

June 16, 2020

Dear Lenders and Servicers:

Effective August 1, 2020, Educational Credit Management Corporation (ECMC) will be the designated third-party servicer for the Federal Family Education Loan Program (FFELP) portfolio guaranteed by the Missouri Department of Higher Education and Workforce Development (MDHEWD). ECMC is working closely with Ascendium, the current third-party guarantor servicer, as well as MDHEWD, to plan for the transition.

As the new partner for the MDHEWD (729) FFELP guarantor portfolio, we are committed to a smooth transition of services for you and your borrowers. We plan to begin the transition of the portfolio from MDHEWD to ECMC beginning on August 1, 2020, with an anticipated completion date of August 4, 2020.

The transition schedule is outlined below:

Process and Description	Effective Date	Action Required	Contact Info
<p>Claims</p> <p>Send all claims to ECMC</p>	July 20, 2020	Beginning July 20, send claims, including CAM claims and related documents for MDHEWD to ECMC.	<p>Betsey Woods 651-325-3412 bwoods@ecmc.org Claims Manager</p>
<p>CAM Loan Maintenance, CAM DAAR and Lender Manifest File Transmission</p> <p>ECMC will begin receiving the CAM files on July 30, at 4 p.m., Eastern time. The files will be held until the conversion is completed and then processed in the order received.</p>	July 30, at 4 p.m., Eastern time	Redirect the 729 (Missouri) CAM Loan Maintenance, CAM DAAR and Lender Manifest files to ECMC. You may use the established ECMC exchange keys to transmit the 729 files.	<p>Mai Vu 651-221-0566, ext. 5040 mvu@ecmc.org Lead Operations Specialist</p> <p>Lee Raihle 651-221-0566, ext. 5185 lraihle@ecmc.org Sr. Risk Analyst</p>
<p>Manual Updates</p> <p>Manual loan maintenance requests will be sent to ECMC beginning July 30.</p> <p>Manual DAARs will be sent to ECMC beginning July 30.</p>	July 30, 2020	<p>Send requests directly to ECMC:</p> <p>Manual loan maintenance updates may be sent via secure email to MDHEWDServicing@ecmc.org.</p> <p>Manual DAARs may be sent via secure email to PredefaultProcessing@ecmc.org.</p>	<p>Manual updates: Email the respective address located in the column to the left.</p> <p>Manual DAAR updates: Chris Cropsey 651-325-3248 ccropsey@ecmc.org Lead Operations Specialist</p>

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 MDHEWD FFELP guarantor portfolio to ECMC.

Sincerely,



Therese Bickler
Vice President, Operations
ECMC