

## *“Experience the NCM Difference”*

### **NCM’s Client Services Division**

NCM realizes that our role is more than collecting; we also provide excellent client support and education. By choosing NCM, you will experience the benefit of working with our Client Services Division that is dedicated exclusively to supporting clients. We take pride in having associates who have been with us for many years. Everyone in this division is dedicated to providing timely, accurate information to our clients – with a smile.

**You will never reach a stranger when you call.**

NCM Client Services Division provides responsive, dedicated customer support, and they consistently receive letters from our clients for their professional, friendly service. This department is the voice of our company, and our staff is representative of NCM’s philosophy. This Division provides your staff with one point of contact. Our staff is fully trained in all aspects of student loan collections and knowledgeable about NCM policies and procedures. Client Services can be contacted via phone, e-mail or fax. Voice mail calls and e-mails are returned promptly.



#### **Rose Neumann**

Vice President - Client Services  
Phone: (800) 627-2300 x 284  
Direct Fax: (314) 787-8981  
E-mail: [rneumann@ncmstl.com](mailto:rneumann@ncmstl.com)  
*New Accounts, Statements,  
Client/Counselor Liaison*

Rose has been associated with NCM for **31** years. She is responsible for the Client Services Division and has daily interaction with our clients.



#### **Polly Thurmond**

Client Services Representative  
Phone: (800) 627-2300 x 224  
Direct Fax: (314) 787-8982  
E-mail: [pthurmond@ncmstl.com](mailto:pthurmond@ncmstl.com)  
*Client/Counselor Liaison*

Polly has been associated with NCM for **9** years and is involved in all daily Client Services activities.



#### **Becky Eisele**

Client Services Representative  
Phone: (800) 627-2300 x 275  
Direct Fax: (314) 314-787-8984  
E-mail: [beisele@ncmstl.com](mailto:beisele@ncmstl.com)  
*Client/Counselor Liaison*

Becky has been associated with NCM for **30** years and is involved in all daily Client Services activities.



#### **John Rhine**

Director - Client Relations  
Phone: (800) 627-2300 x 225  
Direct Fax: (314) 787-8980  
E-mail: [jrhine@ncmstl.com](mailto:jrhine@ncmstl.com)  
*Client Reports, Legal, Bankruptcy  
Liaison for Billing Services,  
On-Site Client Visits*

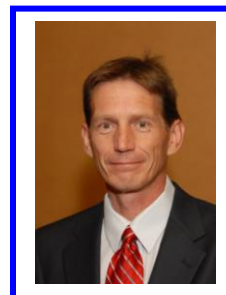
John has been associated with NCM for **21** years and is responsible for reports and serves as a liaison for clients, billing services and attorneys.



#### **Chris Pullam**

Administrative Assistant  
Phone: (800) 627-2300 x 287  
Direct Fax : (314) 314-787-8983  
E-mail: [cpullam@ncmstl.com](mailto:cpullam@ncmstl.com)

Chris has been associated with NCM for **2** years and has recently taken over as the Administrative Assistant for the office.



#### **Roger Jensen**

System Administrator (IT)  
*Billing Service, File Transfer and  
Website Operation*  
Phone: (800) 627-2300 x 262  
Direct Fax: (314) 995-3758  
E-mail: [rjensen@ncmstl.com](mailto:rjensen@ncmstl.com)

Roger has been associated with NCM for **10** years. He assists clients with webfolder transfers and designs custom reports.