Great Lakes Educational Loan Services, Inc.
School Support Services
Attachment to March 2010 Electronic Announcement

School Reports	• Federally-Held Loans Report
	  o Lists federally-held loans serviced by Great Lakes.
	• Borrowers at Risk Report
	  o Lists borrower information on any Great Lakes-serviced loans 60 or more days delinquent.
	  o Can be sorted by cohort year.
	• Delinquency Letter Tool
	  o Schools can generate personalized letters and mailing labels for borrowers in early, middle, and late stages of delinquency.
	• Reports are available online, on-demand, or by monthly subscription.
	• Schools can contact Client Services to discuss reporting options and initiate school portal access.

Online School Resources	• The mygreatlakes.org school portal provides loan information and administrative tools.
	  o Access to borrower-level account information
	  o Access to servicing and default prevention reports and tools
	• Borrowers may access their student loan account information at mygreatlakes.org.

Electronic Resources	• Financial literacy information is available online. Financial IQ helps borrowers make smarter choices with money management, spending, saving and credit.
Skiptrace Assistance	• Use a comprehensive approach to ensure the accuracy of borrower demographic information, including predictive dialing, U.S. Postal Service address corrections, and other proven skiptracing methods. • Schools can contact Client Services to obtain current contact information for their student loan borrowers.

Letters	• To assist schools in their default prevention efforts, provide a three-step prevention letter series at mygreatlakes.org.
	  o Schools can target efforts towards early, middle, and late stages of delinquency.
	  o Letters may be customized to best meet the needs of each school's default prevention efforts.

School Training	• Offer schools an extensive array of training opportunities in the *Training* section at mygreatlakes.org. • Webinars are scheduled weekly to learn more about working with Great Lakes' products and services. Details and registration information are available at mygreatlakes.org.
School Communication	• An overview of available services can be found at mygreatlakes.org. • Proactive school contact via phone/e-mail to discuss available services and establish support connection. • Support materials, such as training resources, informational guides, and contact information, are provided to schools when access to mygreatlakes.org is established.

Contact Information	• For Schools – General Help (Client Services)
	  o Phone: 888/686-6919 or 608/240-1122
	  o E-mail: clientservices@glhec.org
	• For Borrowers – General Help (Borrower Services)
	  o Phone: 800/236-4300 or 608/246-1700
	  o E-mail: borrowerservices@glhec.org
	  o Fax: 800/375-5288 or 608/246-1608
	  o General Correspondence: Great Lakes Borrower Services
	P.O. Box 7860
	Madison, WI 53707

Other Information	• Rigorous employee recruitment, training, and quality assurance program to ensure schools and borrowers receive the highest levels of service. • Due diligence activities exceed the federal requirements. • Information is subject to change as Great Lakes continually seeks to enhance services based on borrower and school feedback.