

Reporting – General

About KHEAA, KHESLC, and ARC Servicing – a division of Asset Resolution Corporation **Feedback**

What is the KHEAA, KHESLC, and ARC Servicing Feedback system?

KHEAA, KHESLC, and ARC Servicing feedback system is a comprehensive and confidential feedback tool created by NAVEX Global to assist organizations in obtaining feedback from customers.

Why do we need a feedback system?

- We believe that our customers are our most important asset. By creating open channels of communication, we can provide top quality products and services to our customers.
- An effective reporting system will augment our other efforts to foster a culture of integrity and ethical decision-making.

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Who will you share my information with?

All personal information that you submit to the organizations is protected by law. We do not sell any personal information to a third party and only collect personal information if you choose to provide it. The contact and feedback information you report will be for the organizations review only and will not be shared with anyone.

However, if you include identifiable information in the form because you want your issue(s) addressed, the organizations may use that information to contact authorized third parties (schools, Federal Family Education Loan Program lenders, and federal loan servicers). Depending on the nature of the complaint, the organizations may also provide your name and contact information to the aforementioned authorized third-party.

Where do these reports go? Who can access them?

Reports are entered directly on the feedback secure server to prevent any possible breach in security. NAVEX makes these reports available only to specific individuals within the organizations who are charged with evaluating the report, based on the type of feedback.

May I report using either the internet or the phone?

Yes. With the Feedback System, you have the ability to file a confidential, anonymous report via either the phone or the internet.

What if I remember something important about the incident after I file the report? Or what if the respective organization has further questions for me concerning my report?

When you file a report at the Feedback site or through the Call Center, you receive a unique user name and are asked to choose a password. You can return to the Feedback system either by internet or phone and access the original report to add more detail or answer questions posed by an organization representative and add further information that will help resolve open issues. You are strongly encouraged to return to the site in the time specified to answer organization questions..