Sallie Mae
School Support Services
Attachment to March 2010 Electronic Announcement

School Reports	• Borrower Delinquency Report
	  o Updated monthly and includes accounts with delinquency greater than one day.
	• Borrower Delinquency Report (filtered for cohort rate impact)
	  o Updated weekly and data reflects last three cohort years.
	• Loans Entering Repayment Report
	  o Available upon request.
	  o Updated weekly and includes loans that have entered repayment within past six months or are scheduled to enter repayment within next six months.
	• Schools can download reports and customize as needed.
	• All reports available via DocumentDirect (DDI) Web site; optional delivery methods may be available.
	• Contact CollegeServ to establish preferred delivery method or to request technical assistance.

Online Resources	• Account specific information is available to schools via OpenNet at opennet.salliemae.com.
	  o OpenNet provides access to individual borrower information including loan data, demographics, and loan status.
	  o Contact CollegeServ to request technical assistance with online access.
	• SallieMae.com offers borrowers a variety of tools:
	  o ManageYourLoans (MYL) allows borrowers 24/7 access to manage their accounts and is updated real time and/or nightly.
	  o BeDebtSaavy teaches budgeting for college, responsible borrowing, credit score management, credit card debt pit falls, etc.
	  o Borrowers needing technical assistance with online access can call Customer Service.

Electronic Resources	• Tips on how to help borrowers avoid default can be found at Avoiding Loan Default.
Skiptrace Assistance	• Uses state-of-the-art predictive dialing and proven skiptracing methods that aid in successfully finding and reaching borrowers. • Current borrower demographics are included on the delinquency reports for schools listed above. • Schools can contact CollegeServ to obtain current borrower contact information.
Letters	• In addition to collection notices and standard servicing correspondence for repayment borrowers, utilize a series of outreach e-mail campaigns for borrowers in school and in grace to remind them of upcoming milestones and help them understand their options, avoid pitfalls, and make smart borrowing decisions. • These e-mails also promote online account management options.
School Training	• Training for schools on all tools is available under Training and Enhancements on the OpenNet main menu or by calling CollegeServ. • Individual training is available upon request.
School Communication	• A welcome packet is sent to schools when the first loan associated with their school is transferred to Sallie Mae for servicing. The welcome packet includes an overview of the available services. • Schools are informed of new features and product enhancements via regular alerts and notifications.

Contact Information	• For Schools – CollegeServ:
	  E-mail: CollegeServ@salliemae.com Phone: 888/272-4665
	• For Borrowers – Customer Service
	  Phone: 800/722-1300 FAX: 866/266-0178 TDD/TTY: 877/713-3833
	  DID for overseas/international: 254/554-4535 FAX for overseas/international: 570/821-3684
	  General Correspondence: P.O. Box 9635
	  Wilkes-Barre, PA 18773-9635
	  Payments: Dept. of Education
	  P.O. Box 740351
	  Atlanta, GA 30374-0351

Other Information	• Information is subject to change as Sallie Mae continually seeks to enhance services based on school needs and feedback.