gotzoom

Your Path to Student Loan Relief

September 2019

Brief Company Overview

For over nine years, GotZoom has been working to assist Federal Student Loan holders navigate through the often complex and difficult to understand path to debt relief. We offer a unique solution set to address the ever-growing debt loads carried by millions of Americans that burden them for most of their adult life.

Student Loan debt statistics as of Q4, 2018:

> $1.56 trillion in total U.S. student loan debt.
> 44.7 million Americans with student loan debt.
> 11.5% of student loans are 90 days or more delinquent or are in default.
> The average monthly student loan payment for active borrowers is $393.
> Less than 3% of self-service applicants successfully complete the application process and less than 1% achieve debt relief.

Data via the U.S. Department of Education

GotZoom provides a full-service solution that compiles all borrower data and ensures that all application documentation with the Department of Education and the loan servicer are complete, accurate and fully compliant with all federal regulations to eliminate errors and simplify the process. The results are provided by our benefit consultants during a no-cost live benefits review with each borrower. Our team performs a detailed analysis to align the programs available with the overall financial goals of each borrower. In some cases, a reduced monthly payment is the primary objective and for others a reduced loan repayment term may be the desired outcome. Based on the available programs to the borrower, both of these options may be possible.

Our primary focus is to partner with loan holders and assist them in applying to the over seventy debt forgiveness and repayment programs available and identify those that provide the most financial impact and overall debt reduction, all with a single web-based data collection process. We also provide direct interaction with fully trained live benefit consultants that walk every borrower through the process and answer all questions through every step of the process.

How are we different?

Gotzoom is the premier "White Glove" concierge service organization that identifies, enrolls and re-certifies borrowers into Federal Student Loan Repayment and Loan Forgiveness Programs.

We are not a refinance or debt consolidation company! We strive in every way to distance ourselves from the competition in many key areas:

> No upfront fees are ever charged to a Federal Student Loan holder. A full no-obligation benefits analysis is provided as part of the initial intake process BEFORE the borrower moves forward with the GotZoom process.

> Once engaged with a borrower, we operate under a limited Power-of-Attorney that allows us to fully manage and monitor the loan(s) and communicate with the Department of Education and the loan servicer on behalf of the borrower.

> We have over nine years of experience and have helped enroll thousands of borrowers in the more than seventy available Federal Student Loan Repayment and Loan Forgiveness Programs.

> All client interaction is provided by a fully staffed concierge team that provides one-on-one direct phone support through every step of the process.

> Through the use of innovative technology and our concierge services, GotZoom delivers a unique experience that is custom tailored for each borrower and not an out-of-the-box solution.

One of our key business imperatives at GotZoom is that we constantly work to improve our visibility in the industry and set ourselves apart from the competition that have generated lots of negative press and poor reviews in recent years. Many of which have been sued by state or federal regulators, forced to go out of business, or worse. Through our business operations, GotZoom has not been subject to any of these situations and is growing year over year. In our nine years of operation, we are very proud to say that GotZoom has one of the longest track records in the industry!

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Common Questions

- **How are we different?**
- **What information do we need?**

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What information do we need?

In order to complete the application process with the Department of Education, we will need the borrower to provide the following documents and information:

> An electronic intake form must be completed on our secure website.
> A copy of the borrower's most recently filed tax return and two current paystubs in order to verify income. These documents can be uploaded to our website using a secure and encrypted file upload process.
> We ask the borrower to provide their FSA (Federal Student Aid) website credentials while on the phone with our benefit advisors so that we can capture a current and complete summary of all of their current loans as of the day we process their application.

All of this information is required to complete an accurate benefits analysis and is only accessed in a read-only format. The Department of Education generally advises borrowers not to share their FSA information with third parties, mainly due to the track record and history of companies that were operating under fraudulent pretenses sometimes charging borrowers for services that were never rendered or for applications that were not accurately filed with the Department of Education. If the borrower has any concerns with our access to the FSA website, we encourage them to immediately change the password and coach them through the process to do so as soon as we access their current loan information as part of the application process.

All information provided by the borrower is always transferred to the GotZoom website via secure web connections that adhere to government standards for secure data encryption and data transfer.

Additionally, as part of the ongoing GotZoom services to the borrower during their participation in the Federal Student Loan Repayment and Loan Forgiveness Programs, we perform an annual recertification process with the Department of Education that involves submitting then-current proof of income (a tax return and two paystubs) and filing current application documentation. This is always completed by the annual anniversary date of the original application with the Department of Education.