

Credit & Collections Structure and Function

Board of Directors Item 7

May 12, 2011

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Credit & Collections

Current Structure @3/31/11 (126)

- **Collections (67)**
 - **Cancelled and Distressed Accounts (21)**
 - **Active Accounts (27)**
 - Payment Plans
 - Bankruptcy/Restitution
- **Processing (59)**
 - **Lockbox (35)**
 - Premium Determination Unit
 - Other

Credit & Collections

