



BULLETIN

March 2005

DLB-05-03

Subject: Direct Loan Operations E-mail Address

Dear Partner:

Our school partners are very important to the Direct Loan Program, and we understand that providing quality customer service to you is a vital part of the Direct Loan Program as well. Many of you have told us that you value a Federal contact person within FSA, particularly in your work with the Common Origination and Disbursement (COD) System.

We have heard you, and in response, want to connect you with our FSA Direct Loan Operations Team through an e-mail address specifically created for the purpose of escalating issues which have been difficult to resolve and providing assistance with Direct Loan program-related matters. *After* reporting an issue and attempting to resolve it with the appropriate customer service center, we invite you to contact the Direct Loan Operations Team at dlops@ed.gov. You may also use this e-mail address to let us know when we have not met your expectations or when you would like to offer suggestions for improvement. The attached list provides contacts to lead you in the right direction when initially reporting an issue.

When contacting the Direct Loan Operations Team, please include the following information in your e-mail:

- Your name and contact information
- Your school name and identifiers (G/E code and/or COD ID)
- A brief summary of your issue and related tracking number(s) (if applicable), or your suggested improvement

Conversely, please **do not** include the following information in your e-mail:

- Any data that would be covered under the Privacy Act (e.g., do not send social security numbers)
- Any attachments

A staff member will respond to your e-mail within two business days from the date your e-mail is received. Additional data needs will be discussed at that time.

We are pleased to offer you this additional option for communicating with the Direct Loan Operations Team and improving your ongoing partnership in the Direct Loan Program.

Sincerely,

Bill Leith
General Manager, Program Operations Channel

Attachment