



FSA Processing Statistics Total and Permanent Disability SSA Pre Qualified

Nov-19

Date	Intents Created (1st Letter)	Applications Received	Materially Complete Processed	Returned Applications	Applications Received Ending Inventory	Reviewed for Eligibility Received	Review for Eligibility Complete	Review for Eligibility Ending Inventory	Pended
Month End Totals April 2016	11,202	332	196	98	2	196	1	0	0
Month End Totals May 2016	66,768	3,733	3,193	317	235	3,193	2,563	0	87
Month End Totals June 2016	132,321	14,637	9,986	502	4,112	9,986	8,380	895	78
Month End Totals July 2016	89,908	23,450	19,219	869	5,898	19,219	13,195	5,913	211
Month End Totals August 2016	135	18,476	22,554	1,175	523	22,554	21,651	5,289	459
Month End Totals September 2016	115	10,688	9,766	599	408	9,766	16,552	859	350
Month End Totals October 2016	5,349	10,444	9,704	598	188	9,704	10,259	341	272
Month End Totals November 2016	5,668	10,610	9,053	533	874	9,053	8,345	1,891	231
Month End Totals December 2016	43,524	6,348	6,331	415	221	6,331	7,570	555	182
Month End Totals January 2017	23,382	6,184	4,395	300	1,457	4,395	2,946	1,978	191
Month End Totals February 2017	64	5,554	5,382	258	1,246	5,382	2,639	4,707	243
Month End Totals March 2017	114	4,048	4,561	300	138	4,561	8,667	558	353
Month End Totals April 2017	18,676	5,269	4,753	224	354	4,753	3,641	3	131
Month End Totals May 2017	34	4,683	4,004	256	671	4,004	5,195	561	171
Month End Totals June 2017	2,537	2,908	3,147	243	203	3,147	3,164	485	150
Month End Totals July 2017	22,976	3,899	3,478	171	383	3,478	2,324	1,076	88
Month End Totals August 2017	31	4,818	4,643	237	312	4,643	4,428	1,357	84
Month End Totals September 2017	399	2,474	2,686	185	277	2,686	4,036	678	66
Month End Totals October 2017	17,562	4,464	4,172	201	300	4,172	2,547	1,204	186
Month End Totals November 2017	41	3,966	3,592	223	547	3,592	4,638	1,166	156
Month End Totals December 2017	54	2,246	2,350	261	47	2,350	2,953	700	123
Month End Totals January 2018	17,529	4,323	2,858	389	1,253	2,858	2,938	672	123
Month End Totals February 2018	118	4,380	4,686	332	560	4,686	3,756	1,106	126
Month End Totals March 2018	15,035	2,961	3,268	322	134	3,268	3,938	665	147
Month End Totals April 2018	380	5,128	4,629	389	242	4,629	3,159	1,798	118
Month End Totals May 2018	1,560	3,234	2,855	300	448	2,855	4,430	789	139
Month End Totals June 2018	11,992	2,365	2,503	304	30	2,503	3,138	86	150
Month End Totals July 2018	145	4,000	3,534	267	11,583	3,534	2,644	10,830	129
Month End Totals August 2018	84	3,180	2,942	264	287	2,942	3,788	607	45

Month End Totals September 2018	35	1,719	1,461	150	144	1,334	1,714	396	23
Month End Totals October 2018	18,896	4,874	3,011	411	0	2,160	6,258	0	53
Month End Totals November 2018	17	3,327	3,379	268	248	2,876	3,377	3	0
Month End Totals December 2018	32	1,742	1,630	165	159	1,558	1,858	83	25
Month End Totals January 2019	17,334	5,030	4,316	359	125	4,462	3,710	626	60
Month End Totals February 2019	17	4,052	3,056	265	422	3,013	1,697	1,285	25
Month End Totals March 2019	15464	3,132	2,829	310	261	3,284	1,673	1,072	47
Month End Totals April 2019	13	6,114	5,067	414	371	5,086	2,606	2,374	49
Month End Totals May 2019	20	3,501	3,055	297	317	3,024	2,311	587	55
Month End Totals June 2019	136	2,360	2,019	225	209	2,028	1,354	627	38
Month End Totals July 2019	15646	4,101	3,176	254	475	3,152	956	2,047	37
Month End Totals August 2019	12	4,232	3,870	325	160	3,612	2,931	646	49
Month End Totals September 2019	22	2,577	2,084	209	228	2,283	1,123	867	41
Month End Totals October 2019	16176	5,385	4,276	354	558	4,266	3,053	1,175	45
Month End Totals November 2019	Less than 5	3,167	2,716	235	489	2,707	2,339	301	44
Cumulative Totals (April 2016 - Current Month End)	571,527	234,115	210,385	14,773	489	209,285	200,445	301	5,380

For borrowers who have been identified as eligible through the SSA Process to date (i.e. borrowers who hav



Applications	Rejected Applications	FSA Approved Applications	Total Borrowers Eligible	Total # Loans Eligible	Total \$ Eligible	Total # Borrowers Discharged	Total # Loans Discharged	Total \$ Amount Discharged	Applications Received - Oldest Date	Reviewed for Eligibility (Oldest Date)	Pended (Older)
0	0				0	0		\$0	4/28/2016		
2	844				121	354		\$2,589,318	5/25/2016	5/27/2016	5/12/2016
9	5,177				2,844	9,305		\$73,859,365	6/26/2016	6/29/2016	5/13/2016
249	13,165				5,695	18,941		\$145,741,603	7/22/2016	7/19/2016	5/23/2016
271	15,929				11,418	34,501		\$271,282,833	8/30/2016	8/25/2016	5/25/2016
436	24,327				16,363	55,322		\$473,832,890	9/30/2016	9/30/2016	7/15/2016
297	9,088				12,054	36,888		\$302,038,096	10/31/2016	10/31/2016	7/25/2016
547	9,567				13,291	37,031		\$312,329,831	11/28/2016	11/29/2016	7/25/2016
633	8,642				10,462	31,505		\$295,653,892	12/30/2016	12/28/2016	7/25/2016
951	4,915				9,139	26,238		\$225,104,767	1/26/2017	1/25/2017	7/25/2016
361	2,141				5,200	15,071		\$138,302,128	2/17/2017	2/7/2017	8/1/2016
393	9,421				7,256	23,060		\$207,215,904	3/31/2017	3/30/2017	8/24/2016
247	5,724				9,481	28,918		\$256,271,664	4/27/2017	4/28/2017	8/25/2016
167	6,615				7,102	21,720		\$199,650,210	5/25/2017	5/25/2017	12/22/2016
99	4,126				5,667	18,438		\$165,908,512	6/21/2017	6/16/2017	12/22/2016
447	2,230				3,815	10,920		\$104,356,596	7/28/2017	7/21/2017	12/22/2016
197	1,743				3,962	11,852		\$116,103,320	8/29/2017	8/18/2017	1/11/2017
178	6,282				5,385	17,892		\$170,681,466	9/26/2017	9/22/2017	1/11/2017
265	3,241				4,411	14,140		\$133,054,296	10/30/2017	10/24/2017	1/11/2017
85	4,700				3,821	12,387		\$119,426,577	11/28/2017	11/18/2017	1/11/2017
96	3,366				5,194	16,534		\$168,579,966	12/29/2017	12/15/2017	1/11/2017
149	2,136				4,153	12,471		\$127,681,468	1/26/2018	1/26/2018	1/11/2017
66	2,606				5,554	19,108		\$181,446,707	2/26/2018	2/19/2018	1/11/2017
108	5,445				6,021	20,630		\$181,234,529	3/29/2018	3/24/2018	1/11/2017
73	2,590				4,350	14,788		\$126,822,867	4/27/2018	4/21/2018	1/11/2017
110	4,537				6,149	21,097		\$185,411,716	5/25/2018	5/18/2018	1/11/2017
212	3,365				4,875	16,966		\$148,068,146	6/29/2018	6/29/2018	1/25/2017
185	1,914				4,704	15,508		\$136,626,385	7/30/2018	7/23/2018	2/8/2017
134	4,447				4,517	16,456		\$149,640,710	8/31/2018	8/23/2018	2/8/2017

110	1,896				3,563	12,145	\$106,672,168	9/26/2018	9/18/2018	2/8/2017
139	2,160				3,148	10,788	\$92,679,307	10/26/2018	10/23/2018	2/8/2017
138	5,192				3,888	13,284	\$115,336,618	11/29/2018	11/30/2018	2/8/2017
95	2,528				3,851	13,196	\$119,063,033	12/31/2018	12/28/2018	2/8/2017
92	2,213				3,157	10,858	\$954,595,237	1/31/2019	1/29/2019	2/8/2017
48	4,376				4,735	16,978	\$146,225,031	2/27/2019	2/12/2019	3/14/2017
95	3,185				3,806	13,262	\$111,814,019	3/27/2019	3/28/2019	6/13/2017
71	2,980				3,573	12,965	\$112,298,177	4/29/2019	4/30/2019	6/13/2017
73	4,885				4,073	14,663	\$132,327,704	5/20/2019	5/31/2019	6/13/2017
120	3,060	16,479	55,346	\$370,900,998	4,758	16,347	\$149,336,468	6/27/2019	6/21/2019	10/19/2018
18	2,653				3,665	12,253	\$110,497,268	7/29/2019	7/18/2019	10/19/2018
18	3,893				4,021	14,832	\$129,645,886	8/23/2019	8/21/2019	10/19/2018
15	4,036	16,273	52,130	\$351,003,216	4,995	17,463	\$164,591,172	9/25/2019	9/25/2019	10/19/2018
12	2,171				3,878	13,071	\$117,566,269	10/30/2019	10/23/2019	10/19/2018
19	4,571				3,786	13,440	\$128,141,240	11/25/2019	11/20/2019	10/19/2018
8,030	218,082	32,752	107,476	\$721,904,214	241,901	783,586	\$7,809,705,356	11/26/2019	11/21/2019	10/19/2018

e “matched”), documents sufficient to show: (i) the total number of borrowers who have matched; (ii) of those matches, the total number of borr

est Date)	Calls Offered	Calls Answered	Calls Abandoned	Average Speed of Answer (seconds)	Average Handle Time (Seconds)	Average Talk Time (Seconds)	Total SSA Return Mail	Mail Skip Volume	TPD SSA Forwards Received	TPD SSA Forwards Worked
19	19	0	15.0	623.6	583.6	0	0	0	0	
15,981	15,728	253	14.9	518.0	416.4	6,818	3,649	1,865	1,865	
26,935	26,628	307	15.5	478.3	397.7	23,106	12,720	5,473	5,473	
26,270	24,690	1,580	67.8	445.9	356.8	26,423	25,744	6,463	4,307	
28,208	25,621	2,587	100.9	446.5	360.6	7,478	6,221	1,208	3,323	
21,709	20,432	1,277	64.8	437.9	357.0	6,246	4,444	1,633	1,326	
21,351	20,497	854	57.7	454.6	364.8	15,517	11,585	3,732	2,734	
20,857	20,179	678	30.3	457.8	376.8	12,609	9,260	3,320	5,048	
17,703	17,535	168	10.1	460.1	382.3	5,834	4,423	1,411	1,387	
24,937	22,478	2,459	119.7	451.6	378.7	7,805	5,729	2,076	1,664	
21,912	20,625	1,287	74.1	439.4	359.2	2,447	2,119	328	728	
22,380	21,905	475	22.0	442.5	363.2	1,098	841	257	230	
19,773	19,053	720	44.1	459.0	370.7	4,540	3,408	1,132	1,132	
20,484	20,005	479	27.7	453.9	366.9	3,800	2,982	818	310	
18,259	18,162	97	6.4	468.8	389.2	1,868	1,667	201	751	
18,000	17,900	100	5.1	465.7	394.7	5,310	4,347	963	653	
20,445	20,062	383	25.4	456.6	386.0	6,482	5,706	776	1,058	
17,769	17,177	592	38.7	449.0	376.8	2,288	2,189	99	140	
22,254	21,478	776	48.5	479.2	400.6	3,901	3,199	702	204	
19,663	18,827	836	55.3	443.1	376.0	3,778	3,006	772	973	
16,763	15,999	764	57.8	445.9	378.5	2,200	2,114	86	377	
24,390	22,203	2,187	132.5	454.4	391.0	2,883	2,224	659	276	
21,779	20,901	878	46.2	448.1	378.9	3,902	3,137	765	564	
20,969	20,508	461	21.7	398.6	333.9	1,748	1,637	111	768	
16,392	16,227	165	11.0	375.4	319.2	3,543	2,929	614	614	
10,735	10,675	60	5.7	375.1	322.4	2,163	1,702	461	427	
9,110	9,080	30	5.3	389.0	334.4	1,097	1,033	64	102	
10,136	9,959	177	20.5	362.2	307.1	2,896	2,350	546	304	
10,873	10,662	211	24.9	381.7	321.2	2,445	2,043	402	628	

9,492	9,171	321	31.6	367.8	309.2	737	702	35	47
11,593	11,340	253	19.8	404.2	336.1	3,391	2,664	727	721
9,043	8,961	82	6.6	383.2	319.6	2,792	2,362	430	441
7,126	7,103	23	2.8	361.3	308.2	1,222	1,184	38	28
13,452	11,457	1,995	151.5	395.8	332.7	3,520	2,694	826	855
13,322	8,571	4,751	301.5	473.7	396.6	2,871	2,344	527	308
12,047	8,187	3,860	267.0	460.9	375.8	1,351	1,314	37	261
13,268	7,677	5,591	391.9	479.1	393.9	4,234	3,403	831	829
13,090	5,988	7,102	582.1	468.5	380.1	2,757	2,304	453	448
11,507	5,706	5,801	539.0	493.1	429.2	1,116	1,097	19	25
10,951	10,140	811	60.0	453.6	405.4	2,875	2,230	645	391
11,142	10,138	1,004	77.8	465.8	413.0	3,572	3,068	504	745
10,729	10,221	508	40.3	429.3	380.1	1,127	1,108	19	22
12,635	11,126	1,509	92.5	450.6	397.3	3,364	2,552	812	802
9,549	7,931	1,618	123.2	441.7	390.6	2,468	2,030	438	460
715,002	658,932	56,070	87.7	443.0	373.0	207,622	163,464	43,278	43,749

owers that have received TPD discharges to date; and (iii) the total dollar value of their discharged federal student loan debt



FSA Processing Statistics Total and Permanent Disability VA

Nov-19

Date	Intents Created (1st Letter)	Intents_DMCS	Applications Received	Applications Received Ending Inventory	Pended Applications	Applications Switched to VAPQ	Total Borrowers Eligible	Total # Loans Eligible	Total \$ Eligible	Total Borrowers
Month End Totals April 2018	6,843	0	76	114	0	2,309				
Month End Totals May 2018	29,448	0	5,524	2,155	4	835				
Month End Totals June 2018	Less than 5	0	2,429	92	138	45				
Month End Totals July 2018	Less than 5	0	1,159	48	156	13				
Month End Totals August 2018	5	0	1,186	32	0	27				
Month End Totals September 2018	2,938	0	2,311	404	0	471				
Month End Totals October 2018	Less than 5	0	1,442	151	52	18				
Month End Totals November 2018	Less than 5	0	676	14	62	16				
Month End Totals December 2018	Less than 5	0	509	13	88	21				
Month End Totals January 2019	6,555	1,478	831	142	119	1,077				
Month End Totals February 2019	5	1	1,935	185	107	43				
Month End Totals March 2019	Less than 5	2	1,152	39	86	50				
Month End Totals April 2019	2,248	464	1,256	3	50	649				
Month End Totals May 2019	5	0	896	9	32	35				
Month End Totals June 2019	Less than 5	1	885	16	35	39	28,280	114,729	\$593,982,587	
Month End Totals July 2019	Less than 5	0	680	27	45	36				
Month End Totals August 2019	23,208	9,288	804	46	286	210				
Month End Totals September 2019	4,753	1,461	608	37	1,407	69	5,142	22,553	\$144,551,312	409
Month End Totals October 2019	4,541	1,000	430	27	615	669				356
Month End Totals November 2019	954	306	114	49	406	15				126
Month End Totals December 2019										
Month End Totals January 2020										
Month End Totals February 2020										
Month End Totals March 2020										
Month End Totals April 2020										
Month End Totals May 2020										
Month End Totals June 2020										
Month End Totals July 2020										
Month End Totals August 2020										
Month End Totals September 2020										
Month End Totals October 2020										
Cumulative Totals (April 2018 - Current Month End)	81,519	14,001	24,903	49	3,688	6,647	33,422	137,282	\$ 738,533,899	891

