

Inceptia Grace Counseling Outreach

- Inceptia will send an introductory email to borrowers with valid email addresses on behalf of Bennett College; advising of upcoming calls and emails, encouraging participation.
- Inceptia will make up to three outbound telephone attempts to make contact with the borrower. The three attempts will be made:
 - Within forty five (45) days of the date Inceptia is notified the student is less than half time or
 - Beginning at 90 days into the grace period as designated in the file
- If the borrower is unavailable, a toll-free number may be provided for a return call.
- If necessary, Inceptia will employ proprietary skip tracing in an effort to locate the borrower.
- Inceptia will send emails to borrowers with valid email addresses during the grace period at thirty (30), ninety (90), and one hundred and eighty (180) days.
- All counseled and emailed borrowers will be provided with a toll free number for future questions; providing a lifeline to a student loan expert.
- Borrowers are provided with access to an Inceptia Student Loan Repayment Overview website; providing detailed information on all repayment plans, useful links and helpful tips.