

September 14, 2015

Dear Lenders and Servicers:

Effective November 1, 2015, Educational Credit Management Corporation (ECMC) will become the designated third-party servicer for College Assist, a division of the Colorado Department of Higher Education, a nonprofit guarantor for the Federal Family Education Loan Program (FFELP). ECMC is working closely with the current third-party servicer, Nelnet Guarantor Solutions (NGS) and College Assist to plan for the transition.

As your new partner for the College Assist guarantor portfolio, we want to assure you we are committed to a smooth transition of services to you and your borrowers. We plan to begin the transfer of services from NGS to ECMC beginning on October 1, 2015, with an anticipated completion date of November 1, 2015.

The following is our schedule for the conversion:

Process and description	Effective date	Action required	Contact info
<p><b>Claims</b></p> <p>Send all new claims to ECMC.</p>	October 1, 2015	<p>Beginning October 1, 2015, send 708 (College Assist) claims to ECMC:</p> <p>U.S. Postal Service:</p> <p>College Assist Claims P.O. Box 2150 Rancho Cordova, CA 95741-2150</p> <p>FedEx, UPS and other carriers:</p> <p>College Assist Claims 10370 Peter A. McCuen Blvd Mather, CA 95655</p>	<p>Tracy Roberts 916-526-7367 <a href="mailto:troberts@ecmc.org">troberts@ecmc.org</a></p>
<p><b>CAM and Lender Manifest file transmission</b></p> <p>ECMC will begin receiving the 708 (College Assist) CAM files on October 21, 2015.</p>	October 21, 2015	<p>Re-direct 708 (College Assist) CAM and Lender Manifest files to send them to ECMC. You may use the established ECMC exchange keys to transmit the 708 (College Assist) files.</p>	<p>Angela Benesch 651-325-3633 <a href="mailto:abenesch@ecmc.org">abenesch@ecmc.org</a> Sr. Operations Analyst</p> <p>Lee Raihle 651-221-0566, ext. 5185 <a href="mailto:lraihle@ecmc.org">lraihle@ecmc.org</a> Sr. EDI Specialist</p>

<p><b>CAM and Lender Manifest processing</b></p> <p>CAM and Lender Manifest files will be “held” by ECMC beginning October 21, 2015 until the transfer of the 708 (College Assist) records is complete. ECMC will then process the files in the order they were received.</p>	<p>October 21 - 31, 2015</p>	<p>FYI only</p>	<p>N/A</p>
<p><b>Manual loan maintenance updates and DAARs</b></p> <p>Non-claim manual updates and manual DAARs will be “held” by ECMC beginning October 21, 2015. ECMC will process the requests beginning November 2, 2015.</p>	<p>October 21, 2015 - November 2, 2015</p>	<p>Send requests directly to ECMC:</p> <p>Manual loan maintenance updates may be secure emailed to <a href="mailto:lenderservices@ecmc.org">lenderservices@ecmc.org</a></p> <p>Manual DAARs may be secure emailed to <a href="mailto:PredefaultProcessing@ecmc.org">PredefaultProcessing@ecmc.org</a></p>	<p>Manual updates: <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>

We provided 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 College Assist guarantor portfolio to ECMC.

Sincerely,

  
Therese Bickler  
Vice President, Operations  
ECMC