

November 1, 2017

Dear Lender and Servicer:

Effective January 1, 2018, Educational Credit Management Corporation (ECMC) will be the designated third-party servicer for the Federal Family Education Loan Program (FFELP) portfolio guaranteed by American Student Assistance (ASA). ECMC is working closely with ASA to plan for the transition.

As the new partner for the ASA FFELP guarantor portfolio, we are committed to a smooth transition of services for you and your borrowers. We plan to begin the transition of the portfolio from ASA to ECMC beginning on December 1, 2017, with an anticipated completion date of January 1, 2018.

The following is our schedule for the conversion:

Process and Description	Effective Date	Action Required	Contact Info
<p>Claims</p> <p>Send all claims to ECMC.</p>	December 1, 2017	<p>Beginning December 1, 2017, send 725 (ASA) claims to ECMC:</p> <p>U.S. Postal Service:</p> <p>American Student Assistance Claims P.O. Box 419045 Rancho Cordova, CA 95741</p> <p>FedEx, UPS and other carriers:</p> <p>American Student Assistance Claims 10370 Peter A. McCuen Blvd Mather, CA 95655</p>	<p>Tracy Roberts 916-526-7367 troberts@ecmc.org Claims Manager</p>
<p>CAM and Lender Manifest File Transmission</p> <p>ECMC will begin receiving the 725 (ASA) CAM on December 27, 2017. The files will be held until the conversion is completed and then processed in the order received.</p>	December 27, 2017	<p>Re-direct 725 (ASA) CAM and Lender Manifest files to send them to ECMC. You may use the established ECMC exchange keys to transmit the 725 (ASA) files.</p>	<p>Mai Vu 651-221-0566, ext. 5040 mvu@ecmc.org Lead Operations Specialist</p> <p>Lee Raihle 651-221-0566, ext. 5185 lraihle@ecmc.org Sr. Risk Analyst</p>
<p>Manual Updates</p> <p>Manual loan maintenance requests will be sent to ECMC</p>	December 27, 2017 - January 2, 2018	<p>Send requests directly to ECMC:</p> <p>Manual loan maintenance updates may be secure emailed to asaservicing@ecmc.org.</p>	<p>Manual updates: asaservicing@ecmc.org.</p>

beginning December 27, 2017. Manual DAARs will be sent to ECMC beginning December 27, 2017. ECMC will process the requests beginning January 2, 2018.		Manual DAARs may be secure emailed to PredefaultProcessing@ecmc.org	Manual DAAR updates: Jody Gray 916-526-7548 jgray@ecmc.org Operations Analyst
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Attached is a list of FAQs for your reference. These FAQs will also be on the ECMC website, www.ecmc.org. If you have questions, please contact ECMC Customer Service at asaservicing@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 ASA FFELP guarantor portfolio to ECMC.

Sincerely,



Therese Bickler
Vice President, Operations
ECMC