

**Ortiz Attachment C**

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OFFICIAL TRANSCRIPT PROCEEDING

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FEDERAL TRADE COMMISSION

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FEDERAL TRADE COMMISSION

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In the Matter of: )  
American Financial Benefits ) Matter No. 1723027  
Center )  
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Date Unknown

The following transcript was produced from a  
digital file provided to For The Record, Inc. on  
September 5, 2018.

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P R O C E E D I N G S

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JACKIE: Thank you for calling in to customer service. This is Jackie speaking. How can I help you?

[REDACTED]: Oh, hi, Jackie. My name is [REDACTED]. I am currently a member of AFBC and I wanted to cancel my membership and see how I would go about doing that.

JACKIE: Okay, [REDACTED], not a problem. I can go ahead and put you through to one of our supervisors that might be able to assist you. Give me just a moment.

(Pause.)

PAUL: Hello, Jackie.

JACKIE: Hey, Paul. How are you doing?

PAUL: Doing pretty good. How about you?

JACKIE: Good. I'm glad it's Friday because I'm exhausted.

PAUL: Me, too.

JACKIE: I think that's the general consensus for everyone. It's like, oh, God, we made it.

1 PAUL: Yes, we're almost there.

2 JACKIE: Okay. Who is it that I have here?

3 [REDACTED]. Did she come up for you?

4 PAUL: [REDACTED], yes.

5 JACKIE: So she is wanting to stick with her  
6 servicer to handle her account. She just doesn't  
7 really see a benefit in working with us any longer,  
8 especially with everything that we have going on --

9 PAUL: Mmm.

10 JACKIE: -- (inaudible) account. She was a  
11 two (inaudible) account anyway, so this really isn't,  
12 I mean, too much of a loss here. We quoted her \$10  
13 and then once we got her tax return back, her  
14 (inaudible) is actually \$90,000 and her paystubs are  
15 91. And so her lowest IDR is around \$747.

16 PAUL: Is she married?

17 JACKIE: Married, filing --

18 PAUL: Ahhh --

19 JACKIE: -- I thought it was married joint.

20 PAUL: Single.

21 JACKIE: I might be wrong. No, single.

22 PAUL: She should have direct loans. Oh, my  
23 God, we never got her into an IDR.

24 JACKIE: Nope. Surprise.

25 PAUL: No wonder. No wonder.







1 repayment. But I actually am looking at here, you --  
2 you can move to a different one, a lower one, as long  
3 as you're -- I mean, as long as you're not married,  
4 then the payment would only be 498 per month. And  
5 that would still qualify --

6 [REDACTED]: What pro --

7 PAUL: Go ahead.

8 [REDACTED]: What program is that? Is  
9 that -- that's not income-driven? What program is  
10 that?

11 PAUL: No, it is, it is. They're all  
12 income-driven repayments because those are -- you need  
13 income-driven payments to achieve total loan  
14 forgiveness, and it's not based on how much you pay.  
15 It's based on you making the income-driven payments on  
16 time each month and renewing them each year.

17 [REDACTED]: Mm-hmm.

18 PAUL: Now, you -- I've noticed that you  
19 either went back to school or are you currently in  
20 school right now?

21 [REDACTED]: No. I just graduated last  
22 weekend --

23 PAUL: Oh.

24 [REDACTED]: -- from school. So I'm  
25 kind of moving into that six-month period.



1 that's really the worst thing you could do. I mean,  
2 whether you go with us or whether you go with other  
3 professional services or you do it yourself, working  
4 with a company who profits off of your payments, I  
5 mean, they're going to set you up to profit off of  
6 you. That's -- they're a multi-million-dollar  
7 company.

8 And I'll be honest with you that the -- a  
9 lot of loan servicers like Nelnet are in a lot of  
10 legal trouble because, I mean, the allegations show  
11 that loan servicers, because they're so profit-driven,  
12 that they, you know, mis-educate and mis-inform  
13 borrowers like you to get them in the highest payments  
14 that they can profit off of you. That's why --

15 [REDACTED]: And I app -- and I  
16 appreciate that info, but, quite honestly, you guys  
17 are in the middle of the same thing. So I'm not  
18 really seeing the difference at this point in time.  
19 So if you could really do me a favor, Paul --

20 PAUL: Mm-hmm.

21 [REDACTED]: -- and just cancel my  
22 membership and I will -- whatever you need me to do to  
23 do that. I would really appreciate it --

24 PAUL: Yeah.

25 [REDACTED]: -- if we could just do that

1 today.

2 PAUL: Yeah, I can certainly do that. But  
3 keep in mind, too, you're not getting all the  
4 information, [REDACTED], and the letter that you  
5 received does not mention the lawsuit that we filed  
6 against the FTC ten months ago, which they've refused  
7 to defend. And that case remains open in the Northern  
8 District of California. So you are not getting all  
9 the information. And I understand you obviously have  
10 trust issues at this point.

11 Had we got you into an income-driven  
12 repayment, you would be earning those credits towards  
13 achieving loan forgiveness, but I see that we've, you  
14 know, to this point, didn't get all the necessary  
15 documents. But, again, you know, you're working  
16 directly with a company who profits off of your  
17 payments. I mean, that's the reason why a lot of  
18 people are in default right now. But these are the  
19 risks --

20 [REDACTED]: Mm-hmm.

21 PAUL: -- that you are taking. They are  
22 your loans and, you know, this is your decision. But  
23 I hope you understand that you're making a decision  
24 not getting all the information and, you know,  
25 really you're canceling services for a company that

1 advocates --  
2 :  
3 [REDACTED]: I'm not --  
4 PAUL:  
5 [REDACTED]  
6 PAUL:  
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PAUL: Okay.

[REDACTED]

[REDACTED]

[REDACTED]

1 Paul repeats on recording.)  
2 (The recording was concluded.)  
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## 1 CERTIFICATE OF TRANSCRIPTIONIST

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DATE: 9/6/2018

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