 20, 2020 6:28 PM

To: Campbell, Patrick <Patrick.Campbell@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin < benjamin.fenwick@ed.gov >; Shock, Edward < edward.shock@ed.gov >; Mowery,

Dennis < <u>Dennis.Mowery@ed.gov</u>>; Oldenburg, Jacob < <u>Jacob.Oldenburg@ed.gov</u>> **Subject:** RE: Involuntary Payment Collection Data

A new involuntary payment report through 9/20/20 is attached.

From: Van Buren, Eric

Sent: Friday, September 18, 2020 7:58 AM

To: Campbell, Patrick < Patrick. Campbell@ed.gov >; Tyrrell, Pete < Pete. Tyrrell@ed.gov >; Bryant, Michael

<<u>Michael.Bryant@ed.gov</u>>; Laine, Douglas <<u>Douglas.Laine@ed.gov</u>>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin <benjamin.fenwick@ed.gov>; Shock, Edward <edward.shock@ed.gov>; Mowery,

Dennis <Dennis.Mowery@ed.gov>; Oldenburg, Jacob Jacob.Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 9/17/20 is attached.

From: Van Buren, Eric

Sent: Wednesday, September 16, 2020 8:11 AM

To: Campbell, Patrick <Patrick.Campbell@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael

<<u>Michael.Bryant@ed.gov</u>>; Laine, Douglas <<u>Douglas.Laine@ed.gov</u>>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>; Fenwick, Benjamin <<u>benjamin.fenwick@ed.gov</u>>; Shock, Edward <<u>edward.shock@ed.gov</u>>; Mowery, Dennis <<u>Dennis.Mowery@ed.gov</u>>; Oldenburg, Jacob <<u>Jacob.Oldenburg@ed.gov</u>>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 9/15/20 is attached.

From: Van Buren, Eric

Sent: Monday, September 14, 2020 8:01 AM

To: Campbell, Patrick <Patrick.Campbell@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael

< <u>Michael.Bryant@ed.gov</u>>; Laine, Douglas < <u>Douglas.Laine@ed.gov</u>>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>; Fenwick, Benjamin <<u>benjamin.fenwick@ed.gov</u>>; Shock, Edward <<u>edward.shock@ed.gov</u>>; Mowery,

Dennis < Dennis. Mowery@ed.gov>; Oldenburg, Jacob < Jacob. Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 9/13/20 is attached.

From: Van Buren, Eric

Sent: Friday, September 11, 2020 7:24 AM

To: Campbell, Patrick <Patrick.Campbell@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>; Fenwick, Benjamin.fenwick@ed.gov>; Shock, Edward <edward.shock@ed.gov>; Mowery,

Dennis <Dennis.Mowery@ed.gov>; Oldenburg, Jacob <Jacob.Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 9/10/20 is attached.

From: Van Buren, Eric

Sent: Friday, September 4, 2020 8:16 AM

To: Campbell, Patrick < Patrick. Campbell@ed.gov >; Tyrrell, Pete < Pete. Tyrrell@ed.gov >; Bryant, Michael

<<u>Michael.Bryant@ed.gov</u>>; Laine, Douglas <<u>Douglas.Laine@ed.gov</u>>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin <benjamin.fenwick@ed.gov>; Shock, Edward <edward.shock@ed.gov>; Mowery,

Dennis <Dennis.Mowery@ed.gov>; Oldenburg, Jacob

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 9/03/20 is attached.

From: Van Buren, Eric

Sent: Wednesday, September 2, 2020 9:28 AM

To: Campbell, Patrick < Patrick.Campbell@ed.gov >; Tyrrell, Pete < Pete.Tyrrell@ed.gov >; Bryant, Michael < Michael.Bryant@ed.gov >; Laine, Douglas < Douglas.Laine@ed.gov >; Tessitore, Lisa < Lisa.Tessitore@ed.gov >; Piccolo, Marc < Marc.Piccolo@ed.gov >; LaVia, Mark < Mark.LaVia@ed.gov >; Fenwick, Benjamin < benjamin.fenwick@ed.gov >; Shock, Edward < edward.shock@ed.gov >; Mowery, Dennis < Dennis.Mowery@ed.gov >; Oldenburg, Jacob < Jacob.Oldenburg@ed.gov >

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 9/01/20 is attached.

From: Van Buren, Eric

Sent: Monday, August 31, 2020 8:03 AM

To: Campbell, Patrick < <a href="Patrick.Campbell@ed.gov">Patrick.Campbell@ed.gov">Patrick.Campbell@ed.gov</a>; Tyrrell, Pete < <a href="Pete.Tyrrell@ed.gov">Pete.Tyrrell@ed.gov</a>; Bryant, Michael

<<u>Michael.Bryant@ed.gov</u>>; Laine, Douglas <<u>Douglas.Laine@ed.gov</u>>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin < benjamin.fenwick@ed.gov>; Shock, Edward < edward.shock@ed.gov>; Mowery,

Dennis < <u>Dennis.Mowery@ed.gov</u>>; Oldenburg, Jacob < <u>Jacob.Oldenburg@ed.gov</u>>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 8/30/20 is attached.

From: Van Buren, Eric

Sent: Friday, August 28, 2020 7:35 AM

To: Campbell, Patrick <Patrick.Campbell@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael

< <u>Michael.Bryant@ed.gov</u>>; Laine, Douglas < <u>Douglas.Laine@ed.gov</u>>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin < benjamin.fenwick@ed.gov>; Shock, Edward < edward.shock@ed.gov>; Mowery,

Dennis < Dennis. Mowery@ed.gov>; Oldenburg, Jacob < Jacob. Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 8/27/20 is attached.

From: Van Buren, Eric

Sent: Wednesday, August 26, 2020 7:37 AM

To: Campbell, Patrick <Patrick.Campbell@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<Lisa.Tessitore@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>;

Fenwick, Benjamin <benjamin.fenwick@ed.gov>; Shock, Edward <edward.shock@ed.gov>; Mowery,

Dennis <Dennis.Mowery@ed.gov>; Oldenburg, Jacob Jacob.Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 8/25/20 is attached.

From: Van Buren, Eric

Sent: Monday, August 24, 2020 7:58 AM

To: Campbell, Patrick < Patrick. Campbell@ed.gov >; Tyrrell, Pete < Pete. Tyrrell@ed.gov >; Bryant, Michael

< Michael. Bryant@ed.gov >; Laine, Douglas < Douglas. Laine@ed.gov >; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>; Fenwick, Benjamin.fenwick@ed.gov>; Shock, Edward <edward.shock@ed.gov>; Mowery,

Dennis < Dennis. Mowery@ed.gov>; Oldenburg, Jacob < Jacob. Oldenburg@ed.gov>

Subject: RE: Involuntary Payment Collection Data

A new involuntary payment report through 8/23/20 is attached.

From: Van Buren, Eric < Eric. Vanburen@ed.gov>

Sent: Friday, August 21, 2020 7:27 AM

To: Campbell, Patrick < Patrick. Campbell@ed.gov >; Tyrrell, Pete < Pete. Tyrrell@ed.gov >; Bryant, Michael

<<u>Michael.Bryant@ed.gov</u>>; Laine, Douglas <<u>Douglas.Laine@ed.gov</u>>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin < benjamin.fenwick@ed.gov>; Shock, Edward < edward.shock@ed.gov>; Mowery,

Dennis < Dennis. Mowery@ed.gov >; Oldenburg, Jacob < Jacob. Oldenburg@ed.gov >

Subject: Involuntary Payment Collection Data

A new involuntary payment report through 8/20/20 is attached.

Eric Van Buren

Vendor Oversight and Program Accountability Directorate (VOPA)

Student Experience and Aid Delivery (SEAD)

Federal Student Aid (FSA)
US Department of Education

Office: (202) 480-4429

From: Van Buren, Eric < <a href="mailto:Eric.Vanburen@ed.gov">Eric.Vanburen@ed.gov</a> Sent: Wednesday, August 19, 2020 7:23 AM

To: Campbell, Patrick < Patrick. Campbell@ed.gov >; Tyrrell, Pete < Pete. Tyrrell@ed.gov >; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin <benjamin.fenwick@ed.gov>; Shock, Edward <edward.shock@ed.gov>; Mowery,

Dennis < Dennis. Mowery@ed.gov>; Oldenburg, Jacob < Jacob. Oldenburg@ed.gov>

Subject: Re: Involuntary Payment Collection Data

# report through 8/18

From: Van Buren, Eric

Sent: Monday, August 17, 2020 7:08 AM

To: Campbell, Patrick <Patrick.Campbell@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael

<Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa

<<u>Lisa.Tessitore@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>;

Fenwick, Benjamin < benjamin.fenwick@ed.gov>; Shock, Edward < edward.shock@ed.gov>; Mowery,

Dennis < <u>Dennis.Mowery@ed.gov</u>>; Oldenburg, Jacob < <u>Jacob.Oldenburg@ed.gov</u>> **Subject:** Involuntary Payment Collection Data

A new involuntary payment report through 8/16/20 is attached.

Eric Van Buren
Vendor Oversight and Program Accountability Directorate (VOPA)
Student Experience and Aid Delivery (SEAD)
Federal Student Aid (FSA)
US Department of Education
Office: (202) 480-4429

From: Tessitore, Lisa

Sent: Mon, 7 Jun 2021 12:10:03 +0000

To: Tyrrell, Pete

Cc: Van Buren, Eric;Campbell, Patrick

Subject: RE: Involuntary Payment Collection Data

Thanks for the intel Pete, I for one was not aware this channel was reopened.

Lisa

#### Lisa Tessitore

Director - Vendor Oversight Group (VOG)
Vendor Oversight and Program Accountability (VOPA)
Student Experience and Aid Delivery (SEAD)
Federal Student Aid (FSA)
U.S. Department of Education
61 Forsyth St SW, Office Suite 18T30-48; Atlanta, GA 30303
Office: (404) 974-9267 | Cell: (b)(5) | lisa.tessitore@ed.gov



PROUD SPONSOR of

From: Tyrrell, Pete <Pete.Tyrrell@ed.gov>
Sent: Monday, June 7, 2021 8:04 AM
To: Tessitore, Lisa <Lisa.Tessitore@ed.gov>

Cc: Van Buren, Eric <Eric.Vanburen@ed.gov>; Campbell, Patrick <Patrick.Campbell@ed.gov>

Subject: RE: Involuntary Payment Collection Data

BTW – we moved forward with temporarily opening the AWG lockbox, effective 6/1/21 through 7/9/21.....so we may see some uptick in AWG payments on this report. We also have MFS tracking these so we can get a list of any non-compliant employers that may still be sending payments and then considering a path forward from there (as recommended as part of the OIG report/recommendations).

Any payments received will go through the normal refund process.

Thanks.

Pete Tyrrell | Senior Advisor Federal Student Aid Wanamaker Building, Philadelphia PA 19107 O: (215) 656-6014 C: (b)(5)

From: Tessitore, Lisa <<u>Lisa.Tessitore@ed.gov</u>>
Sent: Monday, June 7, 2021 7:56 AM

To: Van Buren, Eric <<u>Eric.Vanburen@ed.gov</u>>; Campbell, Patrick <<u>Patrick.Campbell@ed.gov</u>>; Tyrrell, Pete <<u>Pete.Tyrrell@ed.gov</u>>; Bryant, Michael <<u>Michael.Bryant@ed.gov</u>>; Laine, Douglas <<u>Douglas.Laine@ed.gov</u>>; Piccolo, Marc <<u>Marc.Piccolo@ed.gov</u>>; LaVia, Mark <<u>Mark.LaVia@ed.gov</u>>; Fenwick, Benjamin <<u>benjamin.fenwick@ed.gov</u>>; Shock, Edward <<u>edward.shock@ed.gov</u>>; Mowery, Dennis <<u>Dennis.Mowery@ed.gov</u>>; Oldenburg, Jacob <<u>Jacob.Oldenburg@ed.gov</u>>
Subject: RE: Involuntary Payment Collection Data

# Good Morning Eric

Yes, it is still being used. If for nothing else to review/confirm payments – non payments in this case.

#### Lisa Tessitore

Director - Vendor Oversight Group (VOG)

Vendor Oversight and Program Accountability (VOPA)

Student Experience and Aid Delivery (SEAD)

Federal Student Aid (FSA)

U.S. Department of Education

61 Forsyth St SW, Office Suite 18T30-48: Atlanta, GA 30303

Office: (404) 974-9267 | Cell: (b)(5) | lisa.tessitore@ed.gov



From: Van Buren, Eric < <a href="mailto:Eric.Vanburen@ed.gov">Eric.Vanburen@ed.gov</a>>

Sent: Monday, June 7, 2021 7:53 AM

To: Campbell, Patrick < Patrick.Campbell@ed.gov >; Tyrrell, Pete < Pete.Tyrrell@ed.gov >; Bryant, Michael < Michael.Bryant@ed.gov >; Laine, Douglas < Douglas.Laine@ed.gov >; Tessitore, Lisa < Lisa.Tessitore@ed.gov >; Piccolo, Marc < Marc.Piccolo@ed.gov >; LaVia, Mark < Mark.LaVia@ed.gov >;

Fenwick, Benjamin < benjamin.fenwick@ed.gov >; Shock, Edward < edward.shock@ed.gov >; Mowery,

Dennis < Dennis. Mowery@ed.gov>; Oldenburg, Jacob < Jacob. Oldenburg@ed.gov>

Subject: Involuntary Payment Collection Data

Hello, A new involuntary payment report through 06/06/2021 is attached. Is anyone still using this report – should I continue to send it?

Thanks

From: Tyrrell, Pete

Sent: Mon, 26 Jul 2021 13:23:35 +0000

**To:** Van Buren, Eric;Campbell, Patrick;Bryant, Michael;Laine, Douglas;Tessitore, Lisa;Piccolo, Marc;LaVia, Mark;Fenwick, Benjamin;Shock, Edward;Mowery, Dennis;Oldenburg, Jacob

Subject: RE: Involuntary Payment Collection Data

Thank you Eric – for everyone's awareness, we have MFS tracking/analyzing the AWG payments that have been trickling in since re-opening of the lockbox.....and working internally on logical next steps.

Thanks.

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

O: (215) 656-6014 C: (3(b)(5)

From: Van Buren, Eric < Eric. Vanburen@ed.gov>

Sent: Monday, July 26, 2021 9:12 AM

To: Campbell, Patrick <Patrick.Campbell@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Bryant, Michael <Michael.Bryant@ed.gov>; Laine, Douglas <Douglas.Laine@ed.gov>; Tessitore, Lisa <Lisa.Tessitore@ed.gov>; Piccolo, Marc <Marc.Piccolo@ed.gov>; LaVia, Mark <Mark.LaVia@ed.gov>; Fenwick, Benjamin <benjamin.fenwick@ed.gov>; Shock, Edward <edward.shock@ed.gov>; Mowery, Dennis <Dennis.Mowery@ed.gov>; Oldenburg, Jacob <Jacob.Oldenburg@ed.gov>

Subject: Involuntary Payment Collection Data

Hello, A new involuntary payment report through 07/25/2021 is attached.

Thanks

Tu, Steve From:

Wed, 5 May 2021 17:37:48 +0000 Sent:

To: Abell, Annette

Farr, Warren; Gause, David; Barrett, Zelma; Tyrrell, Pete Cc:

Subject: RE: Lockbox Volume

RE: Monthly DoED-FSA/Fiscal Service Touchpoint Meeting - Friday, 5/15/2020 Attachments:

So here is my understanding of working with Susanna before she left the agency (b)(5)	
2(0)(3)	
provided my response and again in July.	
b)(5)	
am trying to get a hold of Austin and asked him to call me.	
Hope this helps.	
Thanks	
iteve Tu   PMP® (Location: UCP-34F2)	
Supervisory Program Specialist	
D: 202-377-3822    OC:(b)(5)	
From: Abell, Annette <annette.abell@ed.gov></annette.abell@ed.gov>	
Sent: Wednesday, May 5, 2021 1:23 PM	
MC	

To: Tu, Steve <Steve.Tu@ed.gov>

Cc: Farr, Warren < Warren.Farr@ed.gov>; Gause, David < David.Gause@ed.gov>; Barrett, Zelma

<Zelma.Barrett@ed.gov> Subject: RE: Lockbox Volume I think there is confusion all around, as I thought Treasury was sending us volumes.

Warren and Zelma now oversee the Lockbox, so I will have them work with you and Pete going forward, as well as working with Treasury.

#### **Annette Abell**

US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896



From: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Sent: Wednesday, May 5, 2021 1:20 PM
To: Abell, Annette <<u>Annette.Abell@ed.gov</u>>

Cc: Farr, Warren < Warren.Farr@ed.gov >; Gause, David < David.Gause@ed.gov >; Barrett, Zelma

<<u>Zelma.Barrett@ed.gov</u>> **Subject:** RE: Lockbox Volume

That is my understanding from the emails. Again, this was on my to-do list but I just have not gotten to it yet, I wanted to talk to Pete first before putting a response together not knowing there are other requests around the "volumes" as part of the request.

# Thanks

Steve Tu | PMP® (Location: UCP- 34F2)
Supervisory Program Specialist
O: 202-377-3822 || OC: (b)(5)

From: Abell, Annette < Annette. Abell@ed.gov>
Sent: Wednesday, May 5, 2021 1:18 PM

To: Tu, Steve <Steve.Tu@ed.gov>

Cc: Farr, Warren <Warren.Farr@ed.gov>; Gause, David <David.Gause@ed.gov>; Barrett, Zelma

<<u>Zelma.Barrett@ed.gov</u>> **Subject:** RE: Lockbox Volume

So it wasn't Treasury send us volume levels, they are asking us to provide them levels? Warren, I didn't get confused, right?

# **Annette Abell**

US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896



From: Tu, Steve < Steve.Tu@ed.gov>
Sent: Wednesday, May 5, 2021 1:16 PM
To: Abell, Annette < Annette.Abell@ed.gov>

Subject: FW: Lockbox Volume

Annette,

Just to you to keep the confusion to its lowest.

Annette D. send me the email from 5/3 from Austin but he is looking for volumes from EoED. Let me call Austin if you are okay with it and explain what I think about the AWG volume after CARES act is lifted.

#### Thanks

Steve Tu | PMP® (Location: UCP- 34F2) Supervisory Program Specialist O: 202-377-3822 || OC (b)(6)

From: Derrick, Annette < Annette. Derrick@ed.gov>

Sent: Monday, May 3, 2021 3:02 PM
To: Tu, Steve < Steve.Tu@ed.gov >
Subject: FW: Lockbox Volume

Hello 😉

From: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Sent: Monday, May 3, 2021 1:45 PM

To: Derrick, Annette < Annette. Derrick@ed.gov >

Cc: Peterson, Penny L <penny.peterson@usbank.com>; Erika L. Bevins

<erika.bevins@fiscal.treasury.gov>
Subject: RE: Lockbox Volume

Good Afternoon Annette,

We haven't received word back from anyone at DoEd regarding projected volumes/assumptions.

Have you heard anything? Thank you

Austin Lillard

Financial Program Specialist

GLN / ECP Branch | Revenue Collections Management

Bureau of the Fiscal Service | U.S. Department of the Treasury

Office: 202.874.6814

From: Derrick, Annette < Annette. Derrick@ed.gov>

Sent: Wednesday, April 21, 2021 1:10 PM

To: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Cc: Peterson, Penny L <penny, peterson@usbank.com>; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>

Subject: RE: Lockbox Volume

CAUTION: This email has originated from an external entity. PLEASE CONSIDER THE SOURCE before responding, clicking on links, or opening attachments.

I have passed the email to Washington, DC for response. You should receive a reply in the next 2 business days.

Thanks

Annette.Derrick@ed.gov

Federal Student Aid

U.S. Department of Education

From: Erika L. Bevins < erika.bevins@fiscal.treasury.gov>

Sent: Wednesday, April 21, 2021 11:45 AM To: Derrick, Annette < Annette. Derrick@ed.gov>

Cc: Peterson, Penny L < penny.peterson@usbank.com >; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>

Subject: Lockbox Volume

Hi Annette,

My name is Erika Bevins, and I recently took over as Program Manager for the GLN/ECP programs. It's nice to virtually meet youl

(b)(5)		

Again, it's nice to virtually meet you, and I hope you are doing well!

Thank you!

Erika

Erika Bevins

GLN/ECP Branch Manager Department of the Treasury Bureau of the Fiscal Service I RRMD

202-874-8216 (work)

cell)

From: Tu, Steve

**Sent:** Wed, 13 May 2020 23:08:52 +0000 **To:** 'Susanna Carol Karap-Szilagyi'

Cc: 'DaVida L. Usual'; Emilia C. Ghetie-Rotaru'; 'Scott D. Friedman'; 'Hakan

Filizer';'Rafael J. Blasini';Curran, Tracy;Plenty, Gregory;Tu, Steve

Subject: RE: Monthly DoED-FSA/Fiscal Service Touchpoint Meeting - Friday, 5/15/2020

Attachments: RE: Monthly DoED-FSA/Fiscal Service Touchpoint Meeting for 5/15/2020

## Hi Susanna,

I think we might have crossed emails this week and I apologize for the delay in responding. I am so behind these days. Thinking alike, I also sent out an email on Monday regarding updates for this week's meeting in the attached email.

We are having another meeting with Greg, our ISSO to tomorrow on the PCI compliance. I will try to provide an update after the meeting on behalf of Greg.

In addition to the PCI compliance item, I have sent my comments on the short and long term projections for GLN/ECP and future expectations for moving paper payment to electronic. I am copying my response from the email. Nothing has changed since April 22, 2020. We are still in the process of stopping AWG and the numbers are still declining weekly.

1. On March 27, 2020, the CARES Act was signed, which, among other things, provides broad relief in response to the coronavirus disease 2019 (COVID-19) for federal student loan borrowers whose loans are owned by the U.S. Department of Education (ED). The Fiscal Service would like to understand how the provision of the CARES Act affects federal student loans on a temporary basis and will impact lockbox processing volumes through the short term, in other words through the end of the Fiscal Year (September 30, 2020).

b)(5)		

ides to agencies for integral components of etter understanding on over the course of the
collection methods ong-term?

Let me know if any of the info above is what you are looking for. If not, I will give you a call to see what I missed or misunderstood.

## Thanks

Steve Tu | PMP® (Location: UCP- 34F2) Supervisory Program Specialist O: 202-377-3822 | | OC: (b)(5)

From: Susanna Carol Karap-Szilagyi <susanna.karap-szilagyi@fiscal.treasury.gov>

Sent: Tuesday, May 12, 2020 3:02 PM
To: Tu, Steve <Steve.Tu@ed.gov>

**Cc:** DaVida L, Usual <davida.usual@fiscal.treasury.gov>; Emilia C. Ghetie-Rotaru <Emilia.Ghetie-Rotaru@fiscal.treasury.gov>; Scott D. Friedman <Scott.Friedman@fiscal.treasury.gov>; Hakan Filizer <hakan.filizer@fiscal.treasury.gov>; Rafael J. Blasini <rafael.blasini@fiscal.treasury.gov>; Curran, Tracy <Tracy.Curran@ed.gov>

Subject: Monthly DoED-FSA/Fiscal Service Touchpoint Meeting - Friday, 5/15/2020

Hi Steve,

I hope this email finds you well!

The Monthly DoED-FSA/Fiscal Service Touchpoint Meeting is scheduled for this Friday. We currently don't have any specific agenda topics for this week's meeting but a few questions:

1. Card Acquiring Services - Any additional updates on PCI?

2. All programs (CAS, GLN/ECP, and Pay.gov) - Any insight that can be provided by DoEd about expectations for collections through the pandemic period?

Please let us know if there are any specific agenda items from the DoED side.

Thank you, Susanna



Susanna Karap-Szilágyi, GWCPM, BPT-PE GLN/ECP Branch Manager Department of the Treasury Bureau of the Fiscal Service I RRMD 202-874-6792 From: Tu, Steve

Sent: Mon, 11 May 2020 21:39:53 +0000

To: Susanna Carol Karap-Szilagyi;Scott D. Friedman;Erika L. Bevins;Lamar S. Sutton;DaVida L. Usual;Wilson, Winston A;Emilia C. Ghetie-Rotaru;Curran, Tracy;Plenty, Gregory Subject: RE: Monthly DoED-FSA/Fiscal Service Touchpoint Meeting for 5/15/2020

Susanna and all,

Hope all is well with everyone,

I just wanted to update everyone that we have another internal meeting this week to review the PCI compliance questionnaire.

Other changes from FSA side:

- · AWG continuing to decline weekly
- Asha Gupta took over the TCS Certificate ownership on 4/15/20
- Scot Ceravolo took over the User Access ownership on 4/15/20
- Greg and ISSO team will be working the PCI compliance for the Depart of Ed

## Thanks

Steve Tu | PMP® (Location: UCP- 34F2) Supervisory Program Specialist O: 202-377-3822 || OC (b)(6)

----Original Appointment----

From: Susanna Carol Karap-Szilagyi <susanna.karap-szilagyi@fiscal.treasury.gov>

Sent: Friday, May 17, 2019 8:09 AM

To: Susanna Carol Karap-Szilagyi; Tu, Steve; Scott D. Friedman; Erika L. Bevins; Lamar S. Sutton; DaVida L.

Usual; Wilson, Winston A; Emilia C. Ghetie-Rotaru

Subject: Monthly DoED-FSA/Fiscal Service Touchpoint Meeting

When: Friday, May 15, 2020 9:30 AM-10:00 AM (UTC-05:00) Eastern Time (US & Canada).

Where: Skype Meeting

Re-establishing meeting using the new skype meeting.

Monthly meeting invite with FSA and Fiscal Service through 12/18/2020.

# Join Skype Meeting

Trouble Joining? Try Skype Web App

# Join by phone

+13043068572 (Dial-in Number)

English (United States)

Find a local number

Conference ID (b)(6)

Forgot your dial-in PIN? | Help

From: Tu, Steve

**Sent:** Wed, 5 May 2021 18:36:50 +0000

To: Abell, Annette

Cc: Farr, Warren; Gause, David; Barrett, Zelma; Tyrrell, Pete

Subject: RE: Lockbox Volume

All,

Just got off the phone with Austin and confirmed my understanding below. Treasury has to plan for budgeting and resources if the CARES act expires in September 2021. Austin said the highest volume was in 2019-2020 and started slowing down after March 2020 as expected.

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These are just a couple of scenarios I gave to Austin, he understands the process is complicated and willing to monitor the volume and add resources as needed.

If you all are okay with it, I will respond to Austin and Erika later this week.

# Thanks

Steve Tu | PMP® (Location: UCP- 34F2) Supervisory Program Specialist O: 202-377-3822 || OC: (b)(6)

From: Abell, Annette <Annette.Abell@ed.gov> Sent: Wednesday, May 5, 2021 1:44 PM

To: Tu, Steve <Steve.Tu@ed.gov>

Cc: Farr, Warren < Warren. Farr@ed.gov>; Gause, David < David. Gause@ed.gov>; Barrett, Zelma

<Zelma.Barrett@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>

Subject: RE: Lockbox Volume

Thanks Steve. So there was some confusion, as my team was working with Treasury for costs, and Treasury said they would provide us with estimated volumes. It sounds like they are reaching back out to our team, to get the estimated volumes. A circle, per se.

#### **Annette Abell**

US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896



From: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Sent: Wednesday, May 5, 2021 1:38 PM
To: Abell, Annette <<u>Annette.Abell@ed.gov</u>>

Cc: Farr, Warren < Warren.Farr@ed.gov >; Gause, David < David.Gause@ed.gov >; Barrett, Zelma

<<u>Zelma.Barrett@ed.gov</u>>; Tyrrell, Pete <<u>Pete.Tyrrell@ed.gov</u>>

Subject: RE: Lockbox Volume

So here is my understanding of working with Susanna hefore she left the agency (b)(5)	
(b)(5)	
(c)(a)	
I provided my response and again in July.	
(b)(5)	
I am trying to get a hold of Austin and asked him to call me.	
Hope this helps.	
Thanks	
manks	
Steve Tu   PMP® (Location: UCP- 34F2)	
Supervisory Program Specialist	
O: 202-377-3822    OC; (b)(6)	

From: Abell, Annette < Annette. Abell@ed.gov>
Sent: Wednesday, May 5, 2021 1:23 PM

To: Tu, Steve <<u>Steve.Tu@ed.gov</u>>

Cc: Farr, Warren < Warren. Farr@ed.gov>; Gause, David < David.Gause@ed.gov>; Barrett, Zelma

<<u>Zelma.Barrett@ed.gov</u>> **Subject:** RE: Lockbox Volume

I think there is confusion all around, as I thought Treasury was sending us volumes.

Warren and Zelma now oversee the Lockbox, so I will have them work with you and Pete going forward, as well as working with Treasury.

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US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896

Federal Student Ald Company

From: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Sent: Wednesday, May 5, 2021 1:20 PM
To: Abell, Annette <<u>Annette.Abell@ed.gov</u>>

Cc: Farr, Warren < Warren. Farr@ed.gov >; Gause, David < David.Gause@ed.gov >; Barrett, Zelma

<<u>Zelma.Barrett@ed.gov</u>> **Subject:** RE: Lockbox Volume

That is my understanding from the emails. Again, this was on my to-do list but I just have not gotten to it yet, I wanted to talk to Pete first before putting a response together not knowing there are other requests around the "volumes" as part of the request.

## Thanks

Steve Tu | PMP® (Location: UCP- 34F2) Supervisory Program Specialist O: 202-377-3822 || OC: (b)(6)

From: Abell, Annette < Annette. Abell@ed.gov>
Sent: Wednesday, May 5, 2021 1:18 PM

To: Tu, Steve <<u>Steve.Tu@ed.gov</u>>

Cc: Farr, Warren <Warren.Farr@ed.gov>; Gause, David <David.Gause@ed.gov>; Barrett, Zelma

<<u>Zelma.Barrett@ed.gov</u>> **Subject:** RE: Lockbox Volume

So it wasn't Treasury send us volume levels, they are asking us to provide them levels? Warren, I didn't get confused, right?

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US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896

Federal Student Aid

From: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Sent: Wednesday, May 5, 2021 1:16 PM
To: Abell, Annette <<u>Annette.Abell@ed.gov</u>>

Subject: FW: Lockbox Volume

Annette,

Just to you to keep the confusion to its lowest.

Annette D. send me the email from 5/3 from Austin but he is looking for volumes from EoED. Let me call Austin if you are okay with it and explain what I think about the AWG volume after CARES act is lifted.

(b)(5)

#### Thanks

Steve Tu | PMP® (Location: UCP- 34F2) Supervisory Program Specialist O: 202-377-3822 || OC: (b)(6)

From: Derrick, Annette < Annette . Derrick@ed.gov>

Sent: Monday, May 3, 2021 3:02 PM
To: Tu, Steve < Steve.Tu@ed.gov >
Subject: FW: Lockbox Volume

Hello 😉

From: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Sent: Monday, May 3, 2021 1:45 PM

To: Derrick, Annette < Annette. Derrick@ed.gov >

Cc: Peterson, Penny L <penny.peterson@usbank.com>; Erika L. Bevins

<erika.bevins@fiscal.treasury.gov>

**Subject:** RE: Lockbox Volume Good Afternoon Annette,

We haven't received word back from anyone at DoEd regarding projected volumes/assumptions.

Have you heard anything? Thank you

Austin Lillard

Financial Program Specialist

GLN / ECP Branch | Revenue Collections Management

Bureau of the Fiscal Service | U.S. Department of the Treasury

Office: 202.874.6814

From: Derrick, Annette < Annette. Derrick@ed.gov>

Sent: Wednesday, April 21, 2021 1:10 PM

To: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Cc: Peterson, Penny L < penny.peterson@usbank.com >; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>

Subject: RE: Lockbox Volume

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I have passed the email to Washington, DC for response. You should receive a reply in the next 2 business days.

Thanks

Annette.Derrick@ed.gov

Federal Student Aid

U.S. Department of Education

From: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Sent: Wednesday, April 21, 2021 11:45 AM To: Derrick, Annette < Annette. Derrick@ed.gov>

Cc: Peterson, Penny L < penny.peterson@usbank.com >; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>

Subject: Lockbox Volume

Hi Annette,

My name is Erika Bevins, and I recently took over as Program Manager for the GLN/ECP programs. It's

nice to virtually meet you!

Again, it's nice to virtually meet you, and I hope you are doing well!

Thank you!

Erika

Erika Bevins

GLN/ECP Branch Manager Department of the Treasury Bureau of the Fiscal Service I RRMD

202-874-8216 (work)

(cell)

Cc:	Gause, David;Barrett, Zelma;Tyrrell, Pete	
Subject:	RE: Lockbox Volume	
0)(5)		
Thanks		
Steve Tu   PMP®	(Location: UCP- 34F2)	
Supervisory Progr O: 202-377-3822		
0. 202-377-3622	11 00.	
From: Farr, War	rren <warren.farr@ed.gov></warren.farr@ed.gov>	
	ay, May 5, 2021 1:37 PM	
	tte <annette.abell@ed.gov>; Tu, Steve <steve.tu@ed.gov> d <david.gause@ed.gov>; Barrett, Zelma <zelma.barrett@ed.gov></zelma.barrett@ed.gov></david.gause@ed.gov></steve.tu@ed.gov></annette.abell@ed.gov>	
Subject: RE: Loc		
Steve,		
(b)(5)		
questions.		
Thanks,		
Warren		
From: Abell An	nette <annette.abell@ed.gov></annette.abell@ed.gov>	
	ay, May 5, 2021 1:23 PM	
	teve.Tu@ed.gov>	

Tu, Steve

Thu, 6 May 2021 01:32:21 +0000

Farr, Warren; Abell, Annette

From: Sent:

To:

I think there is confusion all around, as I thought Treasury was sending us volumes.

<<u>Zelma.Barrett@ed.gov</u>> **Subject:** RE: Lockbox Volume

Cc: Farr, Warren < Warren.Farr@ed.gov >; Gause, David < David.Gause@ed.gov >; Barrett, Zelma

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#### **Annette Abell**

US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896



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Sent: Wednesday, May 5, 2021 1:20 PM
To: Abell, Annette <<u>Annette.Abell@ed.gov</u>>

Cc: Farr, Warren < Warren. Farr@ed.gov>; Gause, David < David.Gause@ed.gov>; Barrett, Zelma

<<u>Zelma.Barrett@ed.gov</u>> **Subject:** RE: Lockbox Volume

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## Thanks

Steve Tu | PMP® (Location: UCP-34F2) Supervisory Program Specialist O: 202-377-3822 || OC:(b)(6)

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Sent: Wednesday, May 5, 2021 1:18 PM

To: Tu, Steve <Steve.Tu@ed.gov>

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US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896

Federal Student Aid

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(b)(5)

#### Thanks

Steve Tu | PMP® (Location: UCP- 34F2)

Supervisory Program Specialist

O: 202-377-3822 || OC: 202-431-1123

From: Derrick, Annette < Annette. Derrick@ed.gov >

Sent: Monday, May 3, 2021 3:02 PM
To: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Subject: FW: Lockbox Volume

Hello 😉

From: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Sent: Monday, May 3, 2021 1:45 PM

To: Derrick, Annette < Annette. Derrick@ed.gov>

Cc: Peterson, Penny L <penny.peterson@usbank.com>; Erika L. Bevins

<erika.bevins@fiscal.treasury.gov>
Subject: RE: Lockbox Volume

Good Afternoon Annette,

We haven't received word back from anyone at DoEd regarding projected volumes/assumptions.

Have you heard anything? Thank you

Austin Lillard

Financial Program Specialist

GLN / ECP Branch | Revenue Collections Management

Bureau of the Fiscal Service | U.S. Department of the Treasury

Office: 202.874.6814

From: Derrick, Annette < Annette. Derrick@ed.gov>

Sent: Wednesday, April 21, 2021 1:10 PM

To: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Cc: Peterson, Penny L penny.peterson@usbank.com>; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>

Subject: RE: Lockbox Volume

CAUTION: This email has originated from an external entity. PLEASE CONSIDER THE SOURCE before

responding, clicking on links, or opening attachments.

I have passed the email to Washington, DC for response. You should receive a reply in the next 2 business days. Thanks Annette.Derrick@ed.gov Federal Student Aid U.S. Department of Education From: Erika L. Bevins <erika.bevins@fiscal.treasury.gov> Sent: Wednesday, April 21, 2021 11:45 AM To: Derrick, Annette < Annette. Derrick@ed.gov> Cc: Peterson, Penny L <penny.peterson@usbank.com>; Austin D. Lillard <austin.lillard@fiscal.treasury.gov> Subject: Lockbox Volume Hi Annette, My name is Erika Bevins, and I recently took over as Program Manager for the GLN/ECP programs. It's nice to virtually meet you! (b)(5)Again, it's nice to virtually meet you, and I hope you are doing well! Thank you! Erika Erika Bevins GLN/ECP Branch Manager

GLN/ECP Branch Manager
Department of the Treasury
Bureau of the Fiscal Service I RRMD
202-874-8216 (work)

(b)(6) (cell)

From:	Tu, Steve
Sent:	Mon, 10 May 2021 18:53:06 +0000
To:	Farr, Warren
Cc:	Barrett, Zelma; Abell, Annette; Gause, David; Tyrrell, Pete
Subject:	RE: Lockbox Volume
oudject.	NE. EGENDON VOIGINE
Hi Warren.	
	last week and I have drafted an email for Pete to review before we respond back
to Auston and Erika. (b)(	5)
a)(5)	
Thanks	
Steve Tu   PMP® (Locatio	n: UCP- 34F2)
Supervisory Program Spec	
O: 202-377-3822    OC:[t	D)(6)
From: Farr, Warren <w< td=""><td></td></w<>	
Sent: Monday, May 10,	
<b>To:</b> Tu, Steve <steve.tu< th=""><th></th></steve.tu<>	
	ma.Barrett@ed.gov>; Abell, Annette <annette.abell@ed.gov>; Gause, David</annette.abell@ed.gov>
	>; Tyrrell, Pete <pete.tyrrell@ed.gov></pete.tyrrell@ed.gov>
Subject: RE: Lockbox Vo	olume
Hi Steve,	
	ails and saw the other message you sent as well. Were you able to respond to
Austin and Erika last we	eek? I want to make sure I did not miss anything. Thanks for sharing all the
	ng me up to speed. (b)(5)
)(5)	
Thanks,	
Warren	
From: Tu, Steve <steve.< td=""><td>Tu@ed gov&gt;</td></steve.<>	Tu@ed gov>

From: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Sent: Wednesday, May 5, 2021 2:37 PM
To: Abell, Annette <<u>Annette.Abell@ed.gov</u>>

Cc: Farr, Warren < Warren.Farr@ed.gov >; Gause, David < David.Gause@ed.gov >; Barrett, Zelma

<<u>Zelma.Barrett@ed.gov</u>>; Tyrrell, Pete <<u>Pete.Tyrrell@ed.gov</u>>

Subject: RE: Lockbox Volume

Just got off the phone with Austin and confirmed my understanding below. Treasury has to plan for budgeting and resources if the CARES act expires in September 2021. Austin said the highest volume was in 2019-2020 and started slowing down after March 2020 as expected.

(b)(5)		

These are just a couple of scenarios I gave to Austin, he understands the process is complicated and willing to monitor the volume and add resources as needed.

If you all are okay with it, I will respond to Austin and Erika later this week.

#### Thanks

Steve Tu | PMP® (Location: UCP- 34F2) Supervisory Program Specialist O: 202-377-3822 || OC: (b)(6)

From: Abell, Annette < Annette. Abell@ed.gov>
Sent: Wednesday, May 5, 2021 1:44 PM

To: Tu, Steve < Steve.Tu@ed.gov>

**Cc:** Farr, Warren < <u>Warren.Farr@ed.gov</u>>; Gause, David < <u>David.Gause@ed.gov</u>>; Barrett, Zelma < Zelma.Barrett@ed.gov>; Tyrrell, Pete < Pete.Tyrrell@ed.gov>

Subject: RE: Lockbox Volume

Thanks Steve. So there was some confusion, as my team was working with Treasury for costs, and Treasury said they would provide us with estimated volumes. It sounds like they are reaching back out to our team, to get the estimated volumes. A circle, per se.

#### **Annette Abell**

US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896

Federal Student Aid

From: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Sent: Wednesday, May 5, 2021 1:38 PM
To: Abell, Annette <<u>Annette.Abell@ed.gov</u>>

Cc: Farr, Warren < Warren.Farr@ed.gov >; Gause, David < David.Gause@ed.gov >; Barrett, Zelma

<<u>Zelma.Barrett@ed.gov</u>>; Tyrrell, Pete <<u>Pete.Tyrrell@ed.gov</u>>

Subject: RE: Lockbox Volume

)	
)	
)	
)	
)	
)	
my response and again in July.	

Hope this helps.

Thanks

Steve Tu | PMP® (Location: UCP- 34F2) Supervisory Program Specialist O: 202-377-3822 || OC: (b)(6)

From: Abell, Annette < Annette. Abell@ed.gov>
Sent: Wednesday, May 5, 2021 1:23 PM

To: Tu, Steve <Steve.Tu@ed.gov>

Cc: Farr, Warren < Warren.Farr@ed.gov >; Gause, David < David.Gause@ed.gov >; Barrett, Zelma

<<u>Zelma.Barrett@ed.gov</u>> **Subject:** RE: Lockbox Volume

I think there is confusion all around, as I thought Treasury was sending us volumes.

Warren and Zelma now oversee the Lockbox, so I will have them work with you and Pete going forward, as well as working with Treasury.

# **Annette Abell**

US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead

# (202) 377-3458/(202) 579-4896



From: Tu, Steve < Steve.Tu@ed.gov>
Sent: Wednesday, May 5, 2021 1:20 PM
To: Abell, Annette < Annette.Abell@ed.gov>

Cc: Farr, Warren <Warren.Farr@ed.gov>; Gause, David <David.Gause@ed.gov>; Barrett, Zelma

<<u>Zelma.Barrett@ed.gov</u>> **Subject:** RE: Lockbox Volume

That is my understanding from the emails. Again, this was on my to-do list but I just have not gotten to it yet, I wanted to talk to Pete first before putting a response together not knowing there are other requests around the "volumes" as part of the request.

#### Thanks

Steve Tu | PMP® (Location: UCP-34F2) Supervisory Program Specialist O: 202-377-3822 || OC: (b)(6)

From: Abell, Annette < Annette. Abell@ed.gov > Sent: Wednesday, May 5, 2021 1:18 PM

To: Tu, Steve <Steve.Tu@ed.gov>

Cc: Farr, Warren < Warren.Farr@ed.gov>; Gause, David < David.Gause@ed.gov>; Barrett, Zelma

<<u>Zelma.Barrett@ed.gov</u>> **Subject:** RE: Lockbox Volume

So it wasn't Treasury send us volume levels, they are asking us to provide them levels? Warren, I didn't get confused, right?

## **Annette Abell**

US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896

Federal Student Aid | MOST APPROPRIES

From: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Sent: Wednesday, May 5, 2021 1:16 PM
To: Abell, Annette <<u>Annette.Abell@ed.gov</u>>

Subject: FW: Lockbox Volume

Annette,

Just to you to keep the confusion to its lowest.

Annette D. send me the email from 5/3 from Austin but he is looking for volumes from EoED. Let me call Austin if you are okay with it and explain what I think about the AWG volume after CARES act is lifted.

(b)(5)

# **Thanks**

Steve Tu | PMP® (Location: UCP- 34F2) Supervisory Program Specialist O: 202-377-3822 || OC: (b)(6)

From: Derrick, Annette < Annette. Derrick@ed.gov>

Sent: Monday, May 3, 2021 3:02 PM
To: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Subject: FW: Lockbox Volume

Hello 😉

From: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Sent: Monday, May 3, 2021 1:45 PM

To: Derrick, Annette < Annette. Derrick@ed.gov>

Cc: Peterson, Penny L penny.peterson@usbank.com; Erika L. Bevins

<erika.bevins@fiscal.treasury.gov>
Subject: RE: Lockbox Volume
Good Afternoon Annette,

We haven't received word back from anyone at DoEd regarding projected volumes/assumptions.

Have you heard anything? Thank you

Austin Lillard

Financial Program Specialist

GLN / ECP Branch | Revenue Collections Management

Bureau of the Fiscal Service | U.S. Department of the Treasury

Office: 202.874.6814

From: Derrick, Annette < Annette. Derrick@ed.gov>

Sent: Wednesday, April 21, 2021 1:10 PM

To: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Cc: Peterson, Penny L penny.peterson@usbank.com>; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>

Subject: RE: Lockbox Volume

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I have passed the email to Washington, DC for response. You should receive a reply in the next 2 business days.

Thanks

Annette.Derrick@ed.gov

Federal Student Aid

U.S. Department of Education

From: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>
Sent: Wednesday, April 21, 2021 11:45 AM
To: Derrick, Annette <Annette.Derrick@ed.gov>
Cc: Peterson, Penny L <pervey.peterson@usbank.com>; Austin D. Lillard
<austin.lillard@fiscal.treasury.gov>
Subject: Lockbox Volume
Hi Annette,
My name is Erika Bevins, and I recently took over as Program Manager for the GLN/ECP programs. It's nice to virtually meet you!

(b)(5)

Again, it's nice to virtually meet you, and I hope you are doing well!
Thank you!

Erika
Erika Bevins

GLN/ECP Branch Manager Department of the Treasury

202-874-8216 (work)

Bureau of the Fiscal Service I RRMD

(cell)

Sent:	Wed, 12 May 2021 13:22:27 +0000
То:	Tu, Steve
Cc:	Austin D. Lillard; Tyrrell, Pete; Derrick, Annette
Subject:	RE: Lockbox Volume
Hi Steve,	
We had a feeling	that was going to the case, but it doesn't hurt to ask, right?!
Thank you so mu	uch for your quick response. We greatly appreciate it.
Have a wonderfu	ıl day!
Erika	
Erika Bevins	
GLN/ECP Branch	
Department of the	he Treasury scal Service I RRMD
202-874-8216 (w	
0 1 201	ell)
Cc: Austin D. Lilla	ns <erika.bevins@fiscal.treasury.gov> ard <austin.lillard@fiscal.treasury.gov>; Tyrrell, Pete <pete.tyrrell@ed.gov>; Derrick, te.Derrick@ed.gov&gt; kbox Volume</pete.tyrrell@ed.gov></austin.lillard@fiscal.treasury.gov></erika.bevins@fiscal.treasury.gov>
	mail has originated from an external entity. PLEASE CONSIDER THE SOURCE before sing on links, or opening attachments.
0)(5)	
Please let me kn	ow if you have any questions.

From:

Steve Tu | PMP® (Location: UCP- 34F2)

Erika L. Bevins

Supervisory Program Specialist O: 202-377-3822    OC (b)(6)	
From: Erika L. Bevins < erika.bevins@fiscal.treasury.gov > Sent: Tuesday, May 11, 2021 7:26 PM	
To: Derrick, Annette < <u>Annette.Derrick@ed.gov</u> >	
Cc: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>; Tu, Steve <steve.tu@ed.gov></steve.tu@ed.gov></austin.lillard@fiscal.treasury.gov>	
Subject: RE: Lockbox Volume	
Subject. RE. LOCKBOX VOIGINE	
Hi Steve,	
We are currently working on our 5 year plan, and we wanted to reach out and see if you had any	
b)(5)	
(b)(5)	
1.	
2.	
2.	
Please don't hesitate to reach out if you have any questions or concerns.	
rease and the state to reach out if you have any questions of concerns.	
Thank you!	
Erika	
Erika Bevins	
GLN/ECP Branch Manager	
Department of the Treasury	
Bureau of the Fiscal Service I RRMD	
202-874-8216 (work)	
(cell)	

To: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Cc: Peterson, Penny L < penny.peterson@usbank.com >; Austin D. Lillard <austin.lillard@fiscal.treasury.gov>; Tu, Steve <Steve.Tu@ed.gov>

Subject: RE: Lockbox Volume

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Day to day operation questions should be sent to me. Volume forecasting should be sent to Steve Tu (included in this email).

Thanks,

Annette

From: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Sent: Wednesday, April 21, 2021 12:22 PM
To: Derrick, Annette < Annette. Derrick@ed.gov>

Cc: Peterson, Penny L <penny.peterson@usbank.com>; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>
Subject: RE: Lockbox Volume

Hi Annette,

Thank you! Is there a person there that we should add to our contact list? Or do you prefer to still receive all emails and then route them as you see fit?

Thank you!

Erika

Erika Bevins
GLN/ECP Branch Manager
Department of the Treasury
Bureau of the Fiscal Service I RRMD
202-874-8216 (work)

(b)(6) cell)

From: Derrick, Annette < Annette . Derrick@ed.gov>

Sent: Wednesday, April 21, 2021 1:10 PM

To: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Cc: Peterson, Penny L < penny.peterson@usbank.com >; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>

Subject: RE: Lockbox Volume

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I have passed the email to Washington, DC for response. You should receive a reply in the next 2 business days.

Thanks

Annette.Derrick@ed.gov

Federal Student Aid U.S. Department of Education From: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>
Sent: Wednesday, April 21, 2021 11:45 AM

To: Derrick, Annette <a href="Annette.Derrick@ed.gov">Annette <a href="Annette.Derrick@ed.gov">Annette <a href="Annette.Derrick@ed.gov">Anstin D. Lillard <a href="Asstruction-strick@ed.gov">Asstruction-struck@ed.gov</a>

Cc: Peterson, Penny L <penny.peterson@usbank.com</p>
; Austin D. Lillard <a href="Asstruction-st

Department of the Treasury

202-874-8216 (work)

Bureau of the Fiscal Service I RRMD

(cell)

From: Erika L. Bevins

Sent: Wed, 12 May 2021 13:59:19 +0000

To: Tu, Steve

Cc: Austin D. Lillard; Tyrrell, Pete; Derrick, Annette

Subject: RE: Lockbox Volume

Wonderful! Thank you so much!

Erika

Erika Bevins

GLN/ECP Branch Manager Department of the Treasury Bureau of the Fiscal Service I RRMD

202-874-8216 (work) (b)(6) (cell)

From: Tu, Steve <Steve.Tu@ed.gov>
Sent: Wednesday, May 12, 2021 9:35 AM

To: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Cc: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Derrick,

Annette < Annette. Derrick@ed.gov>

Subject: RE: Lockbox Volume

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Hi Erika,

(D)(D)

We will keep you posted it.

It's on my to-do list.

## Thanks

**Steve Tu | PMP®** (Location: UCP- 34F2) Supervisory Program Specialist

O: 202-377-3822 || OC:(b)(6)

From: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Sent: Wednesday, May 12, 2021 9:22 AM

To: Tu, Steve <Steve.Tu@ed.gov>

Cc: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Derrick,

Annette < Annette. Derrick@ed.gov>

Subject: RE: Lockbox Volume

Hi Steve,

We had a feeling that was going to the case, but it doesn't hurt to ask, right?!

Thank you so much for your quick response. We greatly appreciate it.

Have a wonderful day!

Erika

Erika Bevins
GLN/ECP Branch Manager
Department of the Treasury
Bureau of the Fiscal Service I RRMD
202-874-8216 (work)
(b)(6) (cell)

From: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Sent: Wednesday, May 12, 2021 8:45 AM

To: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Cc: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Derrick,

Annette < Annette. Derrick@ed.gov > Subject: RE: Lockbox Volume

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Hi Erika, Austin,

(b)(5)	

Please let me know if you have any questions.

# **Thanks**

Steve Tu | PMP® (Location: UCP- 34F2) Supervisory Program Specialist O: 202-377-3822 || OC: (b)(6)

From: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Sent: Tuesday, May 11, 2021 7:26 PM

To: Derrick, Annette < Annette. Derrick@ed.gov >

Cc: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>; Tu, Steve <Steve.Tu@ed.gov>

Subject: RE: Lockbox Volume

Hi Steve,	
Ma are currently work	ing on our 5 year plan, and we wanted to reach out and see if you b

Please don't hesitate to reach out if you have any questions or concerns.

Thank you!

Erika

Erika Bevins GLN/ECP Branch Manager Department of the Treasury Bureau of the Fiscal Service I RRMD 202-874-8216 (work)

(b)(6) (cell)

From: Derrick, Annette < Annette. Derrick@ed.gov>

Sent: Wednesday, April 21, 2021 1:40 PM

To: Erika L. Bevins < erika.bevins@fiscal.treasury.gov>

Cc: Peterson, Penny L < <a href="mailto:penny.peterson@usbank.com">penny.peterson@usbank.com</a>; Austin D. Lillard <a href="mailto:austin.lillard@fiscal.treasury.gov">austin.lillard@fiscal.treasury.gov</a>; Tu, Steve < <a href="mailto:Steve.Tu@ed.gov">Steve.Tu@ed.gov</a>>

Subject: RE: Lockbox Volume

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Day to day operation questions should be sent to me. Volume forecasting should be sent to Steve Tu (included in this email).

Thanks,

Annette

From: Erika L. Bevins < erika.bevins@fiscal.treasury.gov>

Sent: Wednesday, April 21, 2021 12:22 PM

To: Derrick, Annette < Annette. Derrick@ed.gov>

Cc: Peterson, Penny L penny.peterson@usbank.com; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>

Subject: RE: Lockbox Volume

Hi Annette,

Thank you! Is there a person there that we should add to our contact list? Or do you prefer to still receive all emails and then route them as you see fit?

Thank you!

Erika

Erika Bevins
GLN/ECP Branch Manager
Department of the Treasury
Bureau of the Fiscal Service I RRMD
202-874-8216 (work)
(cell)

From: Derrick, Annette < Annette. Derrick@ed.gov>

Sent: Wednesday, April 21, 2021 1:10 PM

To: Erika L. Bevins < erika.bevins@fiscal.treasury.gov >

Cc: Peterson, Penny L < penny.peterson@usbank.com >; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>

Subject: RE: Lockbox Volume

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Thanks

### Annette.Derrick@ed.gov

Federal Student Aid U.S. Department of Education

From: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Sent: Wednesday, April 21, 2021 11:45 AM

To: Derrick, Annette < Annette. Derrick@ed.gov >

Cc: Peterson, Penny L < penny.peterson@usbank.com >; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>

Subject: Lockbox Volume

Hi Annette,

)		

My name is Erika Bevins, and I recently took over as Program Manager for the GLN/ECP programs. It's

Erika

Thank you!

Erika Bevins
GLN/ECP Branch Manager
Department of the Treasury
Bureau of the Fiscal Service I RRMD
202-874-8216 (work)

(b)(6) cell)

To:	Tu, Steve;Farr, Warren
Cc:	Abell, Annette; Gause, David; Tyrrell, Pete
Subject:	RE: Lockbox Volume
Hi Steve,	
process the Q3 c	Varren on the Treasury Lockbox IAA and IPAC billing exercises. I have just requested to costs for Lockbox. However, there is still a substantial amount of funds available \$2.5M). Having processed all three quarters thus far, it has been averaging \$260K for
Would it be poss	sible to reach out to Austin and Treasury team for estimate of Q4? The reason for my
questioning is (b)	선물이 가득하는 보이 하는 물이 하는 사람이 가입니다. 그것 않는 사람이 사용하는 사람이 사용하는 사람이 사용하는 사람이 되었다. 사람이 사용하는 사람이 사용하는 사람이 사용하는 사람이 사용하는 사람이 사용하는 사람이 사용하는 사람이 되었다. 바람이 사용하는 사람이 아니라 아니라 사용하는 사람이 되었다. 바람이 사용하는 사람이 아니라 사용하는 사용하는 사용하는 사용하는 사용하는 사용하는 사용하는 사용하는
Thanks,	
Zelma	
From: Tu, Steve	<steve.tu@ed.gov></steve.tu@ed.gov>
Sent: Monday, N	May 10, 2021 2:53 PM
To: Farr, Warren	<pre></pre> <pre>All All All All All All All All All All</pre>
Cc: Barrett, Zelm	na <zelma.barrett@ed.gov>; Abell, Annette <annette.abell@ed.gov>; Gause, David</annette.abell@ed.gov></zelma.barrett@ed.gov>
<david.gause@e< th=""><th>ed.gov&gt;; Tyrrell, Pete <pete.tyrrell@ed.gov></pete.tyrrell@ed.gov></th></david.gause@e<>	ed.gov>; Tyrrell, Pete <pete.tyrrell@ed.gov></pete.tyrrell@ed.gov>
Subject: RE: Lock	kbox Volume
Hi Warren.	
iii waireii.	
b)(5)	
Thanks	
Steve Tu   PMP®	(Location: UCP- 34F2)
Supervisory Progra	
O: 202-377-3822	OC: (b)(6)
From: Farr. Warr	ren <warren.farr@ed.gov></warren.farr@ed.gov>
The same of the sa	May 10, 2021 2:33 PM

Cc: Barrett, Zelma <<u>Zelma.Barrett@ed.gov</u>>; Abell, Annette <<u>Annette.Abell@ed.gov</u>>; Gause, David

Barrett, Zelma

Thu, 5 Aug 2021 14:31:20 +0000

From:

Sent:

Subject: RE: Lockbox Volume

To: Tu, Steve <Steve.Tu@ed.gov>

<David.Gause@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>

Hi Steve,	
0)(5)	
Thanks, Warren	
waiten	
From: Tu, Steve < Steve.Tu@ed.gov>	
Sent: Wednesday, May 5, 2021 2:37 PM  To: Abell, Annette < Annette. Abell@ed.gov>	
Cc: Farr, Warren < <u>Warren.Farr@ed.gov</u> >; Gause, David < <u>David.Gause@ed.gov</u> >; Barrett, Zelm	ıa
<zelma.barrett@ed.gov>; Tyrrell, Pete <pete.tyrrell@ed.gov></pete.tyrrell@ed.gov></zelma.barrett@ed.gov>	
Subject: RE: Lockbox Volume	
All,	
5)	
If you all are okay with it, I will respond to Austin and Erika later this week.	
Thanks	
THATKS	
Steve Tu   PMP® (Location: UCP- 34F2)	
Supervisory Program Specialist	
O: 202-377-3822    OC: (b)(6)	
From: Abell, Annette < Annette. Abell@ed.gov>	
Sent: Wednesday, May 5, 2021 1:44 PM	
To: Tu, Steve <steve.tu@ed.gov></steve.tu@ed.gov>	

Cc: Farr, Warren < Warren.Farr@ed.gov >; Gause, David < David.Gause@ed.gov >; Barrett, Zelma

<Zelma.Barrett@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov> Subject: RE: Lockbox Volume Thanks Steve. So there was some confusion, as my team was working with Treasury for costs, and Treasury said they would provide us with estimated volumes. It sounds like they are reaching back out to our team, to get the estimated volumes. A circle, per se. **Annette Abell** US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896 Federal Student Aid From: Tu, Steve <Steve.Tu@ed.gov> Sent: Wednesday, May 5, 2021 1:38 PM To: Abell, Annette < Annette. Abell@ed.gov> Cc: Farr, Warren < Warren. Farr@ed.gov >; Gause, David < David.Gause@ed.gov >; Barrett, Zelma <Zelma.Barrett@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov> Subject: RE: Lockbox Volume So here is my understanding of working with Susanna before she left the agency (b)(5)

I provided my response and again in July.

(b)(5)

I am trying to get a hold of Austin and asked him to call me.

Hope this helps.

### Thanks

Steve Tu | PMP® (Location: UCP-34F2) Supervisory Program Specialist O: 202-377-3822 || OC (b)(6)

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To: Tu, Steve <Steve.Tu@ed.gov>

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<Zelma.Barrett@ed.gov> Subject: RE: Lockbox Volume

I think there is confusion all around, as I thought Treasury was sending us volumes.

Warren and Zelma now oversee the Lockbox, so I will have them work with you and Pete going forward, as well as working with Treasury.

#### Annette Abell

US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896

Federal Student Aid

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That is my understanding from the emails. Again, this was on my to-do list but I just have not gotten to it yet, I wanted to talk to Pete first before putting a response together not knowing there are other requests around the "volumes" as part of the request.

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Steve Tu | PMP® (Location: UCP-34F2) Supervisory Program Specialist

O: 202-377-3822 || OC: 202-431-1123

From: Abell, Annette < Annette. Abell@ed.gov> Sent: Wednesday, May 5, 2021 1:18 PM

To: Tu, Steve <Steve.Tu@ed.gov>

Cc: Farr, Warren <Warren.Farr@ed.gov>; Gause, David <David.Gause@ed.gov>; Barrett, Zelma

# <Zelma.Barrett@ed.gov>

Subject: RE: Lockbox Volume

So it wasn't Treasury send us volume levels, they are asking us to provide them levels? Warren, I didn't get confused, right?

### **Annette Abell**

US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896



From: Tu, Steve < Steve.Tu@ed.gov>
Sent: Wednesday, May 5, 2021 1:16 PM
To: Abell, Annette < Annette.Abell@ed.gov>

Subject: FW: Lockbox Volume

Annette,

Just to you to keep the confusion to its lowest.

Annette D. send me the email from 5/3 from Austin but he is looking for volumes from EoED. Let me call Austin if you are okay with it and explain what I think about the AWG volume after CARES act is lifted.

(b)(5)

### Thanks

Steve Tu | PMP® (Location: UCP- 34F2) Supervisory Program Specialist O: 202-377-3822 || OC(b)(6)

From: Derrick, Annette < Annette. Derrick@ed.gov >

Sent: Monday, May 3, 2021 3:02 PM
To: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Subject: FW: Lockbox Volume

Hello ③

From: Austin D. Lillard <austin.lillard@fiscal.treasury.gov>

Sent: Monday, May 3, 2021 1:45 PM

To: Derrick, Annette < Annette. Derrick@ed.gov>

Cc: Peterson, Penny L <penny.peterson@usbank.com>; Erika L. Bevins

<erika.bevins@fiscal.treasury.gov>

**Subject:** RE: Lockbox Volume Good Afternoon Annette,

We haven't received word back from anyone at DoEd regarding projected volumes/assumptions.

Have you heard anything? Thank you

Austin Lillard

Financial Program Specialist

GLN / ECP Branch | Revenue Collections Management

Bureau of the Fiscal Service | U.S. Department of the Treasury

Office: 202.874.6814

From: Derrick, Annette < Annette. Derrick@ed.gov>

Sent: Wednesday, April 21, 2021 1:10 PM

To: Erika L. Bevins < erika.bevins@fiscal.treasury.gov>

Cc: Peterson, Penny L < penny.peterson@usbank.com >; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>

Subject: RE: Lockbox Volume

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responding, clicking on links, or opening attachments.

I have passed the email to Washington, DC for response. You should receive a reply in the next 2

business days.

Thanks

Annette.Derrick@ed.gov

Federal Student Aid

U.S. Department of Education

From: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Sent: Wednesday, April 21, 2021 11:45 AM
To: Derrick, Annette < Annette. Derrick@ed.gov>

Cc: Peterson, Penny L < penny.peterson@usbank.com >; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>

Subject: Lockbox Volume

Hi Annette,

My name is Erika Bevins, and I recently took over as Program Manager for the GLN/ECP programs. It's

nice to virtually meet you!

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Again, it's nice to virtually meet you, and I hope you are doing well!

Thank you!

Erika

Erika Bevins

GLN/ECP Branch Manager
Department of the Treasury

Bureau of the Fiscal Service I RRMD

202-874-8216 (work)

(b)(6)

(cell)

From: Barrett, Zelma

**Sent:** Thu, 5 Aug 2021 15:13:16 +0000

To: Tu, Steve;Farr, Warren

Cc: Abell, Annette; Gause, David; Tyrrell, Pete

Subject: RE: Lockbox Volume

Yes sir, I'm at (b)(6)

Thanks, Zelma

From: Tu, Steve <Steve.Tu@ed.gov>
Sent: Thursday, August 5, 2021 11:03 AM

To: Barrett, Zelma <Zelma.Barrett@ed.gov>; Farr, Warren <Warren.Farr@ed.gov>

Cc: Abell, Annette < Annette. Abell@ed.gov>; Gause, David < David. Gause@ed.gov>; Tyrrell, Pete

<Pete.Tyrrell@ed.gov>
Subject: RE: Lockbox Volume

Hi Zelma,

Do you have a number I can call you on after my 11:00 meeting?

Thanks

Steve Tu | PMP® (Location: UCP-34F2) Supervisory Program Specialist O: 202-377-3822 || O(6)(6)

From: Barrett, Zelma < Zelma.Barrett@ed.gov>
Sent: Thursday, August 5, 2021 10:31 AM

To: Tu, Steve <Steve.Tu@ed.gov>; Farr, Warren <Warren.Farr@ed.gov>

Cc: Abell, Annette < Annette. Abell@ed.gov >; Gause, David < David. Gause@ed.gov >; Tyrrell, Pete

<Pete.Tyrrell@ed.gov>

Subject: RE: Lockbox Volume

Hi Steve,

I worked with Warren on the Treasury Lockbox IAA and IPAC billing exercises. I have just requested to process the Q3 costs for Lockbox. However, there is still a substantial amount of funds available (approximately \$2.5M). Having processed all three quarters thus far, it has been averaging \$260K for each quarter.

Would it be possible to reach out to Austin and Treasury team for estimate of Q4? The reason for my questioning is (b)(5)

Thanks,

-	
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20	IIIa

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<Zelma.Barrett@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>

Subject: RE: Lockbox Volume

All,

Just got off the phone with Austin and confirmed my understanding below. Treasury has to plan for budgeting and resources if the CARES act expires in September 2021. Austin said the highest volume was in 2019-2020 and started slowing down after March 2020 as expected.

(b)(5)		

If you all are okay with it, I will respond to Austin and Erika later this week.

### Thanks

Steve Tu | PMP® (Location: UCP- 34F2)
Supervisory Program Specialist
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#### **Annette Abell**

US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896

Federal Student Aid

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I think there is confusion all around, as I thought Treasury was sending us volumes.

Subject: RE: Lockbox Volume

Warren and Zelma now oversee the Lockbox, so I will have them work with you and Pete going forward, as well as working with Treasury.

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#### Thanks

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Supervisory Program Specialist

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Annette,

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Annette D. send me the email from 5/3 from Austin but he is looking for volumes from EoED. Let me call Austin if you are okay with it and explain what I think about the AWG volume after CARES act is lifted.

(b)(5)

# Thanks

Steve Tu | PMP® (Location: UCP- 34F2)

Supervisory Program Specialist

O: 202-377-3822 | | OC: (b)(6)

From: Derrick, Annette < Annette . Derrick@ed.gov>

Sent: Monday, May 3, 2021 3:02 PM
To: Tu, Steve < Steve.Tu@ed.gov >
Subject: FW: Lockbox Volume

Hello 😉

From: Austin D. Lillard <a ustin.lillard@fiscal.treasury.gov>

Sent: Monday, May 3, 2021 1:45 PM

To: Derrick, Annette < Annette. Derrick@ed.gov>

Cc: Peterson, Penny L <penny.peterson@usbank.com>; Erika L. Bevins

<erika.bevins@fiscal.treasury.gov>
Subject: RE: Lockbox Volume

Good Afternoon Annette,

We haven't received word back from anyone at DoEd regarding projected volumes/assumptions.

Have you heard anything? Thank you

Austin Lillard

Financial Program Specialist

GLN / ECP Branch | Revenue Collections Management

Bureau of the Fiscal Service | U.S. Department of the Treasury

Office: 202.874.6814

From: Derrick, Annette < Annette. Derrick@ed.gov>

Sent: Wednesday, April 21, 2021 1:10 PM

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Cc: Peterson, Penny L < penny.peterson@usbank.com >; Austin D. Lillard

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Subject: RE: Lockbox Volume

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Thanks

Annette.Derrick@ed.gov

Federal Student Aid

U.S. Department of Education

From: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Sent: Wednesday, April 21, 2021 11:45 AM

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Cc: Peterson, Penny L < penny.peterson@usbank.com >; Austin D. Lillard

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Subject: Lockbox Volume

Hi Annette,

My name is Erika Bevins, and I recently took over as Program Manager for the GLN/ECP programs. It's

nice to virtually meet you!

(b)(5)

Again, it's nice to virtually meet you, and I hope you are doing well!

Thank you!

Erika

Erika Bevins

GLN/ECP Branch Manager
Department of the Treasury

Bureau of the Fiscal Service I RRMD

202-874-8216 (work)

(b)(6)

(cell)

Tyrrell, Pete To: RE: Lockbox Volume Subject: Yup, I will mention that to Zelma as well but Austin should have the numbers and (b)(5) (b)(5)Thanks Steve Tu | PMP® (Location: UCP-34F2) Supervisory Program Specialist O: 202-377-3822 | | OC: (b)(6) From: Tyrrell, Pete <Pete.Tyrrell@ed.gov> Sent: Thursday, August 5, 2021 11:25 AM To: Tu, Steve <Steve.Tu@ed.gov> Subject: RE: Lockbox Volume Ok – recall the awg lockbox is now open through August.....not sure what will happen after that. Pete Tyrrell | Senior Advisor Federal Student Aid Wanamaker Building, Philadelphia PA 19107 0: (215) 656-6014 C: (b)(6) From: Tu, Steve <Steve.Tu@ed.gov> Sent: Thursday, August 5, 2021 11:24 AM To: Tyrrell, Pete <Pete.Tyrrell@ed.gov> Subject: RE: Lockbox Volume Yeah I am calling her after our 11:00 to get more details (b)(5) (b)(5)Yes, I will keep you in the loop after talking to her. Thanks

From:

Sent:

Tu, Steve

Steve Tu | PMP® (Location: UCP- 34F2)

Supervisory Program Specialist O: 202-377-3822 | OC: (b)(6)

Thu, 5 Aug 2021 15:28:07 +0000

From: Tyrrell, Pete < Pete. Tyrrell@ed.gov>
Sent: Thursday, August 5, 2021 11:15 AM

To: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Subject: FW: Lockbox Volume

Hey – make sure you keep me posted on the outcome here, just want to make sure decisions are made prior to alerting Mark/Marc, et al....thanks Steve!

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

From: Barrett, Zelma < Zelma.Barrett@ed.gov>
Sent: Thursday, August 5, 2021 11:13 AM

To: Tu, Steve <Steve.Tu@ed.gov>; Farr, Warren <Warren.Farr@ed.gov>

Cc: Abell, Annette < Annette. Abell@ed.gov >; Gause, David < David. Gause@ed.gov >; Tyrrell, Pete

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(b)(5)

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Steve Tu | PMP® (Location: UCP- 34F2) Supervisory Program Specialist

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	en < <u>Warren.Farr@ed.gov</u> >; Gause, David < <u>David.Gause@ed.gov</u> >; Barrett, Zelma t <u>@ed.gov</u> >; Tyrrell, Pete < <u>Pete.Tyrrell@ed.gov</u> >
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Thanks  Steve Tu   PMP' Supervisory Proportion of 202-377-382.  From: Abell, A	© (Location: UCP- 34F2) gram Specialist 2    OC (b)(6)  nnette < Annette. Abell @ed.gov>
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### **Annette Abell**

US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896

Federal Student Aid MONO DEPARTMENT AND THE PORT OF TH

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Hope this helps.

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## Supervisory Program Specialist

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US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office – HR and Budget Lead (202) 377-3458/(202) 579-4896

Federal Student Aid | Procession of the Control of

From: Tu, Steve <Steve.Tu@ed.gov> Sent: Wednesday, May 5, 2021 1:20 PM To: Abell, Annette < Annette. Abell@ed.gov>

Cc: Farr, Warren <Warren.Farr@ed.gov>; Gause, David <David.Gause@ed.gov>; Barrett, Zelma

<Zelma.Barrett@ed.gov> Subject: RE: Lockbox Volume

That is my understanding from the emails. Again, this was on my to-do list but I just have not gotten to it yet, I wanted to talk to Pete first before putting a response together not knowing there are other requests around the "volumes" as part of the request.

### Thanks

Steve Tu | PMP® (Location: UCP-34F2) Supervisory Program Specialist O: 202-377-3822 | OC (b)(6)

From: Abell, Annette < Annette. Abell@ed.gov> Sent: Wednesday, May 5, 2021 1:18 PM

To: Tu, Steve <Steve.Tu@ed.gov>

Cc: Farr, Warren <Warren.Farr@ed.gov>; Gause, David <David.Gause@ed.gov>; Barrett, Zelma

<Zelma.Barrett@ed.gov> Subject: RE: Lockbox Volume So it wasn't Treasury send us volume levels, they are asking us to provide them levels? Warren, I didn't get confused, right?

#### **Annette Abell**

US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896



From: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Sent: Wednesday, May 5, 2021 1:16 PM
To: Abell, Annette <<u>Annette.Abell@ed.gov</u>>

Subject: FW: Lockbox Volume

Annette,

Just to you to keep the confusion to its lowest.

Annette D. send me the email from 5/3 from Austin but he is looking for volumes from EoED. Let me call Austin if you are okay with it and explain what I think about the AWG volume after CARES act is lifted.

## Thanks

Steve Tu | PMP® (Location: UCP- 34F2) Supervisory Program Specialist O: 202-377-3822 || OC: (b)(6)

From: Derrick, Annette < Annette. Derrick@ed.gov>

Sent: Monday, May 3, 2021 3:02 PM
To: Tu, Steve < Steve.Tu@ed.gov >
Subject: FW: Lockbox Volume

Hello (3)

From: Austin D. Lillard <a href="mailto:austin.lillard@fiscal.treasury.gov">austin.lillard@fiscal.treasury.gov</a>

Sent: Monday, May 3, 2021 1:45 PM

To: Derrick, Annette < Annette Derrick@ed.gov>

Cc: Peterson, Penny L < penny.peterson@usbank.com >; Erika L. Bevins

<erika.bevins@fiscal.treasury.gov>

**Subject:** RE: Lockbox Volume Good Afternoon Annette,

We haven't received word back from anyone at DoEd regarding projected volumes/assumptions.

Have you heard anything? Thank you

Austin Lillard

Financial Program Specialist

GLN / ECP Branch | Revenue Collections Management Bureau of the Fiscal Service | U.S. Department of the Treasury

Office: 202.874.6814

From: Derrick, Annette < Annette. Derrick@ed.gov>

Sent: Wednesday, April 21, 2021 1:10 PM

To: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Cc: Peterson, Penny L < penny.peterson@usbank.com >; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>

Subject: RE: Lockbox Volume

**CAUTION**: This email has originated from an external entity. **PLEASE CONSIDER THE SOURCE** before responding, clicking on links, or opening attachments.

I have passed the email to Washington, DC for response. You should receive a reply in the next 2

business days. Thanks

Annette.Derrick@ed.gov

Federal Student Aid

U.S. Department of Education

From: Erika L. Bevins < erika.bevins@fiscal.treasury.gov>

Sent: Wednesday, April 21, 2021 11:45 AM

To: Derrick, Annette < Annette. Derrick@ed.gov>

Cc: Peterson, Penny L penny.peterson@usbank.com; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>

Subject: Lockbox Volume

Hi Annette,

My name is Erika Bevins, and I recently took over as Program Manager for the GLN/ECP programs. It's nice to virtually meet you!

b)(5)		

Again, it's nice to virtually meet you, and I hope you are doing well!

Thank you!

Erika

Erika Bevins

GLN/ECP Branch Manager
Department of the Treasury
Bureau of the Fiscal Service LRBM

Bureau of the Fiscal Service I RRMD

202-874-8216 (work)

(b)(6)

(cell)

From: Barrett, Zelma

**Sent:** Thu, 5 Aug 2021 16:49:34 +0000

To: Tu, Steve; Farr, Warren

Cc: Abell, Annette; Gause, David; Tyrrell, Pete

Subject: RE: Lockbox Volume

Agreed, Steve and to let you know that we recently had the PR approved for FY22 services for the Treasury Lockbox for \$3.5M. I'm in the process of working on that funding interagency agreement to be effective (10/1/21 - 9/30/22).

Thanks again,

Zelma

From: Tu, Steve <Steve.Tu@ed.gov>
Sent: Thursday, August 5, 2021 12:44 PM

To: Barrett, Zelma <Zelma.Barrett@ed.gov>; Farr, Warren <Warren.Farr@ed.gov>

Cc: Abell, Annette < Annette. Abell@ed.gov>; Gause, David < David.Gause@ed.gov>; Tyrrell, Pete

<Pete.Tyrrell@ed.gov>
Subject: RE: Lockbox Volume

(b)(5)			

### Thanks

Steve Tu | PMP® (Location: UCP- 34F2) Supervisory Program Specialist O: 202-377-3822 || OC: (b)(6)

From: Barrett, Zelma < Zelma.Barrett@ed.gov>
Sent: Thursday, August 5, 2021 12:38 PM

To: Tu, Steve <Steve.Tu@ed.gov>; Farr, Warren <Warren.Farr@ed.gov>

Cc: Abell, Annette <<u>Annette.Abell@ed.gov</u>>; Gause, David <<u>David.Gause@ed.gov</u>>; Tyrrell, Pete

<<u>Pete.Tyrrell@ed.gov</u>> **Subject:** RE: Lockbox Volume

Thanks Steve. I will do that and include all in that email to Treasury.

Have a fantastic day!

-Zelma

From: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Sent: Thursday, August 5, 2021 12:35 PM

To: Barrett, Zelma <Zelma.Barrett@ed.gov>; Farr, Warren <Warren.Farr@ed.gov>

Cc: Abell, Annette < Annette. Abell@ed.gov >; Gause, David < David. Gause@ed.gov >; Tyrrell, Pete

<<u>Pete.Tyrrell@ed.gov</u>>

Subject: RE: Lockbox Volume Importance: High

Hi Zelma,

(b)(5)	

Hope that helps.

Thanks

Steve Tu | PMP® (Location: UCP- 34F2)
Supervisory Program Specialist
O: 202-377-3822 || OC: (b)(6)

From: Barrett, Zelma < Zelma.Barrett@ed.gov>
Sent: Thursday, August 5, 2021 10:31 AM

To: Tu, Steve < <a href="mailto:Steve-Tu@ed.gov">Steve-Tu@ed.gov">Steve < Steve-Tu@ed.gov</a>>; Farr, Warren < <a href="mailto:Warren.Farr@ed.gov">Warren.Farr@ed.gov</a>>

Cc: Abell, Annette <Annette.Abell@ed.gov>; Gause, David <David.Gause@ed.gov>; Tyrrell, Pete

<Pete.Tyrrell@ed.gov>

Subject: RE: Lockbox Volume

Hi Steve,

I worked with Warren on the Treasury Lockbox IAA and IPAC billing exercises. I have just requested to process the Q3 costs for Lockbox. However, there is still a substantial amount of funds available (approximately \$2.5M). Having processed all three quarters thus far, it has been averaging \$260K for each quarter.

Would it be possible to reach out to Austin and Treasury team for estimate of Q4? The reason for my questioning is to determine if we can re-use the remaining \$2M for other uses before 9/30/21?

Thanks, Zelma

From: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Sent: Monday, May 10, 2021 2:53 PM
To: Farr, Warren <Warren.Farr@ed.gov>

Cc: Barrett, Zelma <Zelma.Barrett@ed.gov>; Abell, Annette <Annette.Abell@ed.gov>; Gause, David

Subject: RE: Lockbox Volume Hi Warren. I had a chat with Austin last week and I have drafted an email for Pete to review before we respond back to Auston and Erika. I think the best way is for Treasury to track the volume for budgeting and resources. Thanks Steve Tu | PMP® (Location: UCP-34F2) Supervisory Program Specialist O: 202-377-3822 || OC: (b)(6) From: Farr, Warren < Warren. Farr@ed.gov> Sent: Monday, May 10, 2021 2:33 PM To: Tu, Steve <<u>Steve.Tu@ed.gov</u>> Cc: Barrett, Zelma <Zelma.Barrett@ed.gov>; Abell, Annette <Annette.Abell@ed.gov>; Gause, David <David.Gause@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov> Subject: RE: Lockbox Volume Hi Steve, (b)(5)Thanks, Warren From: Tu, Steve <Steve.Tu@ed.gov> Sent: Wednesday, May 5, 2021 2:37 PM To: Abell, Annette < Annette. Abell@ed.gov> Cc: Farr, Warren < Warren.Farr@ed.gov >; Gause, David < David.Gause@ed.gov >; Barrett, Zelma <Zelma.Barrett@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov> Subject: RE: Lockbox Volume All,

<David.Gause@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>

Just got off the phone with Austin and confirmed my understanding below. Treasury has to plan for budgeting and resources if the CARES act expires in September 2021. Austin said the highest volume was in 2019-2020 and started slowing down after March 2020 as expected.

(b)(5)	

These are just a couple of scenarios I gave to Austin, he understands the process is complicated and willing to monitor the volume and add resources as needed.

If you all are okay with it, I will respond to Austin and Erika later this week.

### Thanks

Steve Tu | PMP® (Location: UCP- 34F2) Supervisory Program Specialist O: 202-377-3822 || OC(b)(6)

From: Abell, Annette < Annette. Abell@ed.gov>
Sent: Wednesday, May 5, 2021 1:44 PM

To: Tu, Steve <Steve.Tu@ed.gov>

Cc: Farr, Warren < Warren. Farr@ed.gov >; Gause, David < David.Gause@ed.gov >; Barrett, Zelma

<Zelma.Barrett@ed.gov>; Tyrrell, Pete <Pete.Tyrrell@ed.gov>

Subject: RE: Lockbox Volume

Thanks Steve. So there was some confusion, as my team was working with Treasury for costs, and Treasury said they would provide us with estimated volumes. It sounds like they are reaching back out to our team, to get the estimated volumes. A circle, per se.

### **Annette Abell**

US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896



From: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Sent: Wednesday, May 5, 2021 1:38 PM
To: Abell, Annette <<u>Annette.Abell@ed.gov</u>>

Cc: Farr, Warren < Warren, Farr@ed, gov>: Gause, David < David, Gause@ed, gov>: Barrett, Zelma

ubject: RE: Lockbo			Turves.	
o here is my unde	standing of working wit	h Susanna before s	he left the agency. (b)(5)	1
(5)				-

(b)(5)	
(b)(5)	
(0)(0)	
I provided my response and again in July.	
0)(5)	
I am trying to get a hold of Austin and asked him to call me.	
7.18.19.19.19.19.19.19.19.19.19.19.19.19.19.	
Hope this helps.	
Thanks	
Steve Tu   PMP® (Location: UCP- 34F2)	
Supervisory Program Specialist	
O: 202-377-3822    OC(b)(6)	
From: Abell, Annette < Annette. Abell@ed.gov>	
Sent: Wednesday, May 5, 2021 1:23 PM	
weith troditionally triby of core area i it.	

To: Tu, Steve < Steve. Tu@ed.gov>

Cc: Farr, Warren < Warren. Farr@ed.gov >; Gause, David < David.Gause@ed.gov >; Barrett, Zelma

<<u>Zelma.Barrett@ed.gov</u>> **Subject:** RE: Lockbox Volume

I think there is confusion all around, as I thought Treasury was sending us volumes.

Warren and Zelma now oversee the Lockbox, so I will have them work with you and Pete going forward, as well as working with Treasury.

### **Annette Abell**

US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896



From: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Sent: Wednesday, May 5, 2021 1:20 PM
To: Abell, Annette <Annette.Abell@ed.gov>

Cc: Farr, Warren < Warren. Farr@ed.gov >; Gause, David < David.Gause@ed.gov >; Barrett, Zelma

<<u>Zelma.Barrett@ed.gov</u>> **Subject:** RE: Lockbox Volume

That is my understanding from the emails. Again, this was on my to-do list but I just have not gotten to it yet, I wanted to talk to Pete first before putting a response together not knowing there are other requests around the "volumes" as part of the request.

#### Thanks

Steve Tu | PMP® (Location: UCP- 34F2) Supervisory Program Specialist O: 202-377-3822 || O((b)(6)

From: Abell, Annette <<u>Annette.Abell@ed.gov</u>>
Sent: Wednesday, May 5, 2021 1:18 PM
To: Tu, Steve <Steve.Tu@ed.gov>

Cc: Farr, Warren <Warren.Farr@ed.gov>; Gause, David <David.Gause@ed.gov>; Barrett, Zelma

<<u>Zelma.Barrett@ed.gov</u>> **Subject:** RE: Lockbox Volume

So it wasn't Treasury send us volume levels, they are asking us to provide them levels? Warren, I didn't get confused, right?

## **Annette Abell**

US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896

Federal Student Ald | MODE AND ADDRESS |

From: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Sent: Wednesday, May 5, 2021 1:16 PM
To: Abell, Annette <<u>Annette.Abell@ed.gov</u>>

Subject: FW: Lockbox Volume

Annette,

Just to you to keep the confusion to its lowest.

(b)(5)

(b)(5)

#### Thanks

Steve Tu | PMP® (Location: UCP-34F2)

Supervisory Program Specialist

O: 202-377-3822 || OC:(b)(6)

From: Derrick, Annette < Annette. Derrick@ed.gov>

Sent: Monday, May 3, 2021 3:02 PM
To: Tu, Steve < Steve.Tu@ed.gov >
Subject: FW: Lockbox Volume

Hello 😉

From: Austin D. Lillard <a ustin.lillard@fiscal.treasury.gov>

Sent: Monday, May 3, 2021 1:45 PM

To: Derrick, Annette < Annette. Derrick@ed.gov >

Cc: Peterson, Penny L < penny.peterson@usbank.com >; Erika L. Bevins

<erika.bevins@fiscal.treasury.gov>
Subject: RE: Lockbox Volume

Good Afternoon Annette,

We haven't received word back from anyone at DoEd regarding projected volumes/assumptions.

Have you heard anything? Thank you

Austin Lillard

Financial Program Specialist

GLN / ECP Branch | Revenue Collections Management

Bureau of the Fiscal Service | U.S. Department of the Treasury

Office: 202.874.6814

From: Derrick, Annette < Annette. Derrick@ed.gov>

Sent: Wednesday, April 21, 2021 1:10 PM

To: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Cc: Peterson, Penny L <penny.peterson@usbank.com>; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>

Subject: RE: Lockbox Volume

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responding, clicking on links, or opening attachments.

I have passed the email to Washington, DC for response. You should receive a reply in the next 2

business days.

Thanks

Annette.Derrick@ed.gov

Federal Student Aid

U.S. Department of Education

From: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Sent: Wednesday, April 21, 2021 11:45 AM

To: Derrick, Annette < Annette. Derrick@ed.gov>

Cc: Peterson, Penny L < penny.peterson@usbank.com >; Austin D. Lillard <austin.lillard@fiscal.treasury.gov> Subject: Lockbox Volume Hi Annette, My name is Erika Bevins, and I recently took over as Program Manager for the GLN/ECP programs. It's nice to virtually meet you! (b)(5)Again, it's nice to virtually meet you, and I hope you are doing well!

Thank you!

Erika

Erika Bevins GLN/ECP Branch Manager Department of the Treasury Bureau of the Fiscal Service I RRMD

202-874-8216 (work) cell)

From:

Tu, Steve

Sent:

Wed, 5 May 2021 14:43:40 +0000

To: Cc:

Abell, Annette; Derrick, Annette; Tyrrell, Pete Barrett, Zelma; Gause, David; Farr, Warren

Subject:

RE: Lockbox Volume

Attachments:

RE: Department of Education - Restructuring of Federal Student Loan Servicing (Nelnet and Great Lakes), RE: Monthly DoED-FSA/Fiscal Service Touchpoint Meeting - Friday, 5/15/2020

Annette and all,

Attached is an email I sent to Susanna back in May of 2020 and again in July 2020 about the projected volume for AWG. I was going to talk to Erika first then respond to her email after talking to Pete. It's on my to-do list(b)(5)

I have a meeting with Pete today at 1:00 and I am sure we will bring up this topic.

#### Thanks

Steve Tu | PMP® (Location: UCP-34F2) Supervisory Program Specialis O: 202-377-3822 | OC

From: Abell, Annette < Annette. Abell@ed.gov> Sent: Wednesday, May 5, 2021 10:32 AM

To: Tu, Steve <Steve.Tu@ed.gov>; Derrick, Annette <Annette.Derrick@ed.gov>; Tyrrell, Pete

<Pete.Tyrrell@ed.gov>

Cc: Barrett, Zelma <Zelma.Barrett@ed.gov>; Gause, David <David.Gause@ed.gov>; Farr, Warren

<Warren.Farr@ed.gov> Subject: RE: Lockbox Volume

Thanks Steve, this is helpful!

#### Annette Abell

US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896

Federal Student And

From: Tu, Steve <Steve.Tu@ed.gov> Sent: Wednesday, May 5, 2021 10:31 AM

To: Abell, Annette < Annette . Derrick, Annette . Derrick, Annette . Derrick@ed.gov>; Tyrrell, Pete

<Pete.Tyrrell@ed.gov>

Cc: Barrett, Zelma < Zelma.Barrett@ed.gov >; Gause, David < David.Gause@ed.gov >; Farr, Warren

<Warren.Farr@ed.gov>

Subject: RE: Lockbox Volume

#### Annette A.

I am looking for some info to provide everyone on the email. Susanna used to be the POC for the lockbox implementation etc. She left the agency months ago. What Erika asking is the same questions Susanna asked when she was on the project.

Let me get back to everyone soon on what I have sent to Susanna before.

## Thanks

Steve Tu | PMP® (Location: UCP- 34F2) Supervisory Program Specialist O: 202-377-3822 || OC: (b)(6)

From: Abell, Annette <Annette.Abell@ed.gov>

Sent: Wednesday, May 5, 2021 10:19 AM

To: Derrick, Annette < Annette. Derrick@ed.gov >; Tu, Steve < Steve. Tu@ed.gov >; Tyrrell, Pete

<Pete.Tyrrell@ed.gov>

Cc: Barrett, Zelma <Zelma.Barrett@ed.gov>; Gause, David <David.Gause@ed.gov>; Farr, Warren

<<u>Warren.Farr@ed.gov</u>>
Subject: RE: Lockbox Volume

Importance: High

Annette – will you please forward the email from Treasure to Warren, Zelma, David G and myself, so we can review and we will schedule a meeting with you guys to discuss?

Steve or Pete – if you need to discuss, please let me know. My team is trying to get the next agreement in place and ensure we understand the budgeting portion of the agreement.

Thanks, Annette

## **Annette Abell**

US Department of Education - Federal Student Aid Student Experience and Aid Delivery Office - HR and Budget Lead (202) 377-3458/(202) 579-4896

Federal Student Aid

From: Derrick, Annette < Annette. Derrick@ed.gov>

Sent: Wednesday, May 5, 2021 10:01 AM To: Farr, Warren < <u>Warren.Farr@ed.gov</u>>

Cc: Barrett, Zelma <<u>Zelma.Barrett@ed.gov</u>>; Gause, David <<u>David.Gause@ed.gov</u>>; Abell, Annette

<a href="mailto:</a><a href="mailto:Annette.Abell@ed.gov">Annette.Abell@ed.gov</a>>
<a href="mailto:Subject">Subject:</a> RE: Lockbox Volume

I have again, forward this email to Washington, DC and requested they respond ASAP.

Thanks,

Annette

From: Farr, Warren < Warren.Farr@ed.gov>
Sent: Wednesday, May 5, 2021 8:54 AM

To: Derrick, Annette < Annette. Derrick@ed.gov>

Cc: Barrett, Zelma <Zelma.Barrett@ed.gov>; Gause, David <David.Gause@ed.gov>; Abell, Annette

<<u>Annette.Abell@ed.gov</u>> **Subject:** FW: Lockbox Volume

Good morning Annette,

I work in the Student Experience and Aid Delivery (SEAD, formerly Customer Experience) front office, predominantly overseeing the budget. We are working with the Treasury Department to determine costs associated with the Treasury Lockbox MOU (Memo of Understanding). After meeting with Treasury staff, they mentioned sending an email requesting an estimation of volume moving forward. They forwarded their request below and I see that you forwarded the email. Who did you send the email to in DC? I'm working to track down who in FSA determines volume for this MOU and funding levels moving forward. Please let me know if you have any questions.

Thanks, Warren

From: Derrick, Annette < Annette . Derrick@ed.gov >

Sent: Wednesday, April 21, 2021 1:10 PM

To: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Cc: Peterson, Penny L < penny.peterson@usbank.com >; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>
Subject: RE: Lockbox Volume

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I have passed the email to Washington, DC for response. You should receive a reply in the next 2 business days.

Thanks

Annette.Derrick@ed.gov

Federal Student Aid
U.S. Department of Education

From: Erika L. Bevins <erika.bevins@fiscal.treasury.gov>

Sent: Wednesday, April 21, 2021 11:45 AM
To: Derrick, Annette < Annette. Derrick@ed.gov>

Cc: Peterson, Penny L <penny.peterson@usbank.com>; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov></austin.lillard@fiscal.treasury.gov>	
Subject: Lockbox Volume	
Hi Annette,	
My name is Erika Bevins, and I recently took over as Program Manager for the GLN/ECP programs. It's nice to virtually meet you!	
(b)(5)	
Again, it's nice to virtually meet you, and I hope you are doing well!	
Thank you!	
Erika	

From:

Tu, Steve

Sent:

Mon, 13 Jul 2020 14:12:53 +0000 'Susanna Carol Karap-Szilagyi'

To: Cc:

Tyrrell, Pete;Tu, Steve;Wise, Mark

Subject:

RE: Department of Education - Restructuring of Federal Student Loan Servicing

(Nelnet and Great Lakes)

Hi Susanna,

(b)(5)	

I wish I could be helpful based on what we know today. I am sure the Department of Education will keep all the agencies informed on major changes.

**Thanks** 

Thanks

Steve Tu | PMP® (Location: UCP- 34F2)

Supervisory Program Specialist

O: 202-377-3822 || OC: (b)(6)

From: Susanna Carol Karap-Szilagyi <susanna.karap-szilagyi@fiscal.treasury.gov>

Sent: Monday, July 13, 2020 10:10 AM
To: Tu, Steve <Steve.Tu@ed.gov>
Cc: Tyrrell, Pete <Pete.Tyrrell@ed.gov>

Subject: RE: Department of Education - Restructuring of Federal Student Loan Servicing (Nelnet and

Great Lakes)

Good Morning Steve,

I am following up on the below email communication.

Thank you, Susanna

From: Tu, Steve <<u>Steve.Tu@ed.gov</u>>
Sent: Wednesday, July 8, 2020 12:03 PM

To: Susanna Carol Karap-Szilagyi <susanna.karap-szilagyi@fiscal.treasury.gov>; Tyrrell, Pete

<Pete.Tyrrell@ed.gov>

**Subject:** RE: Department of Education - Restructuring of Federal Student Loan Servicing (Nelnet and Great Lakes)

CAUTION: This email has originated from an external entity. PLEASE CONSIDER THE SOURCE before responding, clicking on links, or opening attachments.

Susanna,

I am having discussions with our CO on this matter. We will get back to you soon.

### Thanks

Steve Tu | PMP® (Location: UCP- 34F2) Supervisory Program Specialist O: 202-377-3822 || O((b)(6)

From: Susanna Carol Karap-Szilagyi <susanna.karap-szilagyi@fiscal.treasury.gov>

Sent: Wednesday, July 8, 2020 10:00 AM

To: Tyrrell, Pete <Pete.Tyrrell@ed.gov>; Tu, Steve <Steve.Tu@ed.gov>

Subject: FW: Department of Education - Restructuring of Federal Student Loan Servicing (Nelnet and

Great Lakes)

Good Morning Steve and Pete,

I am following up on the below email, please advise.

Thank you, Susanna

From: Susanna Carol Karap-Szilagyi Sent: Monday, July 6, 2020 10:53 AM

To: 'Tu, Steve' <<u>Steve.Tu@ed.gov</u>>; Tyrrell, Pete <<u>Pete.Tyrrell@ed.gov</u>>

Subject: Department of Education - Restructuring of Federal Student Loan Servicing (Nelnet and Great

Lakes)

Good Morning Steve and Pete,

Hope this email find you both doing well!

(b)(5)	
https://www.businessinsider.com/personal-finance/nelnet-great-lakes-federal	-student-loan-servicing-
department-of-education-2020-6	
(b)(5)	

(b)(5)			

Any further information you can provide at this time would be helpful.

Thank you, Susanna



Susanna Karap-Szilágyi, GWCPM, BPT-PE GLN/ECP Branch Manager Department of the Treasury Bureau of the Fiscal Service I RRMD 202-874-6792 From: Tu, Steve

**Sent:** Wed, 13 May 2020 23:08:52 +0000 **To:** 'Susanna Carol Karap-Szilagyi'

Cc: 'DaVida L. Usual'; 'Emilia C. Ghetie-Rotaru'; 'Scott D. Friedman'; 'Hakan

Filizer';'Rafael J. Blasini';Curran, Tracy;Plenty, Gregory;Tu, Steve

Subject: RE: Monthly DoED-FSA/Fiscal Service Touchpoint Meeting - Friday, 5/15/2020

Attachments: RE: Monthly DoED-FSA/Fiscal Service Touchpoint Meeting for 5/15/2020

## Hi Susanna,

I think we might have crossed emails this week and I apologize for the delay in responding. I am so behind these days. Thinking alike, I also sent out an email on Monday regarding updates for this week's meeting in the attached email.

We are having another meeting with Greg, our ISSO to tomorrow on the PCI compliance. I will try to provide an update after the meeting on behalf of Greg.

In addition to the PCI compliance item. I have sent my comments on the short and long term projections for GLN/ECP and future expectations for moving paper payment to electronic. I am copying my response from the email. Nothing has changed since April 22, 2020. We are still in the process of stopping AWG and the numbers are still declining weekly.

1. On March 27, 2020, the CARES Act was signed, which, among other things, provides broad relief in response to the coronavirus disease 2019 (COVID-19) for federal student loan borrowers whose loans are owned by the U.S. Department of Education (ED). The Fiscal Service would like to understand how the provision of the CARES Act affects federal student loans on a temporary basis and will impact lockbox processing volumes through the short term, in other words through the end of the Fiscal Year (September 30, 2020).

(D)(D)			
_			

GLN lock	al Service also has upcoming long-range programmatic budget and planning exercises for the land ECP programs. The scope of services that the Fiscal Service provides to agencies for above processing, as well as the incoming volumes processed are both integral components of se planning processes. Therefore, Fiscal Service would like to gain a better understanding on
	long-term how the Dept. of Education lockbox volumes may change over the course of the
(b)(5)	T S 1/6-3/76
	ly, does the Dept. of Education intend to further leverage electronic collection methods
(b)(5	ed on this current pandemic event experiences on the short and / or long-term?
missed or m Thanks Steve Tu   PN Supervisory R	w if any of the info above is what you are looking for. If not, I will give you a call to see what I hisunderstood.  MP® (Location: UCP- 34F2) Program Specialist 822   OC: 202-431-1123
Sent: Tuesd Fo: Tu, Stev Cc: DaVida l Rotaru@fiso <hakan.filize <tracy.curr< th=""><th>nna Carol Karap-Szilagyi <susanna.karap-szilagyi@fiscal.treasury.gov> ay, May 12, 2020 3:02 PM e <steve.tu@ed.gov> Usual <davida.usual@fiscal.treasury.gov>; Emilia C. Ghetie-Rotaru <emilia.ghetie-cal.treasury.gov>; Scott D. Friedman <scott.friedman@fiscal.treasury.gov>; Hakan Filizer er@fiscal.treasury.gov&gt;; Rafael J. Blasini <rafael.blasini@fiscal.treasury.gov>; Curran, Tracy an@ed.gov&gt; onthly DoED-FSA/Fiscal Service Touchpoint Meeting - Friday, 5/15/2020</rafael.blasini@fiscal.treasury.gov></scott.friedman@fiscal.treasury.gov></emilia.ghetie-cal.treasury.gov></davida.usual@fiscal.treasury.gov></steve.tu@ed.gov></susanna.karap-szilagyi@fiscal.treasury.gov></th></tracy.curr<></hakan.filize 	nna Carol Karap-Szilagyi <susanna.karap-szilagyi@fiscal.treasury.gov> ay, May 12, 2020 3:02 PM e <steve.tu@ed.gov> Usual <davida.usual@fiscal.treasury.gov>; Emilia C. Ghetie-Rotaru <emilia.ghetie-cal.treasury.gov>; Scott D. Friedman <scott.friedman@fiscal.treasury.gov>; Hakan Filizer er@fiscal.treasury.gov&gt;; Rafael J. Blasini <rafael.blasini@fiscal.treasury.gov>; Curran, Tracy an@ed.gov&gt; onthly DoED-FSA/Fiscal Service Touchpoint Meeting - Friday, 5/15/2020</rafael.blasini@fiscal.treasury.gov></scott.friedman@fiscal.treasury.gov></emilia.ghetie-cal.treasury.gov></davida.usual@fiscal.treasury.gov></steve.tu@ed.gov></susanna.karap-szilagyi@fiscal.treasury.gov>
Hi Steve,	
hope this e	email finds you well!
	y DoED-FSA/Fiscal Service Touchpoint Meeting is scheduled for this Friday. We currently any specific agenda topics for this week's meeting but a few questions:
1.(b)(5)	

	(b)(5)
7	(4)(4)
۷.	

Please let us know if there are any specific agenda items from the DoED side.

Thank you, Susanna



Susanna Karap-Szilágyi, GWCPM, BPT-PE GLN/ECP Branch Manager Department of the Treasury Bureau of the Fiscal Service I RRMD 202-874-6792 From: Tu, Steve

Sent: Mon, 11 May 2020 21:39:53 +0000

To: Susanna Carol Karap-Szilagyi;Scott D. Friedman;Erika L. Bevins;Lamar S. Sutton;DaVida L. Usual;Wilson, Winston A;Emilia C. Ghetie-Rotaru;Curran, Tracy;Plenty, Gregory Subject: RE: Monthly DoED-FSA/Fiscal Service Touchpoint Meeting for 5/15/2020

Susanna and all,

Hope all is well with everyone.

I just wanted to update everyone that we have another internal meeting this week to review the PCI compliance questionnaire.

Other changes from FSA side:

- · AWG continuing to decline weekly
- Asha Gupta took over the TCS Certificate ownership on 4/15/20
- Scot Ceravolo took over the User Access ownership on 4/15/20
- Greg and ISSO team will be working the PCI compliance for the Depart of Ed

## Thanks

Steve Tu | PMP® (Location: UCP- 34F2)

Supervisory Program Specialist

O: 202-377-3822 || OC: 202-431-1123

----Original Appointment----

From: Susanna Carol Karap-Szilagyi <susanna.karap-szilagyi@fiscal.treasury.gov>

Sent: Friday, May 17, 2019 8:09 AM

To: Susanna Carol Karap-Szilagyi; Tu, Steve; Scott D. Friedman; Erika L. Bevins; Lamar S. Sutton; DaVida L.

Usual; Wilson, Winston A; Emilia C. Ghetie-Rotaru

Subject: Monthly DoED-FSA/Fiscal Service Touchpoint Meeting

When: Friday, May 15, 2020 9:30 AM-10:00 AM (UTC-05:00) Eastern Time (US & Canada).

Where: Skype Meeting

Re-establishing meeting using the new skype meeting.

Monthly meeting invite with FSA and Fiscal Service through 12/18/2020.

# Join Skype Meeting

Trouble Joining? Try Skype Web App

# Join by phone

+13043068572 (Dial-in Number)

English (United States)

Find a local number

Conference ID: 48987455

Forgot your dial-in PIN? | Help

From: Tyrrell, Pete

Sent: Fri, 23 Oct 2020 17:07:47 +0000

To: Hakan Filizer

Cc: Tu, Steve; Gonzalez Torres, Jose; Bryant, Michael; Szathmary, Michael; Wise,

Mark; Michael J. Mackay; Austin D. Lillard; Matthew J. Gordon; Lamar S. Sutton

Subject: RE: Maximus AWG Return-to-Sender Plan

Attachments: RCN # 309 Dept. of Ed Lockbox # 790356 AWG Return-to-Sender Plan.xlsm

Importance: High

### Good afternoon Hakan -

I have signed the RCN. Please note the following changes I made and let me know if you disagree or if we need to discuss:

- Section 4 replaced Annette Derrick/POC information with my name and address/phone.
- Sections 11 and 12 added the word 'temporarily' and changed the date to 12/31/20 (was 12/30/30).
- Section 13 added in justification.

Thanks again for your assistance with this matter. Will also let you know as soon as possible if the 12/31/20 needs extended so that a new RCN can be completed.

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

From: Hakan Filizer < hakan.filizer@fiscal.treasury.gov>

**Sent:** Friday, October 23, 2020 9:27 AM **To:** Tyrrell, Pete <Pete.Tyrrell@ed.gov>

Cc: Tu, Steve <Steve.Tu@ed.gov>; GonzalezTorres, Jose <Jose.GonzalezTorres@ed.gov>; Bryant, Michael <Michael.Bryant@ed.gov>; Szathmary, Michael <Michael.Szathmary@ed.gov>; Wise, Mark <Mark.Wise@ed.gov>; Michael J. Mackay <Michael.Mackay@fiscal.treasury.gov>; Austin D. Lillard <austin.lillard@fiscal.treasury.gov>; Matthew J. Gordon <matthew.gordon@fiscal.treasury.gov>; Lamar S. Sutton <lamar.sutton@fiscal.treasury.gov>

Subject: Maximus AWG Return-to-Sender Plan

## Good morning Pete,

Attached is draft RCN for this request. Could you please complete section 13 prior to signature when you have a chance?

Thank you,

# Hakan

Hakan Filizer
Financial Program Specialist, GLN/ECP Branch
Department of the Treasury
Bureau of the Fiscal Service I RRMD
202-874-6919

From: Hakan Filizer

Sent: Sat. 24 Oct 2020 19:40:15 +0000

To: Tyrrell, Pete

Cc: Tu, Steve; Gonzalez Torres, Jose; Bryant, Michael; Szathmary, Michael; Wise,

Mark; Michael J. Mackay; Austin D. Lillard; Matthew J. Gordon; Lamar S. Sutton

Subject: RE: Maximus AWG Return-to-Sender Plan

Attachments: RCN # 309 Dept. of Ed Lockbox # 790356 AWG Return-to-Sender Plan.pdf

Good afternoon Pete,

Attached is signed RCN for your records. I will work with U.S. Bank to ensure everything goes smoothly.

Thank you, Hakan

From: Tyrrell, Pete <Pete.Tyrrell@ed.gov> Sent: Friday, October 23, 2020 1:08 PM

To: Hakan Filizer < hakan.filizer@fiscal.treasury.gov>

Cc: Tu, Steve <Steve.Tu@ed.gov>; GonzalezTorres, Jose <Jose.GonzalezTorres@ed.gov>; Bryant, Michael

<Michael.Bryant@ed.gov>; Szathmary, Michael <Michael.Szathmary@ed.gov>; Wise, Mark

<Mark.Wise@ed.gov>; Michael J. Mackay <Michael.Mackay@fiscal.treasury.gov>; Austin D. Lillard <austin.lillard@fiscal.treasury.gov>; Matthew J. Gordon <matthew.gordon@fiscal.treasury.gov>; Lamar

S. Sutton <a href="mailto:sutton@fiscal.treasury.gov">subject: RE: Maximus AWG Return-to-Sender Plan</a>

Importance: High

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Pete Tyrrell | Senior Advisor Federal Student Aid Wanamaker Building, Philadelphia PA 19107

0: (215) 656-6014

C: (b)(6)

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Cc: Tu, Steve <<u>Steve.Tu@ed.gov</u>>; GonzalezTorres, Jose <<u>Jose.GonzalezTorres@ed.gov</u>>; Bryant, Michael

< <u>Michael.Bryant@ed.gov</u>>; Szathmary, Michael < <u>Michael.Szathmary@ed.gov</u>>; Wise, Mark

<<u>Mark.Wise@ed.gov</u>>; Michael J. Mackay <<u>Michael.Mackay@fiscal.treasury.gov</u>>; Austin D. Lillard <austin.lillard@fiscal.treasury.gov>; Matthew J. Gordon <a href="mailto:matthew.gordon@fiscal.treasury.gov">matthew.gordon@fiscal.treasury.gov</a>; Lamar

S. Sutton < lamar.sutton@fiscal.treasury.gov > Subject: Maximus AWG Return-to-Sender Plan

Good morning Pete,

Attached is draft RCN for this request. Could you please complete section 13 prior to signature when you have a chance?

Thank you, Hakan

Hakan Filizer
Financial Program Specialist, GLN/ECP Branch
Department of the Treasury
Bureau of the Fiscal Service I RRMD
202-874-6919



		Requirements C	hange Notice (F	(CN)		
I. RCN NUMBER:	309	2. SUBMISSI		10/22/2020		
3. RCN TITLE: 3. REQUESTING AGEN	AWG Return-to-Sender	Plan AGENCY 🗵	FA 🗆			
Contact Name:	Pete Tyrrell		PI	none Number: 202-6	74-2769	
E-mail Address:	pete.tyrrell@ed.gov					
5. AGENCY INFORMA Agency Name: Cash Flow Name: Lockbox Number:	U.S. Department of Ed AWG Default Loan Po 790356					
5. FINANCIAL AGENT						
Financial Agent: 7. PRICING IMPACT:	U.S. Bank Yes	No 🗆	ONE TO	ME COST:		
8. FUNDING ORGANIZ Comments:			ting Agency	□ F/	Α □	
O. COST BREAKDOW	N					
Line	Item	AFP Code	Unit /Hour	Unit Co	ost	Cost
(b)(4)						
			1	1		
					\$	-
			+	_	\$	
					9	
					\$	
Total Cost			(b)(4)		s	44
0. REQUESTED IMPLE	MENTATION DATE:	11/1/2020	1(0)(4)			-
1. PROPOSED CHANG	E: Temporarily c	lose LBX 790356 effec	tive 11/1/20 thr	ough 12/31/20 and re	turn mail to sender	
2. STATEMENT OF RE Sorting/Extraction Other	QUIRED SERVICES (SRS  Scanning/Ima  Description:		P ☐ File 3X 790356 effec		12/31/20 and retur	n mail to sender. Hav
Garnishment (AWG) payr	BUSINESS NEEDS: by the Department to bring nents. While the Department to our student loan bo	g employers into compl ent has been successful	iance with the C.	ARES Act, employers	s continue to send A	Administrative Wage y suspending the
4. CONFIRMATION	OF THE SERVICES RE	CEIVED:	CONFIRM	□ INITI	ALS	DATE:
	ckay Date: 2020.10.23 15:30:07 0					
Bure	au of Fiscal Service	App	prove [	Disapprove		
	partment of Education/FS			D'a		
Federal Program	Agency Athority, Agency	Name App	prove 🖃	Disapprove		

Revised Mar 2, 2017 1

From: Tyrrell, Pete

Sent: Mon, 26 Oct 2020 13:58:19 +0000

To: Bryant, Michael

Subject: RE: Maximus AWG Return-to-Sender Plan

Good point – thank you. I'll wait until its executed before sending to Mark Benson.

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

From: Bryant, Michael < Michael. Bryant@ed.gov>

**Sent:** Monday, October 26, 2020 9:57 AM **To:** Tyrrell, Pete <Pete.Tyrrell@ed.gov>

Subject: RE: Maximus AWG Return-to-Sender Plan

It's in the vault. We might also want to let the PCAs know, since they may receive calls from borrowers and/or employers

Mike Bryant, Federal Student Aid 319-333-8836

From: Tyrrell, Pete < Pete. Tyrrell@ed.gov>
Sent: Monday, October 26, 2020 8:56 AM

To: Bryant, Michael < Michael.Bryant@ed.gov >; Szathmary, Michael < Michael.Szathmary@ed.gov >;

Wise, Mark < Mark. Wise@ed.gov > Cc: Tu, Steve < Steve. Tu@ed.gov >

Subject: FW: Maximus AWG Return-to-Sender Plan

All – I've asked Hakan to follow up and confirm once the lockbox has been formally/temporarily closed.

@Bryant, Michael - can you place this in the vault.

<u>@Szathmary</u>, <u>Michael</u> and <u>@Wise</u>, <u>Mark</u> – I've verbally communicated this to Bob Santos this morning but it may make sense to send a formal communication to him once we get confirmation from Treasury.

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

From: Hakan Filizer < hakan.filizer@fiscal.treasury.gov>

Sent: Saturday, October 24, 2020 3:40 PM
To: Tyrrell, Pete <Pete.Tyrrell@ed.gov>

Cc: Tu, Steve <<u>Steve.Tu@ed.gov</u>>; GonzalezTorres, Jose <<u>Jose.GonzalezTorres@ed.gov</u>>; Bryant, Michael

<Michael.Bryant@ed.gov>; Szathmary, Michael <Michael.Szathmary@ed.gov>; Wise, Mark

<<u>Mark.Wise@ed.gov</u>>; Michael J. Mackay <<u>Michael.Mackay@fiscal.treasury.gov</u>>; Austin D. Lillard

 $<\!\!\underline{austin.lillard@fiscal.treasury.gov}\!\!>; Matthew J.\ Gordon <\!\!\underline{matthew.gordon@fiscal.treasury.gov}\!\!>; Lamar$ 

S. Sutton < lamar.sutton@fiscal.treasury.gov > Subject: RE: Maximus AWG Return-to-Sender Plan

Good afternoon Pete,

Attached is signed RCN for your records. I will work with U.S. Bank to ensure everything goes smoothly.

Thank you, Hakan

From: Tyrrell, Pete < Pete. Tyrrell@ed.gov>
Sent: Friday, October 23, 2020 1:08 PM

To: Hakan Filizer < hakan.filizer@fiscal.treasury.gov>

Cc: Tu, Steve <<u>Steve.Tu@ed.gov</u>>; GonzalezTorres, Jose <<u>Jose.GonzalezTorres@ed.gov</u>>; Bryant, Michael <<u>Michael.Bryant@ed.gov</u>>; Szathmary, Michael <<u>Michael.Szathmary@ed.gov</u>>; Wise, Mark <<u>Mark.Wise@ed.gov</u>>; Michael J. Mackay <<u>Michael.Mackay@fiscal.treasury.gov</u>>; Austin D. Lillard <<u>austin.lillard@fiscal.treasury.gov</u>>; Matthew J. Gordon <<u>matthew.gordon@fiscal.treasury.gov</u>>; Lamar

S. Sutton < lamar.sutton@fiscal.treasury.gov > Subject: RE: Maximus AWG Return-to-Sender Plan

Importance: High

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Good afternoon Hakan -

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- Section 13 added in justification.

Thanks again for your assistance with this matter. Will also let you know as soon as possible if the 12/31/20 needs extended so that a new RCN can be completed.

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

C: (b)(6)

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< Michael. Bryant@ed.gov >; Szathmary, Michael < Michael. Szathmary@ed.gov >; Wise, Mark

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S. Sutton < lamar.sutton@fiscal.treasury.gov > Subject: Maximus AWG Return-to-Sender Plan

Good morning Pete,

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Thank you, Hakan

Hakan Filizer
Financial Program Specialist, GLN/ECP Branch
Department of the Treasury
Bureau of the Fiscal Service I RRMD
202-874-6919

From: Hakan Filizer

Sent: Tue, 27 Oct 2020 14:20:17 +0000

To: Tyrrell, Pete

Cc: Tu, Steve;GonzalezTorres, Jose;Bryant, Michael;Szathmary, Michael;Wise,

Mark; Michael J. Mackay; Austin D. Lillard; Matthew J. Gordon; Lamar S. Sutton

Subject: RE: Maximus AWG Return-to-Sender Plan

Hi Pete,

Here is the latest update - The request has been submitted to USPS and Friday 10/30 will be the last day we receive mail for AWG 790356. The processing lockbox will be closed EOD Monday 11/2. 11/2 will be the last ECP deposit and data transmission sent until the box is reopened in 2021.

Thank you, Hakan

From: Tyrrell, Pete <Pete.Tyrrell@ed.gov> Sent: Monday, October 26, 2020 8:37 AM

To: Hakan Filizer < hakan.filizer@fiscal.treasury.gov>

Cc: Tu, Steve <Steve.Tu@ed.gov>; GonzalezTorres, Jose <Jose.GonzalezTorres@ed.gov>; Bryant, Michael <Michael.Bryant@ed.gov>; Szathmary, Michael <Michael.Szathmary@ed.gov>; Wise, Mark <Mark.Wise@ed.gov>; Michael J. Mackay <Michael.Mackay@fiscal.treasury.gov>; Austin D. Lillard <austin.lillard@fiscal.treasury.gov>; Matthew J. Gordon <matthew.gordon@fiscal.treasury.gov>; Lamar

S. Sutton <a href="mailto:sutton@fiscal.treasury.gov">subject: RE: Maximus AWG Return-to-Sender Plan</a>

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Thank you, Hakan. Can you please keep this group in the loop and confirm once US Bank has effected the change?

And thank you again for your quick action on this – very much appreciated.

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

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S. Sutton < lamar.sutton@fiscal.treasury.gov > Subject: RE: Maximus AWG Return-to-Sender Plan

Importance: High

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Mark; Michael J. Mackay; Austin D. Lillard; Matthew J. Gordon; Lamar S. Sutton

Subject: RE: Maximus AWG Return-to-Sender Plan

Yes, that's correct.

From: Tyrrell, Pete <Pete.Tyrrell@ed.gov> Sent: Tuesday, October 27, 2020 10:23 AM

To: Hakan Filizer < hakan.filizer@fiscal.treasury.gov>

**Cc:** Tu, Steve <Steve.Tu@ed.gov>; GonzalezTorres, Jose <Jose.GonzalezTorres@ed.gov>; Bryant, Michael

<Michael.Bryant@ed.gov>; Szathmary, Michael <Michael.Szathmary@ed.gov>; Wise, Mark

<Mark.Wise@ed.gov>; Michael J. Mackay <Michael.Mackay@fiscal.treasury.gov>; Austin D. Lillard <austin.lillard@fiscal.treasury.gov>; Matthew J. Gordon <matthew.gordon@fiscal.treasury.gov>; Lamar

S. Sutton <a href="mailto:sutton@fiscal.treasury.gov">subject: RE: Maximus AWG Return-to-Sender Plan</a>

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Great, thank you Hakan – so the deposit on 11/2 will be the payments received on 10/30, is that correct?

Pete Tyrrell | Senior Advisor Federal Student Aid Wanamaker Building, Philadelphia PA 19107 O: (215) 656-6014 C: (0)(6)

From: Hakan Filizer < hakan.filizer@fiscal.treasury.gov>

Sent: Tuesday, October 27, 2020 10:20 AM
To: Tyrrell, Pete <Pete.Tyrrell@ed.gov>

Cc: Tu, Steve <Steve.Tu@ed.gov>; GonzalezTorres, Jose <Jose.GonzalezTorres@ed.gov>; Bryant, Michael

< Michael. Bryant@ed.gov >; Szathmary, Michael < Michael. Szathmary@ed.gov >; Wise, Mark

<<u>Mark.Wise@ed.gov</u>>; Michael J. Mackay <<u>Michael.Mackay@fiscal.treasury.gov</u>>; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>; Matthew J. Gordon <matthew.gordon@fiscal.treasury.gov>; Lamar

S. Sutton < lamar.sutton@fiscal.treasury.gov >

Subject: RE: Maximus AWG Return-to-Sender Plan

Hi Pete,

Here is the latest update - The request has been submitted to USPS and Friday 10/30 will be the last day we receive mail for AWG 790356. The processing lockbox will be closed EOD Monday 11/2. 11/2 will be the last ECP deposit and data transmission sent until the box is reopened in 2021.

Thank you, Hakan

From: Tyrrell, Pete < Pete. Tyrrell@ed.gov > Sent: Monday, October 26, 2020 8:37 AM

To: Hakan Filizer < hakan.filizer@fiscal.treasury.gov>

Cc: Tu, Steve <Steve.Tu@ed.gov>; GonzalezTorres, Jose <Jose.GonzalezTorres@ed.gov>; Bryant, Michael

<Michael.Bryant@ed.gov>; Szathmary, Michael <Michael.Szathmary@ed.gov>; Wise, Mark

<<u>Mark.Wise@ed.gov</u>>; Michael J. Mackay <<u>Michael.Mackay@fiscal.treasury.gov</u>>; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>; Matthew J. Gordon <matthew.gordon@fiscal.treasury.gov>; Lamar

S. Sutton < lamar.sutton@fiscal.treasury.gov > Subject: RE: Maximus AWG Return-to-Sender Plan

**CAUTION**: This email has originated from an external entity. **PLEASE CONSIDER THE SOURCE** before responding, clicking on links, or opening attachments.

Thank you, Hakan. Can you please keep this group in the loop and confirm once US Bank has effected the change?

And thank you again for your quick action on this – very much appreciated.

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

From: Hakan Filizer < hakan.filizer@fiscal.treasury.gov>

**Sent:** Saturday, October 24, 2020 3:40 PM **To:** Tyrrell, Pete < Pete. Tyrrell@ed.gov>

Cc: Tu, Steve <<u>Steve.Tu@ed.gov</u>>; GonzalezTorres, Jose <<u>Jose.GonzalezTorres@ed.gov</u>>; Bryant, Michael <<u>Michael.Bryant@ed.gov</u>>; Szathmary, Michael <<u>Michael.Szathmary@ed.gov</u>>; Wise, Mark <<u>Mark.Wise@ed.gov</u>>; Michael J. Mackay <<u>Michael.Mackay@fiscal.treasury.gov</u>>; Austin D. Lillard <<u>austin.lillard@fiscal.treasury.gov</u>>; Matthew J. Gordon <<u>matthew.gordon@fiscal.treasury.gov</u>>; Lamar

S. Sutton < lamar.sutton@fiscal.treasury.gov>

Subject: RE: Maximus AWG Return-to-Sender Plan

Good afternoon Pete,

Attached is signed RCN for your records. I will work with U.S. Bank to ensure everything goes smoothly.

Thank you, Hakan From: Tyrrell, Pete < Pete. Tyrrell@ed.gov > Sent: Friday, October 23, 2020 1:08 PM

To: Hakan Filizer < hakan.filizer@fiscal.treasury.gov>

Cc: Tu, Steve <<u>Steve.Tu@ed.gov</u>>; GonzalezTorres, Jose <<u>Jose.GonzalezTorres@ed.gov</u>>; Bryant, Michael

< Michael. Bryant@ed.gov>; Szathmary, Michael < Michael. Szathmary@ed.gov>; Wise, Mark

<<u>Mark.Wise@ed.gov</u>>; Michael J. Mackay <<u>Michael.Mackay@fiscal.treasury.gov</u>>; Austin D. Lillard

<austin.lillard@fiscal.treasury.gov>; Matthew J. Gordon <matthew.gordon@fiscal.treasury.gov>; Lamar

S. Sutton < lamar.sutton@fiscal.treasury.gov > Subject: RE: Maximus AWG Return-to-Sender Plan

Importance: High

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Good afternoon Hakan -

I have signed the RCN. Please note the following changes I made and let me know if you disagree or if we need to discuss:

- Section 4 replaced Annette Derrick/POC information with my name and address/phone.
- Sections 11 and 12 added the word 'temporarily' and changed the date to 12/31/20 (was 12/30/30).
- Section 13 added in justification.

Thanks again for your assistance with this matter. Will also let you know as soon as possible if the 12/31/20 needs extended so that a new RCN can be completed.

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

From: Hakan Filizer <hakan.filizer@fiscal.treasury.gov>

Sent: Friday, October 23, 2020 9:27 AM
To: Tyrrell, Pete < Pete. Tyrrell@ed.gov>

Cc: Tu, Steve <<u>Steve.Tu@ed.gov</u>>; GonzalezTorres, Jose <<u>Jose.GonzalezTorres@ed.gov</u>>; Bryant, Michael <<u>Michael.Bryant@ed.gov</u>>; Szathmary, Michael <<u>Michael.Szathmary@ed.gov</u>>; Wise, Mark <<u>Mark.Wise@ed.gov</u>>; Michael J. Mackay <<u>Michael.Mackay@fiscal.treasury.gov</u>>; Austin D. Lillard <<u>austin.lillard@fiscal.treasury.gov</u>>; Matthew J. Gordon <<u>matthew.gordon@fiscal.treasury.gov</u>>; Lamar S. Sutton <<u>lamar.sutton@fiscal.treasury.gov</u>>

Subject: Maximus AWG Return-to-Sender Plan

Good morning Pete,

Attached is draft RCN for this request. Could you please complete section 13 prior to signature when you have a chance?

Thank you, Hakan

Hakan Filizer
Financial Program Specialist, GLN/ECP Branch
Department of the Treasury
Bureau of the Fiscal Service I RRMD
202-874-6919