ENHANCING BORROWER ENGAGEMENT, SELF-SERVICE, AND PORTFOLIO PERFORMANCE

At Goal Solutions, we remain focused on delivering innovative servicing solutions that improve borrower engagement, strengthen portfolio performance, and create a more seamless customer experience. Below are some recent enhancements and upcoming initiatives designed to support both our clients and their borrowers.

Expanding Communication Channels with WhatsApp

We are targeting Q4 to introduce WhatsApp as an additional borrower communication channel. WhatsApp will allow us to connect with borrowers through internet-based messaging rather than traditional phone networks, creating a more **accessible and convenient communication experience**. This enhancement is expected to drive increased borrower engagement through higher message open rates and more **efficient, real-time interactions**.

This initiative represents an important step toward our long-term vision of enabling fully interactive, two-way text communication across servicing channels. As we deploy this capability, we will continue utilizing our established communication templates to maintain **consistency, clarity, and alignment with our overall communication strategy**.

Coming Q4: Text-to-Pay

We are also preparing to launch our Text-to-Pay solution, designed to make payment submission faster and more convenient for borrowers. Here's how it works:

- Borrowers receive a payment-related text message.
- By replying "PAY," they initiate the payment process.
- Identity verification questions are presented to ensure account security.

- Once verified, borrowers can:
  - Make a one-time payment using an existing payment method on file, or
  - Receive a secure link to enter new payment information.

This streamlined experience reduces friction and provides borrowers with a simple way to make payments without needing to log into their online account.

Proactive Step-Up Payment Notifications
To help borrowers prepare for future payment increases, we are implementing enhanced Step-Up Payment Notifications across all products featuring payment transitions including:

- Promotional payment periods
- In-school payment structures
- Alternative repayment programs
- Other step-up payment arrangements

These proactive communications will notify borrowers ahead of upcoming payment increases, helping to:

- Reduce payment shock
- Increase borrower awareness
- Improve repayment preparedness
- Minimize transition-related delinquencies

By providing advance notice, we can **better support borrowers** through repayment changes while maintaining portfolio performance.

Looking Ahead
Every enhancement outlined above reflects our ongoing commitment to delivering a servicing experience that is **proactive, data-driven, and customer focused**. From expanded communication channels and AI-powered outreach to self-service tools and proactive borrower notifications, we remain dedicated to helping our clients strengthen portfolio performance while supporting positive borrower outcomes. Together, we're building more connected borrower experiences, improving engagement, and creating smarter servicing solutions for the future.

DATA-DRIVEN STRATEGIES IMPROVING COLLECTION PERFORMANCE

Certified Mail Continues to Deliver Strong Results
Certified mail has quickly become an effective strategy for increasing borrower engagement and improving delinquency outcomes.

Results to Date:
- 12% of borrowers returned to current status
- 7% improved to a lower delinquency bucket
- 4% cured through a postponement option

To further enhance delivery effectiveness, we have expanded our capabilities beyond USPS certified mail to include **UPS and FedEx**.

Although these options carry additional costs, early performance indicates a strong return on investment through improved borrower responsiveness and resolution rates.

Enhanced Collections Communication Strategy
We continue to strengthen our outreach strategy through new communication enhancements designed to **improve engagement and reduce message fatigue**.

Promise-to-Pay Enhancements
We recently introduced a Promise-to-Pay Reminder Text sent three days before a scheduled Promise-to-Pay date. This complements our existing:

- Broken Promise-to-Pay reminder texts
- Broken Promise-to-Pay work queues
- Targeted manual outreach conducted by Senior Collectors

Together, these efforts help borrowers remain on track while improving commitment fulfillment rates.

Expanded Content Library
To keep communications **fresh and engaging**, we have expanded our messaging inventory with:

- New text message variations
- New email variations
- New pre-recorded voicemail variations

These additions provide greater personalization opportunities while helping reduce message fatigue among borrowers.

Smarter Outreach Through AI-Powered Engagement Scoring
Our proprietary AI Engagement Score is helping us optimize communication timing and strategy. This model allows us to tailor outreach based on borrower engagement likelihood and risk characteristics. For example:

- Higher-risk accounts may receive another outreach at day 2, after the initial 1 day past due notice.
- Lower-risk accounts may receive their second outreach later in the delinquency cycle, such as Day 4-8.

This intelligent approach helps ensure communications are delivered when they are most likely to **drive action, improving both borrower experience and collection effectiveness**.

The Best Time to Enroll in Auto-Pay? Day One.
Recent portfolio analysis continues to reinforce the value of recurring automated payments.

Key Findings

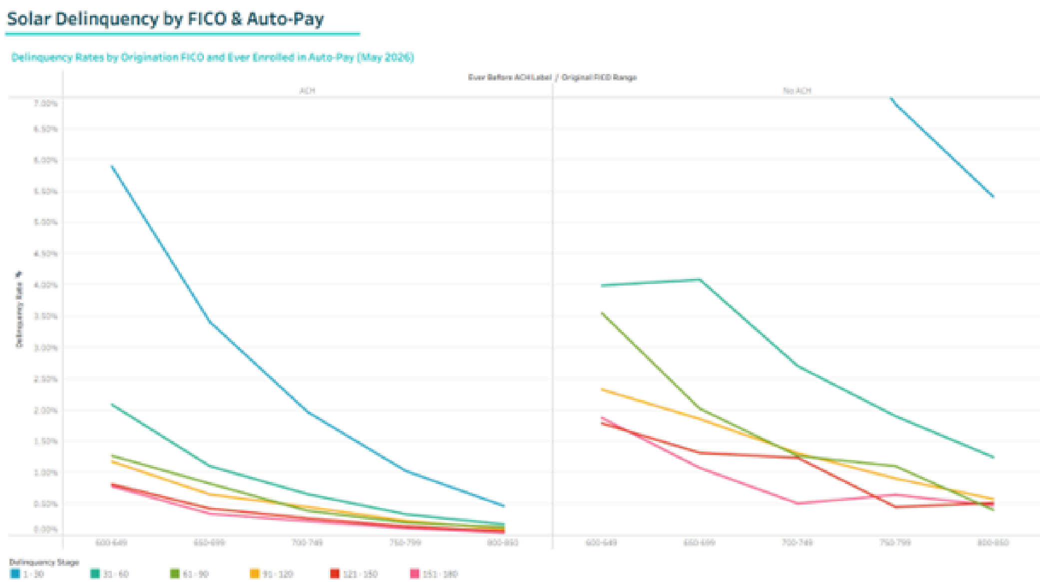
- Borrowers enrolled in auto-pay consistently demonstrate lower delinquency rates across all credit tiers.
- In some segments, lower-credit borrowers enrolled in auto-pay perform similarly to higher-credit borrowers who are not enrolled.
- Auto-pay adoption is most effective when established at origination.

The data highlights an important servicing insight: once repayment habits are established, encouraging enrollment becomes significantly more difficult. **Early auto-pay adoption remains one of the strongest drivers of long-term payment success and portfolio stability**.

NEW CLIENT TOOLS AND SELF-SERVICE ENHANCEMENTS

Now Available in Lucidity: Delinquency Trackers

We're excited to introduce Delinquency Trackers, now available within Lucidity. This new self-service functionality provides clients with enhanced visibility into portfolio performance through a centralized and intuitive experience using AI-based account-level summaries.



Key Features

Clients can now:

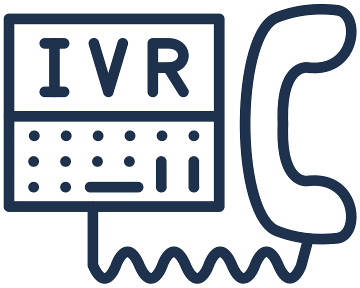
- Drill into delinquent account populations
- Review account-level summaries
- Monitor recent borrower activity
- Identify key drivers of delinquency trends
- Access daily updated portfolio data

These capabilities provide faster access to actionable insights while supporting proactive portfolio management.

New IVR Experience Now Live

This quarter, we launched a redesigned Interactive Voice Response (IVR) experience focused on simplifying borrower interactions and expanding self-service options.

What's New



- Simplified call navigation
- Streamlined customer journeys
- Reduced menu complexity
- Enhanced self-service capabilities
- Faster access to the right support resources

Our goal is to offer borrowers greater flexibility in how they engage with us, whether through self-service channels or by connecting directly with a live representative.

While still early in the rollout, initial feedback and performance indicators have been encouraging. We will continue monitoring customer experiences and evaluating usage trends to guide future enhancements.

COMPLIANCE UPDATE: NEW YORK CITY DEBT COLLECTION RULE CHANGES

The New York City Department of Consumer and Worker Protection (DCWP) has adopted final amendments to its debt collection rules. These amendments take effect January 1, 2027, and introduce expanded consumer protections and additional requirements for debt collection activities involving New York City residents.

Key Updates Include:

- **Communication & Contact Limits**
  - Communication frequency caps (3 contacts within 7 days across covered communication channels)
- **Consent & Digital Engagement Requirements**
  - New e-communication consent requirements
  - New website disclosure requirements
- **Disclosures & Consumer-Facing Notices**
  - New time-barred debt disclosure requirements
  - Updates to validation notice disclosures and timing requirements
- **Scope of Coverage**
  - Expanded definition of "debt collection procedures," now covering original creditors when engaging in certain collection activity
- **Verification & Dispute Handling**
  - Requirement to issue a notice of unverified debt and cease collection activity if debt verification is not provided within 60 days of request

We are currently reviewing all impacted policies, procedures, systems, and customer communications to ensure compliance ahead of the effective date. This includes updates to dispute and verification workflows, enhancements to consumer communication templates, revisions to internal procedures, and updates to training materials. We are also assessing system changes required to support these updates and ensure operational readiness across all impacted departments.

Upcoming Holidays

- Labor Day - 9/7/2026