FedLoan Servicing (PHEAA)
School Support Services
Attachment to March 2010 Electronic Announcement

School Reports	• Loan-Level Portfolio Report o Accessible through the school portal at myfedloan.org. o Displays all loans at FedLoan Servicing. o Updated weekly and grouped by loan status, including: In School, Grace, Repayment, Deferment, Forbearance, and Delinquent. o In addition to general borrower information, the "Delinquent" section includes borrower contact information, cohort year, and number of days delinquent. Delinquency reporting begins at 30 days. o Delinquency reporting begins at 30 days.
Online Resources	• FedLoan Servicing School Portal at myfedloan.org o Provides schools direct access to real-time loan information and demographics for their FedLoan Servicing borrowers. o Provides students with real-time access to manage their account information with FedLoan Servicing. Through this site, they are able to: ✓ Make payments ✓ Establish direct debit ✓ Update their demographic information ✓ Complete our online Deferment/Forbearance Eligibility Quiz • YouCanDealWithIt.com o Web site with tools to assist students with financial decisions. o Topics include: money management, student loan repayment options, budgeting, credit card counseling, etc.
Electronic Resources	• Resources are available to schools through YouCanDealWithIt.com to assist in creating and executing a default prevention plan on campus.
Skiptrace Assistance	• Borrower demographics are available through the school portal or by contacting the school support line. FedLoan Servicing uses a variety of commercial skiptrace tools to ensure borrower demographics are valid. • Letters to verify borrower contact information are sent to the school as part of our skiptrace process.
Letters	• Three-step default prevention letter series provided through the school portal for schools to print and mail to borrowers at different levels of delinquency (60, 100, and 150 days past due).
School Training	• Weekly training sessions, including live webinars, regarding the PUT and ECASLA programs are available through the end of 2010. • Training on products available to schools and borrowers, and how to access these tools. • Ad hoc training is also available upon request.
School Communication	• New schools are notified via e-mail when their borrowers are placed at FedLoan Servicing. Follow up phone call made to schools to ensure they are aware of our contact information and the tools that are available. • Offer three-way calls with schools and borrowers to resolve delinquencies when the school is able to get in contact with the borrower. • Borrowers are notified via letter that their loan is being serviced by FedLoan Servicing. They are also contacted as their grace period expires to offer awareness and repayment information.
Contact Information	• For Schools E-mail: schoolsupport@myfedloan.org Phone: 800/655-3813 (account-level detail and technical/access issues) Fax: 717/720-1628 Online: myfedloan.org • For Borrowers Phone: 800/699-2908 Online: Follow the 'Contact' link at myfedloan.org
Other Information	• Information is subject to change as FedLoan Servicing seeks to enhance services.