

“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 of Client Services
Phone: (800) 627-2300 x 284
Direct Fax: (314) 787-8981
E-mail: rneumann@ncmstl.com
Client/Counselor Liaison

Rose has been associated with NCM for 39 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
Client/Counselor Liaison

Polly has been associated with NCM for 17 years and is involved in all daily Client Services activities.



Becky Eisele

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

Becky has been associated with NCM for 38 years and is involved in all daily Client Services activities.



Kati Mason

Client Services Representative
Phone: (800) 627-2300 x 216
Direct Fax : (314) 314-787-8972
E-mail: kmason@ncmstl.com
Client/Counselor Liaison

Kati has been associated with NCM for 3 years and is involved in all daily Client Services activities.



Jennifer Desnoyer

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

Jennifer has been associated with NCM for 4 years and she is involved with daily Client Services receivables.



Roger Jensen

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

Roger has been associated with NCM for 18 years. He assists clients with web-folder transfers and designs custom reports.



John Rhine

Vice President of Client Relations
Phone: (800) 627-2300 x 225
Direct Fax : (314) 787-8980
E-mail: jrhine@ncmstl.com

John has been associated with NCM for 29 years. He began his career as a Financial Counselor and later transferred to the Client Services Division. John is now responsible for Client Relations.