Date Filed: November 23, 2026

Witness: Jared A. Lawrence and Shamus O'Brien
Request from: Office of Education, Outreach, and Enforcement

Question:

(CUSTOMER COMPLAINTS) Does the Company currently have any internal policies and procedures regarding the response time to a complaint from EOE? If yes, provide all documentation. If not, provide an explanation.

Response:

The Company does not maintain a formal written policy specifically governing response times for inquiries or complaints received from EOE. However, the Company's standard practice is to respond to EOE inquiries within five (5) business days, consistent with EOE's established expectation.