

September 7, 2023

Dear Lender and Servicer:

Effective November 1, 2023, Educational Credit Management Corporation (ECMC) will become the designated guarantor for the Federal Family Education Loan Program (FFELP) portfolio previously held by North Carolina State Education Assistance Authority (NCSEAA). ECMC is working closely with NCSEAA to plan for the transition.

As the new guarantor of the former NCSEAA FFELP portfolio, we are committed to a smooth transition for you and your borrowers. We plan to begin the transition of the portfolio from NCSEAA to ECMC beginning on November 1, 2023, with an anticipated completion date of November 6, 2023.

The transition schedule is outlined below:

Process and Description	Effective Date	Action Required	Contact Info
<b>Claims</b> Send all default claims to ECMC.	September 18, 2023	Beginning September 18, 2023, send NCSEAA default claims to ECMC:  ECMC Attn: Claims Unit 111 Washington Ave S Suite 1400 Minneapolis, MN 55401	Betsey Woods 651-325-3412 <a href="mailto:bwoods@ecmc.org">bwoods@ecmc.org</a> Claims Director
<b>Claims</b> Send all specialty claims to ECMC.	October 1, 2023	Beginning October 1, 2023, send specialty NCSEAA claims to ECMC:  ECMC Attn: Claims Unit 111 Washington Ave S Suite 1400 Minneapolis, MN 55401	Betsey Woods 651-325-3412 <a href="mailto:bwoods@ecmc.org">bwoods@ecmc.org</a> Claims Director
<b>NCSEAA CAM and Lender Manifest files must be HELD and not transmitted to ECMC</b>	October 31- November 6, 2023	The GA Code designation on these held files must remain 737 (NCSEAA).	Mai Vu 651-325-3242 <a href="mailto:mvu@ecmc.org">mvu@ecmc.org</a> Lead Operations Specialist  Lee Raihle 651-221-0566, ext. 5185 <a href="mailto:lraihle@ecmc.org">lraihle@ecmc.org</a> Integration Analyst Sr.
<b>NCSEAA CAM and Lender Manifest file transmission will be sent</b>	November 6, 2023	The GA Code designation on the files may be changed from 737 (NCSEAA) to 951 (ECMC) on or	Mai Vu 651-325-3242 <a href="mailto:mvu@ecmc.org">mvu@ecmc.org</a>

to ECMC beginning November 6, 2023.		after November 6, 2023.	Lead Operations Specialist Lee Raihle 651-221-0566, ext. 5185 <a href="mailto:lraihle@ecmc.org">lraihle@ecmc.org</a> Integration Analyst Sr.
<b>Manual Updates</b> Manual loan maintenance and DAAR requests will be sent to ECMC beginning October 31, 2023, at 4 p.m., ET. ECMC will process the requests in the order they were received, beginning November 6, 2023.	October 31- November 6, 2023	Send requests directly to ECMC at:  Manual loan maintenance updates may be sent via secure email to <a href="mailto:lenderservices@ecmc.org">lenderservices@ecmc.org</a> .  Manual DAARs may continue to be sent via secure email to <a href="mailto:PredefaultProcessing@ecmc.org">PredefaultProcessing@ecmc.org</a> .	Manual updates: <a href="mailto:lenderservices@ecmc.org">lenderservices@ecmc.org</a>  Manual DAAR updates: Chris Cropsey 651-325-3248 <a href="mailto:ccropsey@ecmc.org">ccropsey@ecmc.org</a> Lead Operations Specialist, Customer Service

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

Sincerely,



Therese Bickler  
Vice President, Operations  
ECMC