

## TEACH Disputes Trends

Conversion Reason	Dispute Type	Total Calendar Days to Decision							Total
		0-10	11-30	31-60	61-90	91-120	121-150	151+	
Converted Less Than 30 Days from Final Certification Request	Escalated	12	2	5	6	9	6	23	63
	Standard	125	71	149	112	145	154	496	1,252
Converted within One Year from Graduation Date	Escalated	15	7	4	7	4	4	34	75
	Standard	291	88	65	66	45	48	570	1,173
Did Not Respond Timely to Certification Requests	Escalated	60	84	64	80	25	14	40	367
	Standard	1,374	439	244	576	119	109	818	3,679
Grant Converted Prior to Cert Due Date (Sep Date Backdate)	Escalated	3	1	1	0	1	1	4	11
	Standard	75	30	14	16	9	10	107	261
Other	Escalated	6	16	14	9	4	0	1	50
	Standard	65	207	44	48	20	10	19	413
Pending Account Update	Escalated	1	0	0	0	1	0	0	2
	Standard	20	3	0	6	1	1	0	31
Recipient Confusion/Servicing Error	Escalated	23	19	22	28	9	13	56	170
	Standard	266	161	122	199	105	78	693	1,624
Identified as conversion in error with prior servicer (ACS) - FSA CR 3002	Escalated	2	0	0	0	0	0	0	2
	Standard	1,589	61	19	2	1	0	0	1,672
Recipient did not return reinstatement request - FSA CR 3002	Escalated	1	1	0	0	0	0	0	2
	Standard	128	7	4	2	2	0	14	157
<b>Total Disputes by Type:</b>		<b>4,056</b>	<b>1,197</b>	<b>771</b>	<b>1,157</b>	<b>500</b>	<b>448</b>	<b>2,875</b>	<b>11,004</b>

TEACH Disputes as of 09/07/2018