



ECSI E-SERVICES Electronic Loan Refunds



“By utilizing ECSI's fully automated eRefund Solution, our Student Accounting and Cashier's Office received it's highest Student Satisfaction Ratings ever. From the day we started, we greatly reduced our internal processing time and saved thousands-and-thousands of dollars along the way. Thanks again for such a great solution!” —

Joe Maggitti, Medical University of South Carolina, Charleston, SC

Electronic Refunds Save Time and Money

Did you know that it costs over \$30 to produce just one (1) Refund Check? If you did, a recent Statistical Analysis at a prestigious South Carolina University just confirmed your intuition.

To help relieve your administrative burden and reduce your operating costs, ECSI's quick, secure, and convenient eRefund Solution will help keep your school in compliance with Federal Regulations and save you thousands of dollars each year.

Here's how it works:

- To begin the process, you can easily access the E-Refund Module from the Optional Menu in SAL.
- Next, identify and review all of your accounts with available credit balances. Select each account and identify the refund method (Paper Check or ACH Refund).
- A “Pending Refunds Report” will be created to verify the borrowers you have selected to receive refunds.
- When you are ready to send your refunds, click on “Send Notification to ECSI”, which will let ECSI know electronically to initiate a money transfer in the amount of all of the refunds you have processed.
- Once you have processed the refunds, the Transaction History will be updated and a new Memo will be created for each account.

By partnering with ECSI, you'll have access to our Industry-Leading eRefund and Asset Management Services to help you streamline your internal processes, while providing your students with the convenience they expect.

World Class Customer Service

As an ECSI Client, you'll have access to the Highest Levels of Customer Service and Support in the Industry. Unlike our competitors, ECSI does not have an Automated Phone System or Voicemail. When needed, your staff and students can reach a live, experienced ECSI Customer Service Representative from 7:30 a.m. to 8:00 p.m. EST, Monday through Friday. At ECSI, all requests and inquiries are responded to within 24 hours or less, providing you and your students with World Class Customer Service that will exceed your expectations.

About ECSI

Since our inception in 1972, ECSI has established itself as the Industry Leader by being the most responsive, stable, and cost-effective company in the Student Loan Management Industry.

Today, we continue to flourish because we actually listen and learn from our clients' requests and quickly respond with system enhancements and streamlined solutions that will save you time and money, and reduce hassles, every step of the way.

More than 800 Colleges and Universities across the country would agree. Our Superior Technology, Custom-Designed Solutions and World Class Customer Service are evidence that 36+ years of continuous ownership fulfills a promise of unparalleled quality and reliability.

At ECSI, seeing is believing. Let us show you what so many in your profession have already discovered. ECSI simply provides the most innovative, efficient and well-supported solutions in Higher Education.

For more information or to arrange a demonstration, please contact the ECSI Sales Department at [1.866.841.ECSI \(3274\)](tel:1866841ECSI) or e-mail us at sales@ecsi.net. We'd love to hear from you.

www.ecsi.net

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