

Direct Loan Servicing Center (ACS) Availability Information
August 30, 2013 – November 15, 2013

Attachment to August 2013 Electronic Announcement

We plan to transfer the last set of William D. Ford Federal Direct Loan (Direct Loan) Program loans from the Direct Loan Servicing Center (ACS) to new federal loan servicers on August 29, 2013. In this document, we provide detailed information about Direct Loan Servicing Center availability from the day after the last scheduled transfer through November 15, 2013. During this period, we will transition from full contact center hours to reduced contact center hours to informational messaging. On November 16, 2013, all Direct Loan Servicing Center support and messaging will end.

The information is presented as follows:

- Direct Loan Servicing Center Availability Information for Borrowers
- Direct Loan Servicing Center Availability Information for Schools and Third Party Servicers

The borrower information is located on page 2; the school and third party servicer information is located on page 3.

Contact Information

We appreciate the community's ongoing support of our approach to servicing federally-owned loans. We will post additional Electronic Announcements as we progress through the Direct Loan Servicing Center's closure transition. Please monitor the [Information for Financial Aid Professionals \(IFAP\) Web site](#).

If you have questions about the Direct Loan Servicing Center closure plan explained in this document, contact the Direct Loan Servicing Center. Contact information for the servicer can be found on the [Loan Servicing Centers for Schools Contact Information page](#) on the IFAP Web site.

If you have questions about a loan that has been transferred from the Direct Loan Servicing Center to a new federal loan servicer, contact the new servicer directly. Contact information for the appropriate servicer can be found on the [Loan Servicing Centers for Schools Contact Information page](#) on the IFAP Web site.

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Direct Loan Servicing Center Availability Information for Borrowers

From August 30, 2013 through September 30, 2013, the following Direct Loan Servicing Center support services will be in place for borrowers:

- Direct Loan Servicing Center customer service representatives will be available to receive phone calls and respond to e-mails.
- The Direct Loan Servicing Center will be open from 8:00 A.M. to 5:30 P.M. (ET), Monday through Friday.
- Direct Loan Servicing Center customer service representatives will answer phone calls during office hours through September 30, 2013.
- Direct Loan Servicing Center customer service representatives will research and answer e-mails received through September 20, 2013. Beginning September 21, 2013, an automatic e-mail acknowledgement message will inform a borrower that the e-mail will not be answered because the Direct Loan Servicing Center no longer services loans. The message will also inform the borrower that he or she can visit the NSLDS Student Access Web site to look up the borrower's new servicer. Finally, the message will state that the borrower can call the Direct Loan Servicing Center or visit its Web site through November 15, 2013.
- The Direct Loan Servicing Center Web site, www.myedaccount.com, will be available. Beginning September 21, 2013, a borrower who navigates to the Contact Us link on the Web site, regardless of whether the borrower is logged in or not logged in, will see a message that will inform the borrower that the Direct Loan Servicing Center no longer services loans. The message will also inform the borrower that he or she can visit the NSLDS Student Access Web site to look up the borrower's new servicer. Finally, the message will state that the borrower can call the Direct Loan Servicing Center or visit its Web site through November 15, 2013.

Note: In terms of calling the Direct Loan Servicing Center through November 15th, either customer service representative or IVR support will be available as outlined in this document.

From October 1, 2013 through November 15, 2013, the following IVR, Web site, and e-mail messaging will be in place for borrowers:

- All phone calls will enter the Interactive Voice Response (IVR) system. If a borrower enters his or her identifiers when prompted, the borrower will hear the name of the borrower's new federal loan servicer, the new servicer's phone number, and the new servicer's Web site address. If a borrower does not enter his or her identifiers or enters the identifiers and then opts to transfer to an agent, the borrower will hear a message that provides instructions for entering identifiers through the IVR, offers the option to visit the NSLDS Student Access Web site or Direct Loan Servicing Center Web site, and informs the borrower that he or she will not be able to call the Direct Loan Servicing Center or visit its Web site after November 15, 2013.
- The Direct Loan Servicing Center Web site, myedaccount.com, will be available. If a borrower logs in to the Web site, the borrower will see the name of the borrower's new federal loan servicer, the new servicer's phone number, and the new servicer's Web site address. If a borrower navigates to an area of the Web site that does not require log in, the borrower will see a message that provides instructions for logging in, offers the option to visit the NSLDS Student Access Web site or Direct Loan Servicing Center Web site, and informs the borrower that he or she will not be able to call the Direct Loan Servicing Center or visit its Web site after November 15, 2013.
- The automatic e-mail acknowledgement message explained above will be sent when a borrower e-mails.

Note: In terms of calling the Direct Loan Servicing Center through November 15th, either customer service representative or IVR support will be available as outlined in this document.

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Direct Loan Servicing Center Availability Information for Schools and Third Party Servicers

From August 30, 2013 through September 30, 2013, the following Direct Loan Servicing Center support services will be in place for schools and third party servicers:

- Direct Loan Servicing Center customer service representatives will be available to receive phone calls and respond to e-mails.
- The Direct Loan Servicing Center will be open from 8:00 A.M. to 5:30 P.M. (ET), Monday through Friday.
- Direct Loan Servicing Center customer service representatives will answer phone calls during office hours through September 30, 2013.
- Direct Loan Servicing Center customer service representatives will research and answer e-mails received through September 30, 2013. Beginning October 1, 2013, a school or third party servicer staff member who e-mails will receive an undeliverable message.
- The Direct Loan Servicing Center Web site accessed by school and third party servicer staff members, www.myedaccount.com/schools, will not be available beginning September 1, 2013. This means that schools and third party servicers will no longer be able to access servicing information and reports through Nsight for borrowers whose loans are transferred from the Direct Loan Servicing Center to non-Nsight participating servicers. School and third party servicer staff members will see a message that directs them to access federal loan servicer information for the borrowers with whom they work through the NSLDS Professional Access Web site.

From October 1, 2013 through November 15, 2013, the following IVR, Web site, and e-mail messaging will be in place for schools and third party servicers:

- All phone calls will result in school or third party servicer staff members hearing a message that directs them to access federal loan servicer information for the borrowers with whom they work through the NSLDS Professional Access Web site. The message will also inform them that they will not be able to access the phone number after November 15, 2013.
- The Direct Loan Servicing Center Web site accessed by school and third party servicer staff members, www.myedaccount.com/schools, will not be available. As explained above, this site will be unavailable beginning September 1, 2013.
- The undeliverable message explained above will be received by a school or third party staff member who e-mails.