

May 12, 2025

Dear Lender and Servicer:

Effective August 1, 2025, Educational Credit Management Corporation (ECMC) will become the designated guarantor for the Federal Family Education Loan Program (FFELP) portfolio previously held by New Mexico Student Loan Guarantee Corporation (NMSLGC). ECMC is working closely with NMSLGC to plan for the transition.

As the new guarantor of the former NMSLGC FFELP portfolio, we are committed to a smooth transition for you and your borrowers. We plan to begin the transition of the portfolio from NMSLGC to ECMC beginning on July 29, 2025, with an anticipated completion date of August 4, 2025.

The transition schedule is outlined below:

Process and Description	Effective Date	Action Required	Contact Info
<b>Claims</b>  Send all default claims to ECMC.	June 19, 2025	Beginning June 19, 2025, send NMSLGC default claims to ECMC:  ECMC Attn: Claims Unit 111 Washington Ave S Suite 1400 Minneapolis, MN 55401	Yolanda Jones 651-325-3355 <a href="mailto:yjones@ecmc.org">yjones@ecmc.org</a> Director, Claims and Bankruptcy
<b>Claims</b>  Send all specialty claims to ECMC.	July 1, 2025	Beginning July 1, 2025, send specialty NMSLGC claims to ECMC:  ECMC Attn: Claims Unit 111 Washington Ave S Suite 1400 Minneapolis, MN 55401	Yolanda Jones 651-325-3355 <a href="mailto:yjones@ecmc.org">yjones@ecmc.org</a> Director, Claims and Bankruptcy
<b>NMSLGC CAM and Lender Manifest files must be HELD and not transmitted to ECMC</b>	July 29 through August 3, 2025	The GA Code designation on these held files must remain 735 (NMSLGC).	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>NMSLGC CAM and Lender Manifest file transmission will be sent to ECMC beginning August 4, 2025.</b>	August 4, 2025	The GA Code designation on the files may be changed from 735 (NMSLGC) to 951 (ECMC) on or after August 4, 2025.	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>Manual Updates</b>  Manual loan maintenance and DAAR requests will be sent to ECMC beginning July 29, 2025, at 4 p.m., ET. ECMC will process the requests in the order they were received, beginning August 4, 2025.	July 29 to August 4, 2025	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
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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 NMSLGC FFELP guarantor portfolio to ECMC.

Sincerely,



Therese Bickler  
Vice President, Operations  
ECMC