

PO Box 1115
Charlotte, NC 28201-1115

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Principal	\$2
Interest	\$5
Penalty	\$.00
Fees and Cost	\$6.7
Total	\$34
Account Number	[Redacted]

The **penalty** section is a problem because it is unclear how a penalty is different from any other fee or cost. Having a penalty section falsely implies that there are more penalties than actually exist.

Collection fees are not actually assessed until the borrower makes a payment. Collection fees are taken as a percentage of the amount the borrower pays. The amount of fees listed on the collection letter is only a projection of what the borrower would owe if she paid the balance in full. However, the letter makes it appear that the borrower has already been assessed \$6,785.06 in fees.

Dear [Redacted]

This notice regarding your U.S. Department of Education (ED) account is from FMS Invest (FMS). ED has placed your account with us for collection.

Unless you notify this office within thirty (30) days of receiving this notice that you dispute the validity of this debt or any portion thereof, this office will assume this debt is valid. If you notify the office in writing within thirty (30) days of receiving this notice that the debt or any portion thereof is disputed, this office will: obtain verification of the debt or obtain a copy of a judgment and mail you a copy of said judgment or verification. If you request this verification within thirty (30) days of receiving this notice, this office will provide you with the name and address of the original creditor, if different from the current creditor.

Contact us to make a fresh start under one of these programs.

These are **not** the only programs that borrowers may qualify for.

• **COMPROMISE SETTLEMENT**

This will reduce your total balance if paid in a lump sum in a short period of time.

• **LOAN REHABILITATION**

If your loan(s) qualify, you return all required documentation, and you complete the program, listed below are some of the benefits you may gain.

- Repayment terms based on your financial situation.
- Reduction of collection cost at the time the loan is rehabilitated, resulting in a lower remaining total balance.
- Defaulted student loan(s) currently reported is/are deleted from your credit bureau report.

This is often true, but not always.

Call us to see if your loan(s) qualify for this program.

This is incorrect. Loan rehabilitation will remove the default notation from the credit report; however, the existence of the loan will remain as well as the negative payment history.

• **LOAN CONSOLIDATION**

There is only one consolidation program available.

There are multiple loan consolidation programs available. Call us to see if your loan(s) qualify.

Your account balance may be periodically increased due to the addition of accrued interest or other charges as provided in the agreement with the original creditor or as otherwise provided by Federal and/or State Law.

FMS office hours are: 8am-9pm, Monday-Thursday, 8am-5pm on Friday, and 9am-1pm on Saturday (Central Standard Time). You may write to us at the address listed below or call us at the telephone number provided below.

FMS Investment Corp. (FMS)
PO Box 1423
Elk Grove Village, IL 60009-1423

Toll Free Number: 877-291-8405
Toll Free Facsimile: 800-880-4583

THIS COMMUNICATION IS FROM A DEBT COLLECTOR ATTEMPTING TO COLLECT A DEBT. ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE.

CUSTOMER FEEDBACK- To provide feedback on our services, please send an email to CustomerComments@fmsdc.com

NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION.