Date Filed: November 23, 2026

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Request from: Office of Education, Outreach, and Enforcement

Question:

(CREDIT AND COLLECTIONS) Refer to the Company's response to EOE-344. Provide an unlocked excel spreadsheet for the test year with the following data:

a. Total number of written-off accounts;
b. Total dollar amount of all write-offs;
c. Total number of accounts sent to third-party collections;
d. Total dollar amount sent to collections; and
e. Total dollar amount paid towards collections.

Response:

Please refer to the table below for the requested information for test year 2025.

Data Response	Value
a. Total number of written-off accounts*	50,178
b. Total dollar amount of all write-offs	$93,071,735
c. Total number of accounts sent to third-party collections**	189,731
d. Total dollar amount sent to collections	$353,786,305
e. Total dollar amount paid towards collections***	$570,650

**Includes accounts with a final bill which remained unpaid for 120 days after issuance.*

***Includes accounts with a final bill which remained unpaid for 35 days after issuance.*

****Commission amount paid to third party collections agencies.*