

March 7, 2022

Dear Lender and Servicer:

Effective May 1, 2022, Educational Credit Management Corporation (ECMC) will become the designated guarantor for the Federal Family Education Loan Program (FFELP) portfolio previously held by Illinois Student Assistance Commission (ISAC). ECMC is working closely with ISAC to plan for the transition.

As the new guarantor of the former ISAC FFELP portfolio, we are committed to a smooth transition for you and your borrowers. We plan to begin the transition of the portfolio from ISAC to ECMC beginning on April 28, 2022, with an anticipated completion date of May 1, 2022.

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>	April 1, 2022	<p>Beginning April 1, 2022, send ISAC claims to ECMC:</p> <p>ECMC Attn: Claims Unit 111 Washington Ave S Suite 1400 Minneapolis, MN 55401</p>	<p>Betsey Woods 651-325-3412 bwoods@ecmc.org Claims Manager</p>
<p>CAM and Lender Manifest file transmission will be sent to ECMC beginning April 27, 2022, at 4 p.m., ET. ECMC will process the files in the order they were received.</p>	April 27, 2022, at 4 p.m., ET	The GA Code designation will be changed from 717 (ISAC) to 951 (ECMC) on April 28, 2022. The former ISAC portfolio should be submitted through the current ECMC CAM and Lender Manifest file exchanges.	<p>Mai Vu 651-325-3242 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 and DAAR requests will be sent to ECMC beginning April 27, 2022, at 4 p.m., ET. ECMC will process the requests in the order they were received, beginning May 2, 2022.</p>	April 27, 2022 - May 2, 2022	<p>Send requests directly to ECMC:</p> <p>Manual loan maintenance updates may be sent via secure email to: lenderservices@ecmc.org</p> <p>Manual DAARs may sent via secure email to: PredefaultProcessing@ecmc.org</p>	<p>Manual updates: lenderservices@ecmc.org</p> <p>Manual DAARs: Chris Cropsey 651-325-3248 ccropsey@ecmc.org Lead Operations Specialist, Customer Service</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 ISAC FFELP guarantor portfolio to ECMC.

Sincerely,

A handwritten signature in cursive script that reads "Therese Bickler".

Therese Bickler
Vice President, Operations
ECMC