

TRANSCRIPT OF PROCEEDINGS

CONSUMER FINANCIAL)
PROTECTION BUREAU,)
)
 Plaintiff,) Case No. 3:CV-17-00101
)
 -vs-)
)
NAVIENT CORPORATION, ET AL.,)
)
 Defendants.)

DEPOSITION OF: Suzanne Croft

Pages: 1 through 175
Place: Indianapolis, Indiana
Date: November 27, 2018

HERITAGE REPORTING CORPORATION

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1 A I believe so.

2 Q What is the repayment hierarchy?

3 A What is it specifically?

4 Q Sure. I mean, describe it specifically or
5 generally.

6 A So, generally, it's asking a customer probing
7 questions to get them into the best option
8 possible.

9 So that can vary, but essentially we would
10 want the customers to be in some sort of a
11 repayment option. And, then, if that doesn't work,
12 you would move down to any sort of deferments that
13 could be available and then forbearances. That's
14 general.

15 Q Okay. Going to that first tier that you discussed,
16 the options that you would present before
17 deferments or forbearances, you called them
18 repayment options.

19 What are those repayment options?

20 A At that point?

21 Q Correct.

22 A I don't remember all of the repayment options that
23 were available at that point in time, but I do
24 remember graduated repayment options, maybe
25 extended repayment options.

1 Q Okay. Any others?

2 A At that point, not that I remember.

3 Q Did it change over time?

4 A Yes.

5 Q And how did it change?

6 A The income-driven repayment options started to
7 integrate into our everyday repayment options
8 offering.

9 Q And when did the IDR plan start to integrate?

10 A I don't remember the exact time.

11 Q Okay. But at least as of 2012, they weren't
12 integrated into the repayment hierarchy?

13 MS. BILBROUGH: Object to the form.

14 Q You can answer.

15 MS. BILBROUGH: You can answer if you know.

16 A When I -- I don't remember the exact date.

17 Q Okay. So just going back to 2012, you indicated
18 that the repayment options were graduated and
19 extended, and IDR was integrated at a later point
20 in time; is that right?

21 A Correct.

22 Q Okay. What was taught during the training about --
23 was the concept of an IDT discussed during the
24 training?

25 A Yes.