

October 14, 2019

Dear Lender and Servicer:

Effective December 1, 2019, Educational Credit Management Corporation (ECMC) will be the designated guarantor for the Federal Family Education Loan Program (FFELP) portfolio previously held by Finance Authority of Maine (FAME). ECMC is working closely with FAME to plan for the transition.

As the current third-party guarantor servicer, we are committed to a smooth transition of services for you and your borrowers. We plan to begin the transition of the portfolio from FAME guarantor ID 723 to ECMC guarantor ID 951 beginning on December 1, 2019, with an anticipated completion date of December 13, 2019.

ECMC will be observing the Thanksgiving holiday on Thursday, November 28, and Friday, November 29. Manual transactions received after Wednesday, November 27, at 3 p.m., Central time, will be processed beginning on Monday, December 2.

The transition updates effective December 1, 2019 are outlined below:

Process and Description	Action Required	Contact Info
<p><b>Claims</b></p> <p>Continue sending all claims to ECMC</p>	<p>Continue sending all claims for FAME to ECMC via ground delivery. The details are in the attached FAQ.</p>	<p>Tracy Roberts 916-526-7367 <a href="mailto:troberts@ecmc.org">troberts@ecmc.org</a> Claims Manager</p>
<p><b>CAM Loan Maintenance, CAM DAAR and Lender Manifest File Transmission</b></p> <p>ECMC will begin receiving the CAM files on December 1.</p>	<p>CAM Loan Maintenance, CAM DAAR and Lender Manifest files will be sent to ECMC with the 951 guarantor code. You may use the established ECMC exchange keys to transmit the files, if needed.</p>	<p>Mai Vu 651-221-0566, ext. 5040 <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 requests and manual DAARs will be sent to ECMC on December 1.</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 will continue to be sent via secure email to <a href="mailto:PredefaultProcessing@ecmc.org">PredefaultProcessing@ecmc.org</a>.</p>	<p>Manual updates: Email <a href="mailto:lenderservices@ecmc.org">lenderservices@ecmc.org</a></p> <p>Manual DAAR updates: Jody Gray 916-526-7548 <a href="mailto:jgray@ecmc.org">jgray@ecmc.org</a> Operations Analyst</p>

Attached is a list of FAQs for your reference. These FAQs will also 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 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 FAME FFELP guarantor portfolio to ECMC.

Sincerely,



Therese Bickler  
Vice President, Operations  
ECMC