

Lender/Servicer FAQs for the Third-Party Servicing Designation of the Missouri Department of Higher Education and Workforce Development (MDHEWD) Guarantor Portfolio Serviced by Ascendium to Educational Credit Management Corporation (ECMC)

June 16, 2020

As you may be aware, the Missouri Department of Higher Education and Workforce Development (MDHEWD) selected Educational Credit Management Corporation (ECMC) to provide third-party servicing for its Federal Family Education Loan Program (FFELP) portfolio. The transfer of MDHEWD (GA Code 729) account information to ECMC is planned to begin August 1, 2020, with an anticipated completion date of August 4, 2020.

For ease of navigation, the following FAQ topics are accessible via the quick links below:

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Guarantor Code Change

Will the portfolio guarantor code change?

No. The current guarantor will remain the guarantor with ECMC as the designated third-party servicer for its FFELP portfolio. The guarantor code will also remain the same.

Claims

When should claims be sent to ECMC?

Beginning July 20, all claims and related documents, including Teacher Loan Forgiveness requests, partial discharge request and supplemental claims, should be sent to ECMC.

The address for claims and related documents is:

ECMC Attn: Claims—MDHEWD
111 Washington Ave S, Suite 1400
Minneapolis, MN 55401

ECMC will hold these claims until the transition is complete. ECMC will then begin processing these claims and ensure they are paid timely.

Will claims be paid during the transition period?

Yes, claims will continue to be paid.

Where should claim recall requests be submitted?

For claims submitted prior to July 20, the recall requests should be sent to Ascendium, as they are today. For claims submitted on or after July 20, the recall requests should be sent to ECMC.

How will the claim recall process work during the transition if the claim is not loaded until the transition is completed?

ECMC recalls will be processed after the transition is completed. Recall requests should be submitted to recallrequest@ecmc.org.

For claims submitted on or after July 20 to ECMC, how will the guarantor and servicers track receipt dates and what will be used as confirmation of receipt?

ECMC will acknowledge the receipt of the claim(s) by returning the transmittals to the lender/servicer via secure email.

How will claim payment rosters be received after ECMC starts paying the claims?

MDHEWD (GA Code 729) will be added to the existing ECMC Claim Payment Reports and can be retrieved through the ECMC Online Reporting (OLR) tool each Thursday morning. Please refer to ECMC System Access for more information regarding OLR.

How will manual claim returns be communicated after ECMC starts reviewing the claims?

The Manual Claim Return Report for each guarantor can be retrieved through the ECMC Online Reporting (OLR) tool each Thursday morning. Please refer to ECMC System Access for more information regarding OLR.

Who at ECMC should we contact regarding claims?

Please contact Betsey Woods at bwoods@ecmc.org or 651-325-3412.

Payment Address for Forwarded Payments

What address should payments received after the conversion be forwarded to?

All forwarded payments should be mailed to:

ECMC GA Servicing Payments
Lockbox GA729
PO Box 16478
St. Paul, MN 55116-0478

Backup Manifests for Forwarded Payments

Where should backup manifests be sent for forwarded payments?

Beginning July 30, email backup manifests to MOBackup@ecmc.org to ensure timely and accurate posting to borrower accounts.

Electronic File Transmissions (CAM, Lender Manifest)

Can the servicer submit CAM and Lender Manifest files under the guarantor's designated guarantor code?

Yes. Beginning July 30, at 4 p.m., Eastern time, all electronic file transmissions should be redirected to ECMC. The files received by ECMC between July 30 and August 3 will be held until after the conversion is completed. Held files will be processed on ECMC's system in the order they are received. Current files will be processed after the held files have been successfully loaded. ECMC will generate the appropriate response files. You should no longer receive Ascendium-generated response file transmissions after July 30.

Note: Please refer to CAM Claims section below for timeline exception.

What transmission file names should be used when sending files to and from ECMC?

ECMC adheres to the NCHER industry standard naming convention specific to the file type for electronic file processing.

Can the lender/servicer submit CAM records with both MDHEWD and ECMC guaranteed records in the same file?

Yes, MDHEWD records can be submitted with ECMC guarantee records. However, ECMC will return the MDHEWD (729) records in a separate file from ECMC (951/927/706) records. CAMR files are returned based on the guarantor code.

We have more CAM record types in production with ECMC than with MDHEWD. Can we automatically begin processing the additional record types with ECMC?

No, please send ECMC the same CAM record types you are producing to Ascendium. After the transfer of the guarantor portfolios to ECMC's system is complete, ECMC will work with you to test the processing of the additional record types.

CAM Claims (50 Series) Processing

As a lender/servicer, we currently have CAM Claims set up with ECMC. Can we send our MDHEWD claims to ECMC using CAM?

Yes, beginning July 20. The files received by ECMC between July 20 and August 3 will be held until after the conversion is completed. These claims will not be acknowledged until after the conversion.

Held files will be processed on ECMC's system in the order they are received. CAM confirmation files (CAMC) will be sent by ECMC on held files as they are loaded to ECMC's system during the conversion. Current files will be processed after the held files have been successfully loaded.

Please contact Betsey Woods at bwoods@emc.org or 651-325-3412 if you have questions about the timing of this process.

Manual Loan Maintenance Updates

Where do I submit manual loan transaction updates (e.g., loan status changes, cancellations, lender/servicer changes, etc.)?

Effective July 30, at 4 p.m., Eastern time, please send any manual loan transaction updates via secure email to MDHEWDservicing@ecmc.org.

The address for manual loan maintenance is:

ECMC
Attention: Customer Service
111 Washington Ave S, Suite 1400
Minneapolis, MN 55401

Default Aversion

How will updating manual DAARs be affected?

Beginning July 30, submit MDHEWD Manual DAAR transactions to ECMC under the guarantor code 729. On August 4, ECMC will begin processing the manual DAARs.

Where should we submit our manual DAAR requests?

Beginning July 30, please submit manual DAAR transactions to ECMC via secure email to PredefaultProcessing@ecmc.org.

Will manual DAARs be processed in the order they were received? What date will be used for processing the files?

Yes. Manual DAARs will be processed in the order received and the receipt date will be used to load these files to ECMC's system after the data conversion is complete.

Will ECMC acknowledge receipt of all manual DAARs submitted to the PredefaultProcessing@ecmc.org mailbox?

Yes, ECMC will complete the transmittal form after the DAAR is processed and reply via secure email.

Will ECMC identify whether a CAM file transmission was not received during the "hold" period?

CAM files are generated by the lender/servicer; the lender/servicer is responsible for reconciling the file acknowledgment and accepted/rejected transactions to ensure files were received and processed.

Will ECMC accept a CAM record/file as proof that the DAAR was sent on time?

If it is necessary to verify the date of receipt of a DAAR, ECMC will assist the lender/servicer in researching and confirming the actual receipt date of the file/transaction.

When should MDHEWD DAAR cancellation be submitted to ECMC?

Lenders/servicers should submit MDHEWD DAAR cancellations to ECMC when the loan becomes 30 days delinquent.

When is ECMC's deadline for filing a rejected DAA Request?

The deadline for refiling a rejected DAA request is at 150 days delinquent.

Bankruptcy Court Proof of Claim Protocol

Is there a new protocol for filing a proof of claim with a bankruptcy court on accounts serviced by ECMC instead of Ascendium?

As you know, the lender/servicer must file a proof of claim with the bankruptcy court no later than 30 days after it receives the Notice of the First Meeting of Creditors (Notice)—unless the Notice specifically stated that a proof of claim is not required.

Beginning July 20, all bankruptcy claims should be sent to ECMC. When filing the proof of claim with the court, the following ECMC servicer information should be used for the notice and payment address:

Bankruptcy Notices:

Missouri Department of Higher Education and Workforce Development
c/o ECMC
PO Box 16358
St Paul, MN 55116

Bankruptcy Payments:

Missouri Department of Higher Education and Workforce Development
c/o ECMC
Lockbox #729
PO Box 16358
St Paul, MN 55116

Contact phone: 888-363-4562
Contact email: bankruptcydept@ecmc.org

For those proof of claims already filed with the court using the old address, ECMC will process the bankruptcy claims and then submit a change of address with the court.

If you have questions regarding the proof of claim filing, please contact Yolanda Jones at yjones@ecmc.org or 651-325-3355.

Lender Agreements for MDHEWD

The current agreements between MDHEWD and lenders are not affected by the transition of the third-party service provider. For inquiries about lender agreements, contact lenderservices@ecmc.org.

ECMC System Access

Online access to ECMC Direct

Lenders and servicers with current access to ECMC Direct may continue to log in with their existing user ID and password. Effective August 5, the MDHEWD portfolio will be viewable via ECMC Direct, in addition to the current ECMC portfolio.

If you do not have an existing ECMC EPIC Direct username and password, please contact lenderservices@ecmc.org to submit a request.

ECMC's Online Reporting tool

If you currently access the ECMC Online Reporting (OLR) tool to obtain ECMC portfolio reports and files, effective August 5, MDHEWD (729) portfolio reports and files will be available via OLR. No access changes are required.

If you do not currently have access to OLR, please contact ECMC Customer Service at lenderservices@ecmc.org or 888-221-3262 and select option 3.

FAQ Updates

Please check our website, www.ecmc.org, for ongoing updates about the transition.