

October 7, 2016

Dear Lender and Servicer:

Effective December 1, 2016, Educational Credit Management Corporation (ECMC) will become the designated guarantor for the Federal Family Education Loan Program (FFELP) portfolio previously held by the South Carolina State Education Assistance Authority (SCSEAA). ECMC is working closely with SCSEAA to plan for the transition.

As the new guarantor of the former SCSEAA FFELP portfolio, we are committed to a smooth transition for you and your borrowers. We plan to begin the transition of the portfolio from SCSEAA to ECMC beginning on November 1, 2016, with an anticipated completion date of December 1, 2016.

The following is our schedule for the conversion:

Process and description	Effective date	Action required	Contact info
Claims Send all manual claims to ECMC.	November 1, 2016	Beginning November 1, 2016, send manual SCSEAA claims to ECMC: ECMC Claims 10370 Peter A. McCuen Blvd Mather, CA 95655	Tracy Roberts 916-526-7367 troberts@ecmc.org Claims Manager
CAM and Lender Manifest file transmission	December 1, 2016	The GA Code designation will be changed from 745 (SCSEAA) to 951 (ECMC) on December 1, 2016. The former SCSEAA portfolio should be submitted in the current ECMC CAM and Lender Manifest file exchanges.	Angela Benesch 651-325-3633 abenesch@ecmc.org Sr. Operations Analyst Lee Raihle 651-221-0566, ext. 5185 lraihle@ecmc.org Sr. Risk Analyst
Manual updates Manual loan maintenance requests will be sent to ECMC beginning November 28, 2016. Manual DAARs will be sent to ECMC beginning December 1, 2016. ECMC will process the requests beginning December 5, 2016.	November 28, 2016 - December 5, 2016	Send requests directly to ECMC: Manual loan maintenance updates may be secure emailed to lenderservices@ecmc.org Manual DAARs may be secure emailed to PredefaultProcessing@ecmc.org	Manual updates: lenderservices@ecmc.org Manual DAAR updates: Jody Gray 916-526-7548 jgray@ecmc.org Operations Analyst

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 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 SCSEAA FFELP guarantor portfolio to ECMC.

Sincerely,



Therese Bickler
Vice President, Operations
ECMC