

May 5, 2016

Dear Lenders and Servicers:

Effective July 1, 2016, Educational Credit Management Corporation (ECMC) will become the designated guarantor for the Federal Family Education Loan Program (FFELP) portfolio previously held by Tennessee Student Assistance Corporation (TSAC). ECMC is working closely with the TSAC third-party servicer, Nelnet Guarantor Solutions (NGS) and TSAC to plan for the transition.

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

The following is our schedule for the conversion:

Process and description	Effective date	Action required	Contact info
<b>Claims</b>  Send all manual claims to ECMC.	June 1, 2016	Beginning June 1, 2016, send manual TSAC claims to ECMC:  ECMC Claims 10370 Peter A. McCuen Blvd Mather, CA 95655	Tracy Roberts 916-526-7367 <a href="mailto:troberts@ecmc.org">troberts@ecmc.org</a>
<b>CAM and Lender Manifest file transmission</b>  ECMC will begin receiving the 747 (TSAC) CAM files on June 25, 2016.	June 25, 2016	Re-direct 747 (TSAC) CAM and Lender Manifest files to send them to ECMC. You may use the established ECMC exchange keys to transmit the 747 (TSAC) files.	Angela Benesch 651-325-3633 <a href="mailto:abenesch@ecmc.org">abenesch@ecmc.org</a> Sr. Operations Analyst  Lee Raihle 651-221-0566, ext. 5185 <a href="mailto:lraihle@ecmc.org">lraihle@ecmc.org</a> Sr. Risk Analyst
<b>CAM and Lender Manifest processing</b>  ECMC will hold all CAM and Lender Manifest files beginning June 25, 2016 until the transfer of the TSAC portfolio is complete. ECMC will then process the files in the order they were received.	June 25 - 30, 2016	FYI only	N/A
<b>Manual updates</b>	June 25, 2016 - July 5, 2016	Send requests directly to ECMC:	Manual updates: <a href="mailto:lenderservices@ecmc.org">lenderservices@ecmc.org</a>

Manual loan maintenance and manual DAARs will be held by ECMC beginning June 25, 2016. ECMC will process the requests beginning July 5, 2016.		Manual loan maintenance updates may be secure emailed to <a href="mailto:lenderservices@ecmc.org">lenderservices@ecmc.org</a>  Manual DAARs may be secure emailed to <a href="mailto:PredefaultProcessing@ecmc.org">PredefaultProcessing@ecmc.org</a>	Manual DAAR updates: Jody Gray 916-526-7548 <a href="mailto:jgray@ecmc.org">jgray@ecmc.org</a> 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](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 TSAC FFELP guarantor portfolio to ECMC.

Sincerely,

  
Therese Bickler  
Vice President, Operations  
ECMC