



The COHEAO Commercial group had a busy and productive 2013. We were focused on recruiting new members to our group. At the end of 2013, we had a total of 41 Commercial members. While the majority of the members are collection agencies, we also have student loan servicers and BPO's. Our goal is to not only continue to expand our membership, but also to extend new membership opportunities to other companies that partner with the college and university market.

We held 2 Commercial meetings this year; one at the annual meeting in January and also the mid-year in Chicago. We had over 25 participants representing all Commercial sectors at both meetings. We also enjoyed active participation in our Quarterly Commercial calls.

Our Commercial members continue to be very visible at state/regional and national conferences. Listed below are meetings/conferences in which our members presented.

COHEAO Commercial Members presentations:

Karen Reddick:

- Texas BUCS: Team Building and Federal Update
- CAASLAR: Federal Update
- KASRO: (Spring) Federal Update and Perkins Panel
- HEARO: Federal Update
- MASFSA: Collection Law Panel
- ISLA: Consumer Finance Protection Bureau
- KASRO (Fall): Collection Law Panel
- NCM Colorado Workshop

Lori Hartung:

- KASFAA: Federal and COHEAO Update
- KASRO: Federal and COHEAO Update
- IACUBO: Federal and COHEAO Update
- MASFSA: Federal Update
- ECSI: Federal Update
- Minnesota Collection Network: Perkins Assignments and Life of a Loan
- Temple Workshop: Federal Update

Coalition of Higher Education Assistance Organization
2013 Annual Commercial Group Report
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Carl Perry:

- COHEAO Webinar: panel with Cindy Schick, Jeane Olson and Carl Perry on GLBA, HIPPA and Red Flag Rules
- SLSA-PLC: Collection Committee
- NCHER Fall Symposium: panel on Private Lending

David Stocker

- MASFSA – CFPB
- CRC
- NCHER
- COHEAO
- NYSOBA
- Minnesota Collections Conference

The Commercial group was very engaged in industry related topics including: Consumer Finance Protection Bureau (CFPB), assessment of collections costs on non-federal debt, the continuation of the Perkins Loan program, and changes in the student loan consolidation process. Our members actively participated in the drafting of a response for the ANPR CFPB, as well as attended the Perkins task force meetings, Star Committee meetings, and COHEAO webinars. Toward the end of the year our Commercial members drafted and submitted a “Statement of Good Practices” to the COHEAO Board for consideration for all COHEAO members.

Our goal as we enter into 2014 is to continue to grow our membership and provide value to our Commercial members. We strive to keep our members up-to-date on current to industry topics as well as changes in Washington, DC.

Respectfully Submitted by: Julie Mitchell-Barney