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**UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF CALIFORNIA
OAKLAND DIVISION**

12 FEDERAL TRADE COMMISSION,

13 Plaintiff,

14 vs.

15 AMERICAN FINANCIAL BENEFITS
16 CENTER, a corporation, also d/b/a AFB and AF
17 STUDENT SERVICES;

18 AMERITECH FINANCIAL, a corporation;

19 FINANCIAL EDUCATION BENEFITS
20 CENTER, a corporation; and

21 BRANDON DEMOND FRERE, individually
22 and as an officer of AMERICAN FINANCIAL
23 BENEFITS CENTER, AMERITECH
24 FINANCIAL, and FINANCIAL EDUCATION
25 BENEFITS CENTER,

26 Defendants.

Case No. 4:18-cv-00806-SBA

**DECLARATION OF DAVID
GONZALEZ IN SUPPORT OF
FEDERAL TRADE COMMISSION'S
MOTION FOR PRELIMINARY
INJUNCTION**

DECLARATION OF DAVID GONZALEZ

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1. My name is David Gonzalez. I am an investigator for the Federal Trade Commission. As an FTC investigator, my duties include investigating persons or companies suspected of engaging in deceptive practices in violation of the Federal Trade Commission Act and other laws or rules enforced by the FTC. The following statements are within my personal knowledge and if called as a witness I could and would competently testify thereto.

2. On February 6, 2017, the FTC’s Bureau of Consumer Protection authorized me to tape record telephone conversations, preambles, and other messages during calls placed to or received from phone numbers associated with American Financial Benefits Center and related entities.

3. On March 14, 2017, I placed an undercover call to (800) 488-1490. This toll free number appeared on American Financial Benefit Center’s website, afbcenter.com. Attached hereto as **Gonzalez Attachment A** is a true and correct copy of my March 14, 2017 undercover call recording to (800) 488-1490.

4. On April 25, 2017, For The Record, Inc., an independent court reporting company, provided a transcript of my March 14, 2017 undercover call. I reviewed the transcript for accuracy and attached hereto as **Gonzalez Attachment B** is a true and correct transcript of my undercover call to (800) 488-1490.

5. One of the representatives I spoke with during my March 14, 2017 call to (800) 488-1490 requested my email address. I gave the representative my undercover email address. On March 14, 2017, I received an email at my undercover account from an Ameritech Financial email account. Attached hereto as **Gonzalez Attachment C** is a true and correct copy of the March 14, 2017 email I received from Ameritech Financial, with my undercover email address redacted. Attached hereto as **Gonzalez Attachment D** is a true and correct copy of the document linked to the March 14, 2017 email I received, Gonzalez Attachment C.

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6. I declare under penalty of perjury that the foregoing is true and correct. Executed
on MAY 22, 2017, in Los Angeles, CA.



David Gonzalez

Gonzalez Attachment A is in physical form only, and maintained in the case file at the Clerk's office.

If you are a participant on this case, this Attachment will be served in physical form.

For information on retrieving this filing directly from the court, please see the court's main web site at <http://www.cand.uscourts.gov> under Frequently Asked Questions (FAQ).

This Attachment was not efiled for the following reason:

Non Graphical/Textual Computer File (audio, video, etc.) on CD or other media.

Gonzalez Attachment B

1 OFFICIAL TRANSCRIPT PROCEEDING

2

FEDERAL TRADE COMMISSION

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4

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MATTER NO. 1723027

6

TITLE AMERICAN FINANCIAL BENEFITS CENTER

7

DATE RECORDED: MARCH 14, 2017

8

TRANSCRIBED: APRIL 25, 2017

9

PAGES 1 THROUGH 65

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TELEPHONE CONVERSATION WITH SUSANNE AND DANIEL

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FEDERAL TRADE COMMISSION

In the Matter of:)
American Financial Benefit) Matter No. 1723027
Services)
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March 14, 2017

The following transcript was produced from a digital file provided to For The Record, Inc. on April 6, 2017.

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P R O C E E D I N G S

- - - - -

MR. GONZALEZ: My name is David Gonzalez, I'm an investigator at the Federal Trade Commission in Los Angeles, California, and this is a taping session. Today is Tuesday, March 14, 2017, and the time is approximately 9:44 a.m.

I am preparing to call American Financial Benefits Center. I will be using the name [REDACTED]. The phone number I will be dialing is 1-800-488-1490.

TELEPHONE CONVERSATION WITH SUSANNE

RECORDED MESSAGE: This call may be monitored and recorded for quality assurance and training purposes. Thank you for calling American Financial Benefit Center. Your call is very important to us. Normal business hours are Monday through Friday from 7:00 a.m. to 6:00 p.m. Pacific standard time. If you know your party's extension, you may dial it at any time.

For our program enrollment department, press one.

For customer service, press two.

For billing, press three.

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1 For verification, press four.

2 For document collection, press five.

3 For underwriting, press six.

4 And for all other inquiries, press zero or
5 remain on the line for the next available
6 representative.

7 RECORDED MESSAGE: You have reached the
8 customer service department for American Financial
9 Benefit Center. Thank you for your patience. The
10 next available customer service representative will be
11 with you shortly.

12 (Brief pause.)

13 RECORDED MESSAGE: This call may be
14 monitored and recorded for quality assurance and
15 training purposes.

16 RECORDED MESSAGE: Thank you for your
17 patience. The next available agent will be with you
18 shortly.

19 (On-hold music.)

20 RECORDED MESSAGE: Thank you for your
21 patience. The next available agent will be with you
22 shortly.

23 (On-hold music.)

24 RECORDED MESSAGE: All agents are currently
25 assisting other customers. If you'd like to reserve

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For

1 your place in line and receive a call back from the
2 next available agent, please press one now or continue
3 to hold and someone will be with you shortly. Thank
4 you.

5 (On-hold music.)

6 REANNA: Thank you for calling into customer
7 service. This is Reanna. How may I help you?

8 MR. GONZALEZ: Hi, how are you doing?

9 REANNA: I'm doing well. Can I have the
10 name of the client file?

11 MR. GONZALEZ: I'm a -- I don't think I have
12 a file. I'm just calling to find out what you guys
13 can do for -- to lower my student loans.

14 REANNA: All right. Let me just put you on
15 a brief hold and I'll get you over --

16 (On-hold music.)

17 SUSANNE: Hi, my name is Susanne. This is
18 Ameritech Financial, and Reanna just sent you over to
19 me. I am an account specialist here. And what I'd
20 like to do is, so I can better help you, get a little
21 bit of information. What is your first and last name?

22 MR. GONZALEZ: Sure. It's [REDACTED]

23 SUSANNE: [REDACTED], okay. Last name again?

24 [REDACTED]?

25 MR. GONZALEZ: [REDACTED]. For The Record, Inc.

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1 SUSANNE: Spell that, please.

2 MR. GONZALEZ: [REDACTED]

3 SUSANNE: Uh-huh.

4 MR. GONZALEZ: -- [REDACTED]

5 [REDACTED].

6 SUSANNE: And what state are you calling
7 from?

8 MR. GONZALEZ: California.

9 SUSANNE: Okay. And hold on here. Okay.

10 MR. GONZALEZ: So you're Ameritech?

11 SUSANNE: Ameritech Financial, yes.

12 MR. GONZALEZ: Oh, okay. I thought I was
13 calling American Financial Benefits Center.

14 SUSANNE: No, uh-uh. Hold on just a second.

15 (Brief pause.)

16 SUSANNE: Help me type here. I'm going to
17 put you on a brief hold. I'm trying to update a file
18 here for you and I can't do it. Hold on, okay?

19 MR. GONZALEZ: Sure.

20 SUSANNE: Okay.

21 (On-hold music.)

22 SUSANNE: Hi, [REDACTED]?

23 MR. GONZALEZ: Yeah?

24 SUSANNE: Okay. How much do you owe in

25 federal student loans at this time?

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1 MR. GONZALEZ: It's about \$30,000.

2 SUSANNE: Okay.

3 MR. GONZALEZ: Approximately. So -- so I'm
4 trying to find out what I can prequalify for, because
5 I saw your website. Well, I saw the American
6 Financial Benefits website.

7 SUSANNE: Mm-hmm.

8 MR. GONZALEZ: And --

9 SUSANNE: Okay.

10 MR. GONZALEZ: -- called up --

11 SUSANNE: So -- so what I'm going to do is
12 give you a brief description of the program by
13 explaining what it is and what it does for those who
14 qualify. [REDACTED], you may be eligible for federal
15 student loan repayment programs that may reduce your
16 payments.

17 Now, these repayment plans, they are
18 designed to make your student loan debt more
19 manageable by reducing that payment. After making a
20 series of qualifying payments, whether it's a 10 or
21 25-year term depending on the program, that any
22 remaining balance may be eligible for forgiveness by
23 the Department of Education.

24 So here we do assist you if you're
25 overwhelmed with reviewing or you don't have time to

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1 review. Certain government programs that lower your
2 payments depending on your income, your occupation and
3 people you support, it's something you can try
4 navigating through the application process on your
5 own. However, we have systems in place that make this
6 process very fast and efficient. We do work with you
7 and prepare the application package that we submit to
8 the Department of Education on your behalf.

9 MR. GONZALEZ: Uh-huh. Okay. So you guys
10 work with Ed directly?

11 SUSANNE: Mm-hmm. Excuse me?

12 MR. GONZALEZ: You guys would work with the
13 Department of Education directly?

14 SUSANNE: Correct, mm-hmm.

15 MR. GONZALEZ: Okay, good. Because that's
16 who my loans are with.

17 SUSANNE: Okay. So if you owe \$30,000, are
18 you currently making monthly payments?

19 MR. GONZALEZ: Yeah. Yeah, I am.

20 SUSANNE: Okay. So -- okay. How much are
21 you paying monthly at this time?

22 MR. GONZALEZ: Yeah, I think it's about
23 \$300.

24 SUSANNE: Yikes, okay.

25 MR. GONZALEZ: Yeah, I know. For The Record,
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1 question before I move forward?

2 MR. GONZALEZ: Yes. Well, I thought I was
3 calling American Financial. So you told me you guys
4 are Ameritech?

5 SUSANNE: Ameritech Financial, correct.

6 MR. GONZALEZ: So who --

7 SUSANNE: We're not a finance -- we're not a
8 finance company. You don't want to refinance your
9 federal student loans into a private sector because
10 then that eliminates you from being qualified for a
11 federal program that you could be eligible to receive
12 some form of forgiveness.

13 MR. GONZALEZ: Yeah. See, I was worried
14 about that because I don't want to -- I don't want to
15 just refinance and then just, you know, through a
16 private bank or something and then --

17 SUSANNE: Right.

18 MR. GONZALEZ: -- if you guys are working
19 with --

20 SUSANNE: That disqualifies you. That's
21 right. We can't enroll anybody with private loans.
22 These are all -- because it's not our program,
23 [REDACTED], it's a federal program --

24 MR. GONZALEZ: Okay. So are you guys -- are
25 you guys a government agency?

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1 SUSANNE: No, we are not.

2 MR. GONZALEZ: Oh, okay. But you work with
3 Ed.

4 SUSANNE: Excuse me?

5 MR. GONZALEZ: You work with Ed, you said,
6 with Department of Education.

7 SUSANNE: No. Hold on just a second here.

8 (On-hold music.)

9 DANIEL: Hey, [REDACTED], this is Daniel, one
10 of the underwriters. Susanne had to step out. So I
11 can answer your questions for you.

12 MR. GONZALEZ: Oh, okay. All right.

13 DANIEL: And did you receive a letter in the
14 mail?

15 MR. GONZALEZ: No, I didn't. I just saw the
16 website.

17 DANIEL: Oh, okay. Which website was that,
18 the --

19 MR. GONZALEZ: I saw --

20 DANIEL: -- Ameritech website?

21 MR. GONZALEZ: I'm sorry?

22 DANIEL: Was it the Ameritech website?

23 MR. GONZALEZ: No, no. That's what I told
24 Susan [sic] is I saw the American Financial Benefits
25 Website and I called the 1-800 number on there, and it

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For

1 was transferred and then you guys answered.

2 DANIEL: Okay, great. Yeah, no problem.

3 And then are you -- you currently have federal student
4 loans?

5 MR. GONZALEZ: Yes, I do.

6 DANIEL: Okay. And our company, we help
7 with the document preparation of (inaudible) reduction
8 payment programs and public service loan forgiveness
9 programs. Are you familiar with those?

10 MR. GONZALEZ: No. That's what I would like
11 to know, is I was asking Susan [sic]. So I would like
12 to lower my monthly payment because I'm paying about
13 \$300 right now a month.

14 DANIEL: Okay.

15 MR. GONZALEZ: And -- and she was telling me
16 that you guys work directly with the Department of
17 Education. But you're not a government agency, right?

18 DANIEL: No. And so what we do (inaudible)
19 affiliated with government agency. We're a privately
20 held party. So what we do is help with the
21 preparation of the documents for the programs that are
22 available to you through the Department of Education.

23 So we don't charge any up-front fees for that or

24 document preparation. We do the work on your behalf,

25 and then that's when services are rendered after the

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1 fact. So who's your loan servicer right now?

2 MR. GONZALEZ: I think it's called -- it's
3 with Department of Ed, I think it's Mohela or
4 something like that.

5 DANIEL: Oh, Mohela, yeah. We're familiar
6 with them.

7 MR. GONZALEZ: Oh, okay. Is that how it's
8 pronounced?

9 DANIEL: Have you looked into getting into
10 one of these income-based reduction payment programs
11 yet?

12 MR. GONZALEZ: Not really. I mean, I saw
13 your website and I liked what I saw. But, you know, I
14 just wanted to find out more information before, you
15 know, I sign up. But -- so are you guys -- you said
16 that there's no up-front costs. But how much do I
17 have to pay now or after you guys do -- or later?

18 DANIEL: Our document preparation is \$800
19 once the work has been completed. So that's not up
20 front; that's as we are doing this. And so what we
21 do, so you know, is we look at what your current loan
22 amount is, look at what the current payments would be,
23 look at what you would pay over the shelf life of that
24 loan with your payments, and then we look at what
25 programs that you would be eligible for and then see

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1 what the savings would be for you.

2 MR. GONZALEZ: So it would be \$800 after you
3 guys do the document preparation?

4 DANIEL: Yeah. And I'll have Susanne, when
5 she gets back, go over that, how that -- how we can
6 break that payment out for you (inaudible).

7 MR. GONZALEZ: Yeah, right. So if I can't
8 afford that right now, can I pay after the loan has
9 been modified?

10 DANIEL: Yeah. So what we would do is we
11 would process the (inaudible) to Mohela to put your
12 loans in a state of forbearance so you're not
13 (inaudible). We would push the payment out for about
14 30 days while the work is being done. We would look
15 at your, you know, finances and see what --

16 MR. GONZALEZ: Hello?

17 DANIEL: -- you know, can you hear me?

18 MR. GONZALEZ: Oh, sorry. Yeah, it was
19 cutting off a little.

20 DANIEL: Hello? Yeah. No problem. No, we
21 would see what payment plan would be the most
22 beneficial for you, and, you know, for your income and
23 then we would go from there.

24 MR. GONZALEZ: Oh, okay.

25 DANIEL: So if it didn't make sense, of

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1 course -- yeah, if it didn't make sense financially,
2 then of course, you know, there would be (inaudible)
3 do it. What we would do is look at it and see if
4 there is a financial benefit for you for the program.
5 Based on a few of the little factors that I'm seeing,
6 there should be a benefit to you in the program.

7 MR. GONZALEZ: I hope so, I hope so, because
8 I would like -- I would like that, you know, once I
9 start -- if I can lower my monthly payment, so then
10 would my payments go towards the loan?

11 DANIEL: In these programs, what you're
12 looking for is not really to pay down the loan, the
13 principal or the expense that's accruing. What you're
14 looking for is what you would be eligible to
15 (inaudible) through the Department of Education after
16 you've made a series of qualified payments.

17 MR. GONZALEZ: Mm-hmm.

18 DANIEL: So what we would look at is, okay,
19 over the shelf life of the loan, this is what you
20 would pay, this is what you would be eligible
21 (inaudible) after that term, and those are all things
22 that Susanne can go over --

23 MR. GONZALEZ: Okay.

24 DANIEL: -- on, you know, your personal

25 financial figures. For The Record, Inc. (301) 870-8025 -

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1 MR. GONZALEZ: Right. And so then -- so
2 then once it's processed with you guys, would you guys
3 own it? Would you guys own the loan?

4 DANIEL: No, no. It stays with the loan
5 servicer. All we're doing is helping with the
6 document preparation on a yearly basis.

7 MR. GONZALEZ: Oh, got it, got it. I see,
8 yeah. So, yeah, you know, like I'm trying to find
9 out, you know, as much as I can right now before, you
10 know, I sign up. But it sounds good, you know. I
11 hope this can work out.

12 DANIEL: Yeah.

13 MR. GONZALEZ: But how long would it take
14 for the process to --

15 DANIEL: This -- with Susanne, it's maybe
16 45 minutes of going through things. The process to
17 get enrolled is about a three-month -- could be up to
18 about a three-month process for our processing team
19 to --

20 MR. GONZALEZ: Three-month process, you
21 said?

22 DANIEL: And I did have -- yeah, for
23 everything to get approved. You know, that's when the
24 loans are going into forbearance. One other question
25 I did have for you: Who's your employer right now?

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1 MR. GONZALEZ: Social Security
2 Administration.

3 DANIEL: Okay. So it's a government agency?

4 MR. GONZALEZ: Yeah, yep.

5 DANIEL: Yeah. So there's even more benefit
6 for individuals that work in government agencies,
7 public service --

8 MR. GONZALEZ: Oh, really?

9 DANIEL: So I can have -- oh, yeah, much
10 bigger benefits. I can have Susanne go over this with
11 you as well.

12 MR. GONZALEZ: That's awesome, that's
13 awesome. I would like to -- hopefully that can work
14 out. So would I need to contact the Department of Ed
15 or what do I need to do?

16 DANIEL: No. We do all of that on your
17 behalf.

18 MR. GONZALEZ: Oh, really?

19 DANIEL: Yeah. It's very similar to let's
20 say if you went to a tax consultant or H&R Block and
21 you get paperwork, they processed everything and did
22 all the paperwork for you, you would save a heck of a
23 lot more money because that's what they do (inaudible)
24 or you doing it directly yourself.

25 MR. GONZALEZ: Yeah. For The Record, Inc.

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1 DANIEL: So H&R Block does all the
2 contacting with the IRS, they go through all the
3 process, they do everything.

4 MR. GONZALEZ: Mm-hmm.

5 DANIEL: Very similar to what we (inaudible)
6 for you and your loan servicer.

7 MR. GONZALEZ: I see. So if you guys
8 help -- if there's extra benefits for government, do
9 you guys have extra benefits for military?

10 DANIEL: No. It's not us that has the extra
11 benefits. It's the Department of Education.

12 MR. GONZALEZ: Oh.

13 DANIEL: And so military -- anything within
14 public service, fire fighters, police officers,
15 teachers of public schools, doctors or nurses at
16 public hospitals or government affiliated agencies.

17 MR. GONZALEZ: Oh, okay, yeah. I'm -- I
18 know some of my buddies were talking about, you know,
19 like doing this -- this type of program because
20 they're also kind of in the same boat that I am, you
21 know, some military friends. So I'm trying to just
22 find out, see what they're talking about. But have
23 you guys -- have you guys helped a lot of people like
24 this?

25 DANIEL: Yeah, quite a lot.

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1 MR. GONZALEZ: How long have you guys been
2 around?

3 DANIEL: For about six years.

4 MR. GONZALEZ: Oh, really? Yeah. All
5 right. Yeah, this is good. I mean --

6 DANIEL: So, if you think, these programs
7 have been around for about 10 years now.

8 MR. GONZALEZ: Oh, you guys have been 10
9 years?

10 DANIEL: No, the programs through the
11 Department of Education have been around for 10 years.

12 MR. GONZALEZ: Oh, so there's other -- other
13 programs?

14 DANIEL: The only -- yeah, yeah.

15 MR. GONZALEZ: Hmm. Okay. Okay. All
16 right. So if I sign up with you guys, how much would
17 the monthly loan payment be?

18 DANIEL: Let me -- it's -- they're income-
19 based, so let me get Susanne on the phone, get your
20 income figures together, and then that way she can
21 give you (inaudible).

22 MR. GONZALEZ: Hello?

23 DANIEL: Can you hear me?

24 MR. GONZALEZ: Hi. Yeah, it keeps cutting

25 off. For The Record, Inc. (301) 870-8025 -

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1 DANIEL: Oh, sorry. I said I'll get Susanne
2 on the phone, because these are income-based programs,
3 so she'll have to get some figures from you so she can
4 give you --

5 MR. GONZALEZ: Okay.

6 DANIEL: Okay. Hold on one second, sir.

7 MR. GONZALEZ: Yeah.

8 (On-hold music.)

9 SUSANNE: Hi, [REDACTED]?

10 MR. GONZALEZ: Yes.

11 SUSANNE: Okay. It's Susanne. I'm back on
12 the phone. Thank you. I just wanted to verify your
13 phone number as [REDACTED]. Is that a good phone
14 number for you?

15 MR. GONZALEZ: Yep, that's a good one.

16 SUSANNE: Okay. And you're in California,
17 you said?

18 MR. GONZALEZ: Yep.

19 SUSANNE: Okay. So a benefits processor for
20 Social Security Administration. Now, you're single.

21 MR. GONZALEZ: Yep.

22 SUSANNE: I got that. And you work at least
23 30 hours a week, is that correct?

24 MR. GONZALEZ: Yes.

25 SUSANNE: Okay. Now, to go over your income

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1 here, we can confirm that through the financial
2 student aid database. But there's three ways I can
3 apply your income, and going down the list the first
4 one would be for you to read off your adjusted gross
5 income to your most recently filed tax return is one
6 way.

7 MR. GONZALEZ: Mm-hmm.

8 SUSANNE: The second way, if you've got
9 access to a pay stub, we'll do our best to estimate
10 how much you get paid before taxes. Or, lastly, if
11 you don't have either, we can do our best to estimate
12 your income and how much you get paid moving forward
13 with the application process. Please understand that
14 variations in the income once verified could affect
15 the approved program payment. How would you like to
16 apply your income?

17 MR. GONZALEZ: Well, I don't have the stub
18 with me right now.

19 SUSANNE: Mm-hmm. That's okay.

20 MR. GONZALEZ: And what was the other one,
21 W-2?

22 SUSANNE: Do you know how much you make an
23 hour?

24 MR. GONZALEZ: No.

25 SUSANNE: How much do you make an hour?

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1 MR. GONZALEZ: It's not hourly.

2 SUSANNE: Okay. Well, do you know your
3 salary?

4 MR. GONZALEZ: Yeah. I just get a salary,
5 \$50,000.

6 SUSANNE: Okay. So if -- you're \$50,000 a
7 year.

8 MR. GONZALEZ: Yeah.

9 SUSANNE: Do they take out of your check
10 monthly for medical and dental?

11 MR. GONZALEZ: Yes.

12 SUSANNE: How much do they take out for
13 medical and dental?

14 MR. GONZALEZ: Too much. I don't know.

15 SUSANNE: Give me a figure here.

16 MR. GONZALEZ: I can't tell you -- I
17 couldn't tell you for sure. But, yeah, I mean, it's
18 just me. I don't -- I don't think I pay as much as,
19 you know, like a family plan, whatever that would
20 cost.

21 SUSANNE: Mm-hmm. Okay. So you don't know
22 what your adjusted gross income would be?

23 MR. GONZALEZ: No, not really.

24 SUSANNE: Well, that would be the best way
25 to go, unless you want me to calculate based on

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1 \$50,000.

2 MR. GONZALEZ: I mean, right now I think
3 that would be -- that's the only -- I don't have a
4 stub on me, so I would need to -- I would need to get
5 that.

6 SUSANNE: Okay. And you didn't file your
7 taxes yet to write off your adjusted gross income?

8 MR. GONZALEZ: I'm a procrastinator.

9 SUSANNE: Me, too.

10 MR. GONZALEZ: Welcome to the club.

11 SUSANNE: Right. I know, I'm still waiting.
12 But I want you to know that moving forward with the
13 application process, please understand that variations
14 in the income once verified could affect the approved
15 program payment.

16 MR. GONZALEZ: Mm-hmm.

17 SUSANNE: So if we're going to utilize the
18 \$50,000, let's move onto the next step here, which
19 we're going to talk about family size, [REDACTED].
20 Before you give me an answer, I want to let you know
21 that family size is maybe different from what you
22 claim as dependents on your tax return. It is a
23 figure that you provide for your application that
24 basically covers the number of people that you support
25 and who live with you. Again, not just dependents.

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1 Here reads the federal definition: Family
2 size includes you, your spouse, your children,
3 including on-board children, who will be born during
4 the year for which you state your family size if the
5 children will receive a majority of their support from
6 you now. It includes other people who live with you
7 that receive the majority of their support from you
8 and who will continue to receive the support from you
9 for the year that you state. Your family size support
10 includes money, gifts, loans, housing, food, clothes,
11 car, medical, dental care and payment of college
12 costs.

13 A couple of things regarding family size is
14 the higher your family size, the lower your payments,
15 and the lower your family size, the higher your
16 payment may be. That is because certain government
17 loan programs take into account not just your income
18 but the amount of people that you're supporting.

19 So, based on that, do you have any children
20 that you provide the majority of support to?

21 MR. GONZALEZ: No.

22 SUSANNE: Okay. Aside from children, do you
23 have any other people who live with you who you
24 provide the majority of support to?

25 MR. GONZALEZ: No.

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1 SUSANNE: Okay. So what would you like to
2 state for your family size?

3 MR. GONZALEZ: None.

4 SUSANNE: You have to include yourself. So,
5 as I noted, the higher your family size, the lower
6 your payment is going to be. I'll give you an idea of
7 what the program would be.

8 MR. GONZALEZ: Mm-hmm.

9 SUSANNE: Because I want you to know that
10 each year you'll be asked to provide your family size,
11 and it can change due to your circumstance. So I'm
12 just going to give you a list here of payments based
13 on your family size.

14 MR. GONZALEZ: Okay.

15 SUSANNE: So if your family size is one,
16 there would be no benefit for you. Okay? If your
17 family size was four, your monthly payment -- let's
18 see, wait, where am I here? Your monthly payment
19 would be \$276.81. If your family size was six, your
20 monthly payment in a 10-year term would be \$124.56.

21 Now, I want to let you know that the figure
22 you provide for your application, it is for this
23 program and this program alone.

24 MR. GONZALEZ: Uh-huh.

25 SUSANNE: It has nothing to do with who you

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1 claim on your taxes or anything to do with the IRS.

2 It has nothing to do with Social Security numbers.

3 MR. GONZALEZ: Mm-hmm. Okay.

4 SUSANNE: It is a figure that is based on
5 your interpretation of that federal definition.

6 MR. GONZALEZ: I see, I see. So the higher
7 -- the higher the family size, the more benefit?

8 SUSANNE: Exactly, mm-hmm.

9 MR. GONZALEZ: Okay. And you said it would
10 be 10 years?

11 SUSANNE: Correct, mm-hmm.

12 MR. GONZALEZ: Okay. So that means that I
13 would pay it off in 10 years?

14 SUSANNE: Well, in order to be eligible to
15 receive the discharge after 10 years, you have to work
16 for a qualified company, whether it's non-profit or a
17 public entity like a public hospital, any federal,
18 state, government-run facility. And you also must
19 work at least 30 hours a week during the entire
20 duration of that 10 years.

21 MR. GONZALEZ: Mm-hmm.

22 SUSANNE: Okay? To receive -- to be
23 eligible for that discharge in 10 years.

24 MR. GONZALEZ: What does that mean, the

25 discharge? For The Record, Inc. (301) 870-8025 -

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1 MR. GONZALEZ: I see.

2 SUSANNE: So, like I said, if you see the
3 family size of six, your monthly payment would be
4 \$124.56. So that's why I want to know what would you
5 like to state for your family size?

6 MR. GONZALEZ: I see. So let me see. Sorry
7 to keep asking a whole bunch of questions. I'm just
8 trying to find out, you know, like as much as I can.
9 Because this sounds really good, because right now,
10 like I said, I'm paying about \$300 and I can barely
11 afford that.

12 SUSANNE: Right.

13 MR. GONZALEZ: Yeah.

14 SUSANNE: Exactly.

15 MR. GONZALEZ: In my --

16 SUSANNE: These are federal programs
17 designed to help people in your situation.

18 MR. GONZALEZ: That's great. So if I have
19 more family, would it -- would the payment be lower?

20 SUSANNE: It would go -- yes. If your
21 (inaudible) yes.

22 MR. GONZALEZ: Yeah.

23 SUSANNE: If you state a family size of
24 seven, with \$50,000, your monthly payment would be at
25 its lowest at \$119 in that 10-year. Mm-hmm.

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1 MR. GONZALEZ: And that would be the lowest
2 it can go?

3 SUSANNE: Yes.

4 MR. GONZALEZ: Oh, okay, I see. So if I say
5 I have -- my family size is six --

6 SUSANNE: Mm-hmm.

7 MR. GONZALEZ: -- and would I pay the \$124
8 to you guys or to somebody else?

9 SUSANNE: Well, let's see, hold on here.
10 Family size of six, that would make a monthly payment
11 of -- hold on here. It would be \$124.56. So do you
12 want me to prepare that quote based on a family size
13 of six so I can give you all the dynamics and explain
14 at it as I'm going along? If you want me to do that,
15 I'll --

16 MR. GONZALEZ: Well --

17 SUSANNE: Because right now if you owe
18 \$30,000, what are you paying every month?

19 MR. GONZALEZ: About \$300.

20 SUSANNE: You're paying \$300. How many
21 years are you paying \$300 for?

22 MR. GONZALEZ: Shoot, I don't know. Too
23 many.

24 SUSANNE: Fifteen?

25 MR. GONZALEZ: I -- how many years have I --

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1 SUSANNE: See, I don't know. I haven't even
2 looked at your loan information.

3 MR. GONZALEZ: No, no.

4 SUSANNE: I'm guesstimating based on -- uh-
5 huh. Because you're going to end up spending about
6 \$54,000 to the loan servicer. They are a debt
7 collector, [REDACTED]. They make their money off the
8 interest they charge you. They almost charge dollar
9 for dollar on what you borrow. That's what they
10 charge. That's their fee as a debt collector.

11 MR. GONZALEZ: Uh-huh.

12 SUSANNE: They're not even regulated. The
13 federal program is extremely regulated. You can
14 either pay \$54,000 or you can pay half of the \$30,000
15 and be eligible to receive almost \$40,000 in
16 savings --

17 MR. GONZALEZ: Yeah.

18 SUSANNE: -- at the end of your term. So I
19 plan to lay the foundation hee and see what your
20 family size is. I'm stuck right here. I can't give
21 you an actual quote. I'm giving you what-ifs at this
22 point.

23 MR. GONZALEZ: No, that's good.

24 SUSANNE: I need the -- okay.

25 MR. GONZALEZ: All right. So if my family

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1 size is six, for example --

2 SUSANNE: Okay, okay. So hang tight here.

3 I just sent your file to the underwriter. Hold on.

4 Do you have a pen and paper handy?

5 MR. GONZALEZ: Yeah, let me get one.

6 SUSANNE: Okay, perfect.

7 MR. GONZALEZ: And -- yeah. So I think a
8 lot of what I'm paying now is, like, interest. Like
9 you said, the \$30,000 turns into --

10 SUSANNE: Exactly.

11 MR. GONZALEZ: -- so much more.

12 SUSANNE: Right? Yeah, you're pretty much
13 paying the interest, a lot of the interest off first.
14 That's exactly what's happening right now, mm-hmm.

15 MR. GONZALEZ: And with you guys, what would
16 the interest be?

17 SUSANNE: There is no interest in a federal
18 program.

19 MR. GONZALEZ: Really? Huh.

20 SUSANNE: Okay? Mm-hmm.

21 MR. GONZALEZ: Wow. Okay.

22 SUSANNE: So the goal is to pay very little
23 into what you borrowed through the government program.
24 So you can have the maximum amount forgiven. And the
25 way the government looks at it when they designed this

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1 program is because you're going to spend money out in
2 the economy. So it's like a win-win for the economy
3 at this point.

4 These loan servicers as debt collectors, not
5 being regulated, you know. Are they collecting all
6 this money from a lot of people? Of course they are.
7 Are people going into default because they can't
8 afford these high interest rate repayment programs to
9 the debt collector? Of course they are. And it's not
10 okay.

11 MR. GONZALEZ: Mm-hmm.

12 SUSANNE: And so these federal programs have
13 been around for nine years.

14 MR. GONZALEZ: Yeah, I didn't know about
15 that.

16 SUSANNE: Exactly. And they're not going to
17 tell you because they lose money with these programs.
18 So of course they're not.

19 MR. GONZALEZ: Yeah. So --

20 SUSANNE: Yeah --

21 MR. GONZALEZ: I think I asked you. So if
22 I'm going to pay the \$124 --

23 SUSANNE: Okay. So let me give you the
24 quote. Do you have a pen handy?

25 MR. GONZALEZ: Yeah. For The Record, Inc.

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1 SUSANNE: Annual outflow, mm-hmm, yearly.
2 It's \$3,600. So your estimate amount left to pay back
3 with principal and interest looks like \$54,000. So
4 write that down.

5 MR. GONZALEZ: That's what I'm going to pay?

6 SUSANNE: Correct.

7 MR. GONZALEZ: Geez. It's almost doubled.

8 SUSANNE: Right. Right?

9 MR. GONZALEZ: Yeah.

10 SUSANNE: And that's the loan servicer's fee
11 for collecting the payment of your federal student
12 loan.

13 MR. GONZALEZ: Ahhh.

14 SUSANNE: Now, go over to the right-hand
15 side of your paper. We're going to talk about the
16 benefits available to you in the federal program. In
17 30 days, which would be April 13th, your first four
18 payments are \$332. So write that down, 332. Okay?
19 On the fifth month, your payment drops down to \$99.
20 Okay? In a 10-year term.

21 MR. GONZALEZ: On the fifth month.

22 SUSANNE: Okay. On the fifth month, that's
23 right.

24 MR. GONZALEZ: For 10 years.

25 SUSANNE: Okay. I want to -- mm-hmm. For The

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1 Ninety-nine dollars. So I want you to know in 30 to
2 90 days, [REDACTED], you will receive a bill for the new
3 IBR payment directly from the servicer. Once the IBR
4 is approved and the administrative forbearance is
5 lifted, you are responsible to make that payment.

6 Now, it looks to me like your income-based
7 repayment amount is \$25.56. You're responsible to
8 make that payment directly to the new loan servicer in
9 the federal program. So that's where the total of
10 \$124.56 comes from. Okay?

11 Your yearly annual program payment -- write
12 this down --

13 MR. GONZALEZ: Okay.

14 SUSANNE: -- is \$1,494.72, which will save
15 you a little over \$2,100 every year in the program.

16 MR. GONZALEZ: Oh, for sure.

17 SUSANNE: Okay?

18 MR. GONZALEZ: Nice.

19 SUSANNE: Okay. Your approximate total
20 program payment -- write this down --

21 MR. GONZALEZ: Mm-hmm.

22 SUSANNE: -- \$14,947.20.

23 MR. GONZALEZ: Fourteen nine forty
24 seven --

25 SUSANNE: Now, based upon the -- \$14,947.27.

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1 Now, based upon the information you provided after you
2 make 120 qualified payments, under the Department of
3 Education program -- write down your potential
4 savings.

5 MR. GONZALEZ: Okay.

6 SUSANNE: That amount is \$39,052. Okay?

7 Now, if you're in an IBR program, you must recertify
8 your income and family size each year. That can
9 change your monthly payment. So there's no way of
10 actually knowing what you will be required to pay in,
11 say, five years since you could get a substantial
12 raise or take a job that pays much less. And based on
13 the nature of your current employer, we will submit
14 your file for a public service loan forgiveness
15 program.

16 There are a few rules to keep in mind.
17 There first is that this program, which is a 10-year
18 program, requires that you continue working for a
19 qualified company, publicly funded or non-profit. You
20 can change companies, but it would need to be another
21 qualified company.

22 The program also requires that you work an
23 average of 30 hours a week over the year. If either
24 of those requirements change for your situation or
25 your employer fails to otherwise meet the federal

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1 requirements of the public service loan forgiveness
2 program, your monthly payment "will remain unchanged,
3 but your loan repayment term could increase up to 25
4 years." Does that make sense?

5 MR. GONZALEZ: Not really.

6 SUSANNE: What doesn't make sense?

7 MR. GONZALEZ: So if I'm going to pay and
8 after 10 years I might not qualify for the
9 forgiveness?

10 SUSANNE: Sir, this is federal law. It's
11 not our program. It's the government's program.

12 MR. GONZALEZ: Uh-huh.

13 SUSANNE: You may be eligible for loan
14 forgiveness. And I'm sure once you do your part, you
15 know, the other one falls into place.

16 MR. GONZALEZ: Oh, so you're telling me that
17 that's a possibility, but I should qualify?

18 SUSANNE: It's law. I don't make the rules.
19 We just follow them, in essence, okay? We just follow
20 the federal rules and regulation and guidelines. We
21 don't make this law --

22 MR. GONZALEZ: Yeah.

23 SUSANNE: -- here at Ameritech Financial.

24 Mm-hmm.

25 MR. GONZALEZ: So if I'm going to pay 120 For

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1 payments, that's -- that's 10 years, right?

2 SUSANNE: That's a 10-year term, that's
3 correct, mm-hmm.

4 MR. GONZALEZ: So at that point, I could be
5 eligible for the forgiveness?

6 SUSANNE: That's where we're going to --
7 right. So as a document preparation company, that's
8 where we're here to help you. When that time comes
9 where we're going to be able to prepare that paperwork
10 on your behalf so that you do receive that. So our
11 goal here, [REDACTED] --

12 MR. GONZALEZ: Mm-hmm.

13 SUSANNE: -- we're here to guarantee your
14 success in the program, as well as save you all that
15 money.

16 MR. GONZALEZ: Yeah, that's what I want,
17 too.

18 SUSANNE: That's our goal.

19 MR. GONZALEZ: Yep. And so I guess I'm
20 still kind of confused about who I'm going to pay,
21 because you guys -- you told me that you guys are not
22 the lender. Right?

23 SUSANNE: Well, no, no. We don't refinance.
24 No, we're a document preparation company.

25 MR. GONZALEZ: Yeah. For The Record, Inc.

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1 SUSANNE: For the first four months, okay,
2 in that \$332 a month --

3 MR. GONZALEZ: Mm-hmm.

4 SUSANNE: -- that goes to us, okay? There
5 is an \$800 doc prep fee that's included in the first
6 four months of \$332. Now, there's -- in that \$332 is
7 a \$225 doc prep fee, the \$99 membership fee and an \$8
8 escrow fee.

9 Just to let you know, we use a dedicated
10 escrow account with Reliant Account Management.
11 ████████, we have to provide proof that we have
12 completed the work before those funds are even
13 released to us.

14 So on the fifth month, \$99 is your
15 membership fee. That comes to us as well, okay?

16 MR. GONZALEZ: Mm-hmm.

17 SUSANNE: What you're paying off on your
18 loan is \$25.56.

19 MR. GONZALEZ: Yep.

20 SUSANNE: That goes to the loan servicer.
21 You will get that in the bill within 30 to 90 days.
22 Okay?

23 MR. GONZALEZ: Yep.

24 SUSANNE: That is your amount that you're
25 getting in the federal program. That's required of

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For

1 you based on your income and your family size, mm-hmm.

2 MR. GONZALEZ: Yeah. You said that 25 is for
3 IBR.

4 SUSANNE: Income-based repayment, correct.

5 MR. GONZALEZ: Yeah, yep. And that's going
6 to go to the --

7 SUSANNE: The new loan service. You'll get
8 a new loan servicer in the mail. You'll know who that
9 is.

10 MR. GONZALEZ: Okay.

11 SUSANNE: I don't make that decision. The
12 Department of Education does, mm-hmm.

13 MR. GONZALEZ: Got it. And then that would
14 be different from the escrow account, too, right?

15 SUSANNE: Excuse me?

16 MR. GONZALEZ: You said -- that would be
17 different from the escrow account.

18 SUSANNE: That's right, that's right.

19 MR. GONZALEZ: Okay. And what is that --
20 what is that for? What's an escrow account for?

21 SUSANNE: That is -- we have to provide
22 proof that we've done the work before those funds are
23 released to us. That's what that escrow account is
24 for. Okay?

25 MR. GONZALEZ: What does that mean? Like, For

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1 what --

2 SUSANNE: So we're going to -- that means
3 the money -- for the first four months, you're at
4 \$332.

5 MR. GONZALEZ: Mm-hmm.

6 SUSANNE: All that money goes into an escrow
7 account, okay?

8 MR. GONZALEZ: Mm-hmm.

9 SUSANNE: We're going to start working on
10 your file. We don't ask -- there's no up-front fees
11 here. We start working on your file right away.

12 MR. GONZALEZ: Mm-hmm.

13 SUSANNE: Okay. Even though we haven't
14 received a penny, we're going to start working on your
15 file.

16 MR. GONZALEZ: Yeah.

17 SUSANNE: Okay? To get you enrolled in the
18 federal program.

19 MR. GONZALEZ: Okay. And with the escrow,
20 is that the same company as you guys or is that
21 another company?

22 SUSANNE: It's Reliant Account Management.
23 It's an escrow account. Reliant Account Management is
24 a different company.

25 MR. GONZALEZ: Oh, it's a different company.

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1 SUSANNE: So -- yeah, like the underwriter
2 was saying, I walked up when he was on the phone with
3 you, but it could take up to three months for all of
4 this to get active.

5 MR. GONZALEZ: Yeah.

6 SUSANNE: So we're going to manage your file
7 with your most current loan servicer because we will
8 prepare paperwork on your behalf, paperwork they're
9 forced to accept because we know what paperwork to
10 provide as we enroll you in a federal program.

11 MR. GONZALEZ: Yeah.

12 SUSANNE: Okay? I'm like your triage nurse,
13 [REDACTED]. I'm here to gather your information, answer
14 your questions, because we don't -- you know, we don't
15 want you to have any questions unanswered.

16 MR. GONZALEZ: Oh, yeah.

17 SUSANNE: We're here to navigate you through
18 successfully.

19 MR. GONZALEZ: You're doing a great --
20 you're doing a great job, and sorry for asking a whole
21 bunch of questions, but, you know --

22 SUSANNE: That's okay, that's okay.

23 MR. GONZALEZ: Yeah. You know, I'm just --
24 I'm trying to find out because we're dealing with
25 money here, so it's kind of a big deal.

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1 SUSANNE: But am I saving you money?

2 MR. GONZALEZ: Oh, yeah, definitely, because
3 right now I'm paying \$300, and if I'm going to pay --

4 SUSANNE: Exactly.

5 MR. GONZALEZ: So the way I understand it,
6 it's going to be \$99 every month, and then I'm going
7 to pay \$25.56. So it's going to like two payments
8 every month?

9 SUSANNE: Correct, that's right, mm-hmm.

10 MR. GONZALEZ: Uh-huh. And the \$99 is going
11 to Reliant?

12 SUSANNE: No.

13 MR. GONZALEZ: Oh.

14 SUSANNE: Ninety-nine will start coming to
15 us. Once you finish paying -- making those four
16 payments of \$332, on the fifth month, Ameritech
17 Financial will draft that \$99, or actually it will
18 come out of American Financial Benefits Center.

19 MR. GONZALEZ: Oh, yeah.

20 SUSANNE: And I'll explain all that in the
21 federal forms, mm-hmm.

22 MR. GONZALEZ: That's who I thought I was
23 calling.

24 SUSANNE: But, yes, that does come to us.

25 MR. GONZALEZ: So you guys are the same For The

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1 company?

2 SUSANNE: Excuse me?

3 MR. GONZALEZ: American Financial Benefits,
4 you guys are the same company?

5 SUSANNE: Ameritech -- yeah, we're Ameritech
6 Financial is the name of the company I work for, yes,
7 mm-hmm.

8 MR. GONZALEZ: But then the payments are
9 going to American Financial Benefits.

10 SUSANNE: American Financial Benefits Center
11 Program.

12 MR. GONZALEZ: Yep. Okay. All right. So
13 let me -- I'm trying to visualize -- I'm writing down
14 everything like you said and I'm visualizing it. I'm
15 a visual person.

16 SUSANNE: That's okay.

17 MR. GONZALEZ: So \$332 for four months --

18 SUSANNE: Mm-hmm.

19 MR. GONZALEZ: -- that's going to start on
20 April.

21 SUSANNE: Thirteenth, yes.

22 MR. GONZALEZ: April 13. Then after that,
23 I'll pay \$99 to American Financial Benefits Center.
24 Right?

25 SUSANNE: Benefits Center, mm-hmm, correct.

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1 MR. GONZALEZ: Okay. And at the same time,
2 every month I'll pay \$25.56 to Reliant.

3 SUSANNE: No. That will come from the
4 Department of Education in the form of a bill --

5 MR. GONZALEZ: Oh, right.

6 SUSANNE: -- with the new loan servicer.

7 MR. GONZALEZ: Got it, yeah, yeah. There's
8 my note.

9 SUSANNE: Once the IBR is approved, mm-hmm,
10 and the administrative forbearance is lifted, you are
11 responsible to make that payment directly to the loan
12 servicer. And it will be at the discretion of the
13 Department of Education.

14 MR. GONZALEZ: Mm-hmm. Got it, yeah. Yeah,
15 I just got a little confused with my notes because
16 I'm, like, trying to write down everything. And
17 what's -- what's -- how come you and American
18 Financial Benefits Center, how is that connected?

19 SUSANNE: It's a benefits program that we
20 provide as you're enrolling in the program.

21 MR. GONZALEZ: So it's the same company?

22 SUSANNE: I don't know. Let me get
23 somebody. Hold on.

24 (On-hold music.)

25 SUSANNE: Hi, [REDACTED]? For The Record, Inc.

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1 MR. GONZALEZ: Yeah.

2 SUSANNE: Okay. So American Financial
3 Benefits Center program is a subsidiary of Ameritech
4 Financial. We're one and the same.

5 MR. GONZALEZ: Oh, got it. Yeah, got it.
6 Cool. So \$99 is going to go to your subsidiary.

7 SUSANNE: Mm-hmm.

8 MR. GONZALEZ: Twenty-five fifty-six to the
9 new loan servicer.

10 SUSANNE: Mm-hmm.

11 MR. GONZALEZ: After month five.

12 SUSANNE: Right, on month five.

13 MR. GONZALEZ: Yeah. And before that I'll
14 pay the \$332 to the escrow.

15 SUSANNE: Right.

16 MR. GONZALEZ: And then after 10 years is
17 when I can qualify for the --

18 SUSANNE: You'll be eligible to receive the
19 discharge, correct.

20 MR. GONZALEZ: Eligible discharge. All
21 right. Hmmm. This sounds good. Do you guys get a
22 lot of, like, these results? Do you think this would
23 work out for me? I mean, in your opinion.

24 SUSANNE: Of course it will. I've been here
25 for a little over a year and a half. I've enrolled

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For

1 over 550 consumers.

2 MR. GONZALEZ: Really?

3 SUSANNE: I have. Yes, I have.

4 MR. GONZALEZ: In one year.

5 SUSANNE: The company's been around for five
6 years.

7 MR. GONZALEZ: Yeah.

8 SUSANNE: So we're not going anywhere, yeah.
9 I don't plan on going anywhere.

10 MR. GONZALEZ: Wow, wow. So --

11 SUSANNE: You could enroll and call me in a
12 week, two weeks, a month, and I will answer my phone.
13 If I don't, I'm going to call you back.

14 MR. GONZALEZ: That's good because, you
15 know, like -- I hope that, you know, this could work
16 out, and if -- I'm kind of worried about --

17 SUSANNE: Absolutely.

18 MR. GONZALEZ: -- you know, that it sounds
19 too good to be true.

20 SUSANNE: I get that a lot, but it's -- it's
21 law. I could raise the price on here if you want.

22 MR. GONZALEZ: Yeah, you'll take my money.

23 SUSANNE: If that makes you feel any better.

24 But --

25 MR. GONZALEZ: No way. I'm trying to save For

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1 money.

2 SUSANNE: No, I can't -- I can't do that. I
3 can't do that because it is -- you get what you get,
4 yeah.

5 MR. GONZALEZ: Yeah.

6 SUSANNE: And these are the figures that
7 came up. I don't make it. They come through the
8 system here.

9 MR. GONZALEZ: Uh-huh.

10 SUSANNE: So it's all based on your income,
11 your family size, mm-hmm.

12 MR. GONZALEZ: Right.

13 SUSANNE: Yes, mm-hmm.

14 MR. GONZALEZ: And --

15 SUSANNE: So what would you like to do
16 today?

17 MR. GONZALEZ: So today --

18 SUSANNE: Go ahead, ask me your question.

19 MR. GONZALEZ: You said today there's no
20 costs. I would pay the \$800 --

21 SUSANNE: No, there is not.

22 MR. GONZALEZ: -- after you guys process the
23 paperwork.

24 SUSANNE: Well, the \$800 is part of the \$332

25 for the first four months. Okay? That's already For The

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1 wrapped up in that.

2 MR. GONZALEZ: Oh, okay.

3 SUSANNE: It's just a figure that's taken
4 out of the \$332. So I just have to disclose the fact
5 that there's an \$800 doc prep fee.

6 MR. GONZALEZ: Yeah.

7 SUSANNE: But that's included in the quote I
8 gave you. For the first four months, it's \$332.
9 Nothing more, nothing less.

10 MR. GONZALEZ: Mm-hmm.

11 SUSANNE: On the fifth month, poof, it's --
12 what would be drafted would be \$99. And then you'll
13 get your letter with your IBR payment of \$25.56
14 drafted. You know, you'll be able to make that
15 payment. So --

16 MR. GONZALEZ: Mm-hmm.

17 SUSANNE: -- that's all of it.

18 MR. GONZALEZ: What happens if I can't make
19 a payment or a loan? Like --

20 SUSANNE: Then you want to give us -- you
21 want to give us a call, like, within three days
22 beforehand.

23 MR. GONZALEZ: Mm-hmm. So, like, right now
24 I have the money taken automatically every month on --
25 I think like on the 20-something, somewhere like late

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1 in the month.

2 SUSANNE: You do?

3 MR. GONZALEZ: Yeah.

4 SUSANNE: Mm-hmm.

5 MR. GONZALEZ: So if I can --

6 SUSANNE: Wouldn't you want to enroll before
7 that payment came out? One would think. If you have
8 it automatically taken out, you know, we can enroll
9 you today. And my suggestion -- this is what I would
10 do -- would be to remove my bank information from your
11 loan servicer and also call your bank as a back-up. I
12 would do that personally.

13 MR. GONZALEZ: Mm-hmm.

14 SUSANNE: I'm not telling you what to do.
15 I'm just saying that's what I would do.

16 MR. GONZALEZ: Yeah.

17 SUSANNE: Is call my bank and let them know
18 to stop payment on that because you've gone another
19 avenue. And, see, it's not anything disruptive
20 because you're entering into a federal program, also.
21 The way they make -- they generate their payments, if
22 they have your payment information, it's all
23 electronic. So it's not like a human person is
24 actually making that payment. It's electronically
25 generated. So you want to double your security, peace

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For

1 of mind that it's not going to be electronically
2 withdrawn from your current loan servicer.

3 MR. GONZALEZ: Oh, really?

4 SUSANNE: Do you see what I'm saying?

5 MR. GONZALEZ: So --

6 SUSANNE: Right. If your bank information
7 is in there, I would go in -- you need to -- I can't
8 do that for you, but you would have to go in there.

9 MR. GONZALEZ: Yeah, yeah. No, I -- I've
10 done it before where, you know, like I couldn't make a
11 payment and I'd do a stop payment.

12 SUSANNE: Mm-hmm.

13 MR. GONZALEZ: So --

14 SUSANNE: Yeah.

15 MR. GONZALEZ: So that's my question now --

16 SUSANNE: You would have to stop it,
17 definitely, and remove your payment, mm-hmm.

18 MR. GONZALEZ: Right. So if I -- if in the
19 future, after I do the program with you guys and I
20 can't make a payment, I can just call you directly?

21 SUSANNE: Correct. Not me, but -- if you
22 call me directly, you can, but what I'm going to do is
23 send you to our customer service department. They
24 will help you with that situation. I'm like your
25 triage nurse, [REDACTED], somebody -- your first point of

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1 contact here to answer all your questions. I won't
2 have access to do anything with your file. I won't
3 see your file except for your name, phone number,
4 e-mail, and very limited information can I view. So
5 it's taken -- you know, that capacity is gone. So I
6 would have to transfer you to customer service.

7 MR. GONZALEZ: Yeah. Another thing: So if
8 I -- as I'm paying the -- each month I'm paying, like,
9 \$124 --

10 SUSANNE: Mm-hmm.

11 MR. GONZALEZ: -- and after 10 years, I'm
12 still going to -- I'm going to pay like \$14,000, I
13 think you said.

14 SUSANNE: Okay. So it looks like your
15 approximate total program payment is \$14,947.

16 MR. GONZALEZ: Mm-hmm.

17 SUSANNE: Okay?

18 MR. GONZALEZ: Okay.

19 SUSANNE: And you're saving almost 40 grand.

20 MR. GONZALEZ: Yes. So that 40 grand is
21 what's going to -- my -- is when I'm going to be
22 eligible for discharge?

23 SUSANNE: Right. Whatever is left over --

24 MR. GONZALEZ: Yes.

25 SUSANNE: -- is going to be your discharge,

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1 mm-hmm.

2 MR. GONZALEZ: But what I'm paying during
3 those 10 years, that's going towards the loan
4 directly.

5 SUSANNE: Right. It will go -- right.
6 You'll be paying a different loan servicer.

7 MR. GONZALEZ: Mm-hmm.

8 SUSANNE: Mm-hmm. And it will go towards
9 what -- mm-hmm.

10 MR. GONZALEZ: Go ahead, I'm sorry.

11 SUSANNE: Oh, yeah, you'll be paying -- the
12 goal is not to pay off your federal student loan.
13 It's to pay very little so you can have the maximum
14 amount forgiven.

15 MR. GONZALEZ: Oh, yeah, I get it. No, I
16 know. But -- so that money that I'm going to be
17 paying every month, that's going to go towards the
18 loan, even though I'm not going to pay the whole
19 thing.

20 SUSANNE: Right.

21 MR. GONZALEZ: Got it.

22 SUSANNE: The 25.56, mm-hmm.

23 MR. GONZALEZ: Twenty-five fifty-six to the
24 new loan servicer, which you can't tell me who right
25 now. Ninety-nine dollars to American or Ameritech.

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1 SUSANNE: Ameritech, mm-hmm.

2 MR. GONZALEZ: Ameritech. Geez, okay. And
3 you said the \$800, that I don't have to pay, like, one
4 lump fee. It's spread out four months.

5 SUSANNE: No. It's broken up into four
6 months, mm-hmm.

7 MR. GONZALEZ: Okay. Wow. This sounds too
8 good to be true.

9 SUSANNE: Stop it. I get that, but a lot of
10 times people don't stop with that comment. You know,
11 they're wanting to enroll because it is real. It's a
12 federal program --

13 MR. GONZALEZ: Yeah.

14 SUSANNE: -- that's available to you. Mm-
15 hmm. And it's some people that don't. Because I've
16 been here for so long, I get calls from people I spoke
17 with a year ago and, yeah, they're ready. Either
18 they've gone into default and they can't -- I can't
19 enroll them and they're really upset, or they're
20 jumping on the bandwagon because it's a federal
21 program that's available to them and it might take
22 them a little longer to ingest, you know. But I'm
23 here. I'm not going anywhere.

24 MR. GONZALEZ: Yeah.

25 SUSANNE: What would you like to do today?

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1 Mm-hmm.

2 MR. GONZALEZ: So what -- would I need to
3 enroll? What would you need, like, my loan
4 information and all that?

5 SUSANNE: Okay. Well, you -- yeah. You and
6 I are going to go through the application process
7 together. We do everything live right here, right
8 now, by filling out federal forms. Once I get the 100
9 mark -- 100 percent completion mark, I then start the
10 delivering of three e-mails. One of them will be all
11 your federal forms, which for compliance purposes I
12 have to read every single page and go over it with
13 you. You'll be signing electronically, which
14 automatically appears on your file.

15 MR. GONZALEZ: Hello?

16 SUSANNE: At that point, once we're done, I
17 send you to our verification department. They, and
18 only they, can complete your program enrollment by
19 going over all the information you -- I've input as
20 accurate, because you'll be answering yes, correct,
21 yes -- hopefully all yeses. Otherwise, they're going
22 to send you back to me to make it right, and we'll
23 have to resign the federal forms. And you'll be on
24 your way.

25 So, normally, I'm done by now. Normally, it

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For

1 takes an hour from start to finish.

2 MR. GONZALEZ: Yeah.

3 SUSANNE: It depends on if you have the
4 information handy or not.

5 MR. GONZALEZ: Yeah. I don't know if I
6 have all the info right now, but could I give you my
7 e-mail and we can start sending some of that?

8 SUSANNE: Well, let's see. What's your
9 e-mail address, [REDACTED]?

10 MR. GONZALEZ: [REDACTED] --

11 SUSANNE: Mm-hmm.

12 MR. GONZALEZ: -- [REDACTED] --

13 SUSANNE: [REDACTED] --

14 MR. GONZALEZ: Yeah --

15 SUSANNE: -- [REDACTED], uh-huh.

16 MR. GONZALEZ: [REDACTED]

17 SUSANNE: At -- oh, [REDACTED]. So [REDACTED]
18 at what?

19 MR. GONZALEZ: At Gmail.

20 SUSANNE: Okay. All right. So just to let
21 you know what we ask for, instead of going back and
22 forth like that.

23 MR. GONZALEZ: Mm-hmm.

24 SUSANNE: I'll ask for you to verify your
25 Social, your date of birth, your driver's license

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For The

1 number with the state it was issued. Do you want to
2 start with that? Do you want to start filling it out?

3 MR. GONZALEZ: Well, if -- could you e-mail
4 me that info and then I'll start filling it out?
5 Because I know it's been over an hour and, yeah, I
6 also want to -- I also need to get back to work.

7 SUSANNE: So when do you want to -- when --
8 when would you like to set up another time frame to go
9 over -- to start completing this?

10 MR. GONZALEZ: Oh, I'll be out for lunch in
11 a -- like, maybe two hours.

12 SUSANNE: So 1:00, is that a good time
13 frame?

14 MR. GONZALEZ: Let's see, it's 11:00
15 already. Wow, it's late.

16 SUSANNE: So -- uh-huh. We spent an hour on
17 the phone.

18 MR. GONZALEZ: Wow. We're good friends now.

19 SUSANNE: Right? So is today do you want,
20 or tomorrow? Whenever is convenient for you.

21 MR. GONZALEZ: Yeah. Well, if you could e-
22 mail me, I'll start looking at it and then -- and then
23 I can call you back.

24 SUSANNE: Okay. So what is -- it's a
25 lengthy process. Like I said, Social, date of birth,

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For

1 driver's license, your employer, the address, what you
2 might -- I mean, I know you've probably -- I don't
3 need to ask you that. But we're going to ask for two
4 references with an address and phone number. They can
5 be anybody you want.

6 MR. GONZALEZ: Okay.

7 SUSANNE: They just can't live with you or
8 live with each other. I do ask for bank information,
9 account, and routing number.

10 MR. GONZALEZ: Okay.

11 SUSANNE: And then you and I are going to go
12 over your budget, mm-hmm. I don't ask for statements
13 or anything like that. Your last recollection is
14 fine. What I will send you is a federal form, which
15 acknowledges that I'll be able to review and verify
16 your federal student loans on the National Student
17 Loan Database. So I'm sending this out to you right
18 now.

19 MR. GONZALEZ: Okay, great. And --

20 SUSANNE: Okay, mm-hmm.

21 MR. GONZALEZ: And I'm going to try and get
22 all that information for you, that one that you just
23 asked, so that I have it ready when we talk.

24 SUSANNE: Okay.

25 MR. GONZALEZ: And then I'll look for your

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1 e-mail.

2 SUSANNE: Okay, perfect. So you want me to
3 -- okay, okay. Hang tight here. I'm sending it right
4 now, this one federal form. Okay. It looks like it's
5 sent. So definitely -- you want me to call you back
6 at 1:00, you said?

7 MR. GONZALEZ: Well, are you in later
8 because I'm going to try and get all that information
9 you want.

10 SUSANNE: I am.

11 MR. GONZALEZ: And I think I might just call
12 you from home.

13 SUSANNE: Okay. I'm -- what time would that
14 be?

15 MR. GONZALEZ: This evening, like around
16 5:00.

17 SUSANNE: Okay. If I'm not here, because I
18 usually leave at 4:00 --

19 MR. GONZALEZ: Oh.

20 SUSANNE: I don't usually stay until 5:00,
21 mm-hmm. So I'm here until 4:00. But -- hold on here.

22 MR. GONZALEZ: Are you also on west coast
23 time?

24 SUSANNE: I am. I'm in California over here
25 in El Dorado Hills, right in between Sacramento and

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1 Lake Tahoe.

2 MR. GONZALEZ: Oh, no way.

3 SUSANNE: That's where I'm stationed. Yeah.

4 MR. GONZALEZ: Cool. I'm in L.A. We're not
5 too far. And now we're buddies.

6 SUSANNE: Oh, no. Okay. So what -- what
7 I'll do is I know I can't stay until 5:00. That I
8 can't do.

9 MR. GONZALEZ: That's fine.

10 SUSANNE: But maybe I can have my manager
11 give you a call. I could see if he can at 5:00.

12 MR. GONZALEZ: Okay.

13 SUSANNE: I can't guarantee that he will,
14 mm-hmm.

15 MR. GONZALEZ: All right.

16 SUSANNE: I'll ask him and see what he says.
17 If not, what's a better time frame?

18 MR. GONZALEZ: I mean, if you're in
19 tomorrow, too, I can call you around the same time I
20 did this morning.

21 SUSANNE: Sounds wonderful. I'll be here.

22 MR. GONZALEZ: Okay, great.

23 SUSANNE: Okay. All right, [REDACTED]. Thank
24 you. We'll talk to you soon.

25 MR. GONZALEZ: Thanks, Susan. Take care.

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1 SUSANNE: You, too. Bye-bye.

2 MR. GONZALEZ: Bye.

3 (The call was concluded.)

4 MR. GONZALEZ: This concludes the taping
5 session.

6 (The recording was concluded.)

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2
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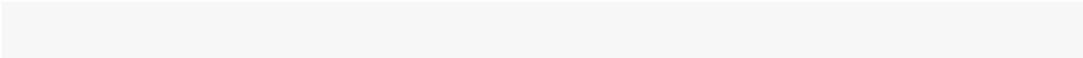
Gonzalez Attachment C



Please sign AmeriTech Financial NSLDS Access Permission

Suzanne Heffner <echosign@echosign.com>
Reply-To: Suzanne Heffner <suzanne.heffner@ameritechfinancial.com>
To: [Redacted]

Tue, Mar 14, 2017 at 10:57 AM



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Gonzalez Attachment D

National Student Loan Data System Access Permission

Purpose: For AmeriTech Financial to Access My Student Loan Information from Government Databases

Reason: To Obtain Accurate Information Relating to My Student Loans For Application Purposes

What I Need to Do: As the Debtor who is responsible for these loans, you need to create an online User Name and Password. The U.S. Department of Education recommends that you keep your User Name and Password secure to prevent any fraudulent use. The purposes of the User Name and Password is to permit you access to various government websites and allow you to sign electronically on any applications. There are other purposes as well, so please keep your information secure.

Why We Request Your User Name and Password: With your permission and instruction, we need to carry out the application services that you have requested of us. We will keep your User Name and Password secure, and we will never share it with third parties. We need this information to complete our contracted services, including gathering the relevant, pending loan information pertaining to you, and completing the applications that you qualify for. While the government does not encourage such sharing because they want to prevent fraud and abuse, with your consent and instruction we are permitted to review and assist you with the services you have requested of us. We will never use this information to sign or submit applications for you- you must do that on your own.

Authorization: As part of the federal student loan assistance application process, it will be most efficient for AmeriTech Financial to access your student loan information within the Student Loan Data System (“Data System”) located online at <http://www.nslds.ed.gov>.

The Data System contains a complete list of your federal education loans, along with current estimated balances and servicer details — information that is required to complete your application(s).

By opting in to the AmeriTech Financial Document Preparation and Service Agreement, **we request that you allow AmeriTech Financial and its agents to access your profile and all the data contained within that profile.** In order to allow this access, you will need to provide your FSA ID and password.

Please note that all information that AmeriTech Financial obtains from the Student Loan Data System will be used expressly for the purposes of confirming information, assisting in the completion and submission of applications, and, if purchased, annual monitoring and validation of your account.

Acknowledgment

I have read, understood, and agree to the above statements regarding access to my Data System profile. I understand that any information received or accessed will be used solely for the purposes as stated above.

By signing below, I agree to allow AmeriTech Financial and its agent’s access the Student Loan Data System and my personal profile as explained above.

Client Signature: _____

Date: _____