



## NCM's Client Services Division

The fact that our clients are universities and colleges exclusively, 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, the division dedicated exclusively to supporting clients. NCM takes 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 client services staff is representative of NCM's philosophy. Client Services provides your staff with one point of contact. The staff is fully trained on all aspects of student loan collections, and they are also knowledgeable about NCM policies and procedures. Client Services can be contacted via phone, e-mail or fax. Voice mail calls are returned immediately.

***“Experience the NCM Difference”***



### **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*

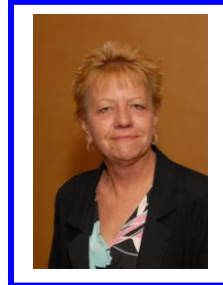
Rose has been associated with NCM for **30** years and knows every aspect of our operations. She is responsible for the Client Services Division and has daily interaction with our clients. Rose also works closely with the support staff to monitor daily processing functions.



### **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 **29** years and is involved in all daily Client Services activities.



### **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 **8** years and is involved in all daily Client Services activities.



### **Chris Pullam**

Client Services Representative  
Phone: (800) 627-2300 x 287  
Direct Fax : (314) 314-787-8983  
E-mail: [cpullam@ncmstl.com](mailto:cpullam@ncmstl.com)  
*Client/Counselor Liaison*

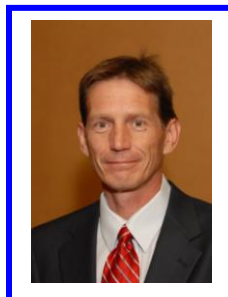
Chris has been associated with NCM for **1** year and is involved in all daily Client Services activities.

### **John Rhine**

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



NCM Associate for **20** years.



### **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)

NCM Associate for **9** years.