

January 9, 2023

Dear Lender and Servicer:

Effective March 1, 2023, Educational Credit Management Corporation (ECMC) will become the designated guarantor for the Federal Family Education Loan Program (FFELP) portfolio previously held by Utah Higher Education Assistance Authority (UHEAA). ECMC is working closely with UHEAA to plan for the transition.

As the new guarantor of the former UHEAA FFELP portfolio, we are committed to a smooth transition for you and your borrowers. We plan to begin the transition of the portfolio from UHEAA to ECMC beginning on March 1, 2023, with an anticipated completion date of March 6, 2023.

The transition schedule is outlined below:

Process and Description	Effective Date	Action Required	Contact Info
<p><b>Claims</b></p> <p>Send all claims to ECMC.</p>	February 1, 2023	<p>Beginning February 1, 2023, send UHEAA claims to ECMC:</p> <p>ECMC Attn: Claims Unit 111 Washington Ave S Suite 1400 Minneapolis, MN 55401</p>	<p>Betsey Woods 651-325-3412 <a href="mailto:bwoods@ecmc.org">bwoods@ecmc.org</a> Claims Manager</p>
<p><b>CAM and Lender Manifest file transmission</b> will be sent to ECMC beginning February 28, 2023, at 4 p.m., ET. ECMC will process the files in the order they were received.</p>	February 28, 2023, at 4 p.m., ET	<p>The GA Code designation will be changed from 749 (UHEAA) to 951 (ECMC) on February 28, 2023. The former UHEAA portfolio should be submitted through the current ECMC CAM and Lender Manifest file exchanges.</p>	<p>Mai Vu 651-325-3242 <a href="mailto:mvu@ecmc.org">mvu@ecmc.org</a> Lead Operations Specialist</p> <p>Lee Raihle 651-221-0566, ext. 5185 <a href="mailto:lraihle@ecmc.org">lraihle@ecmc.org</a> Sr. Risk Analyst</p>
<p><b>Manual Updates</b></p> <p>Manual loan maintenance and DAAR requests will be sent to ECMC beginning February 28, 2023, at 4 p.m., ET. ECMC will process the requests in the order they were received, beginning March 6, 2023.</p>	February 28-March 6, 2023	<p>Send requests directly to ECMC at:</p> <p>Manual loan maintenance updates may be sent via secure email to <a href="mailto:lenderservices@ecmc.org">lenderservices@ecmc.org</a>.</p> <p>Manual DAARs may continue to be sent via secure email to <a href="mailto:PredefaultProcessing@ecmc.org">PredefaultProcessing@ecmc.org</a>.</p>	<p>Manual updates: <a href="mailto:lenderservices@ecmc.org">lenderservices@ecmc.org</a></p> <p>Manual DAAR updates: Chris Cropsey 651-325-3248 <a href="mailto:ccropsey@ecmc.org">ccropsey@ecmc.org</a> Lead Operations Specialist, Customer Service</p>

Attached is a list of FAQs for your reference. These FAQs also will be on the ECMC website, [www.ecmc.org](http://www.ecmc.org). If you have questions, please contact ECMC Customer Service at [lenderservices@ecmc.org](mailto:lenderservices@ecmc.org) or at 866-222-2680.

Thank you for your partnership in creating a positive customer experience. We look forward to working with you to ensure a smooth transition of the UHEAA FFELP guarantor portfolio to ECMC.

Sincerely,

A handwritten signature in cursive script that reads "Therese Bickler".

Therese Bickler  
Vice President, Operations  
ECMC