

University of Colorado Denver Student Loan RFI

LENDER NAME: _____

I. Federal Loan Origination, Servicing, and EFT capabilities

Response

A. Origination

- Can you originate through a guarantor flow with College Assist?
- Can you originate through ELM?
- Do you electronically disburse funds through College Assist?
- Where does a borrower e-sign a prom note?
- Describe your process for wet signing a prom note.

B. EFT

- Can you do EFT through College Assist?
- Can you do EFT through ELM?

C. Servicing

- Do you service your own loans?
- If no, who is your preferred servicer? Do you use other servicers?
- Do you guarantee life of loan servicing for all your loans? If no, explain.
- Do you hold your loans for the life of the loan? If not, explain and list typical purchasers.

D. History and volume

- How long has your company been in the federal student loan program?
- What was the total dollar value of Federal student loans made by your company in the last year?
- What was the total dollar value of Federal student loans made by your company in the last year at UCD (school codes 00450800 and 00450824).
- What is the default rate on your Federal Stafford Loans? (give year and %)

II. Private Loan Origination, Servicing, and EFT capabilities

Include only school certified private loan options in sections A - D.

Response

A. Origination

- Can you originate through College Assist?
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E. Other

- Do you offer private student loans that do not require school certification?
- Do you use direct marketing to promote
 - school certified private student loans?
 - non school certified private student loans?

III. FFELP information

Please identify each of your borrower benefits for 2008-09, the details and requirements of each. Give the borrower utilization rate for each conditional benefit since inception, or the projected rate if new. Standard repayment refers to a standar 10 year repayment plan.

Response

Guaranteed benefit or conditional benefit? If conditional, how does borrower qualify and what is the utilization rate?

A. Federal Grad PLUS Loans

- Origination fee charged to student (if none, please indicate 0%)
- Interest Rate Reduction Options
- Description of Repayment Options/Benefits
- Life of loan cost for \$10,000 loan, 8.5% interest, standard repayment.
- Guaranteed and qualifying benefits cost (total if qualified for all):
- Guaranteed benefits only cost:

B. Federal Stafford Loan Program Features (Professional - medical, dental, other)

- Origination fee charged to student (if none, please indicate 0%)
- Default fee coverage if not paid by guarantor (if none, please indicate 0%)
- Interest Rate Reduction Options
- Deferment or Reduction of interest during school
- Description of Repayment Benefits
- Life of loan cost for \$10,000 subsidized loan, 6.8% interest, standard repayment.
- Guaranteed and qualifying benefits cost (total if qualified for all):
- Guaranteed benefits only cost:

B. Federal Stafford Loan Program Features (Graduate - MS, MA, PhD)

- Origination fee charged to student (if none, please indicate 0%)
- Default fee coverage if not paid by guarantor (if none, please indicate 0%)
- Interest Rate Reduction Options
- Deferment or Reduction of interest during school
- Description of Repayment Benefits
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E. Other

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C. Federal Stafford Loan Program Features (Undergraduate)

- Origination fee charged to student (if none, please indicate 0%)
- Default fee coverage if not paid by guarantor (if none, please indicate 0%)
- Interest Rate Reduction Options
- Deferment or Reduction of interest during school
- Description of Repayment Benefits
- Life of loan cost for \$10,000 subsidized loan, 6.8% interest, standard repayment.
- Guaranteed and qualifying benefits cost (total if qualified for all):
- Guaranteed benefits only cost:

D. Federal Parent PLUS Loans

- Origination fee charged to student (if none, please indicate 0%)
- Interest Rate Reduction Options
- Description of Repayment Options/Benefits
- Life of loan cost for \$10,000 loan, 8.5% interest, standard repayment.
- Guaranteed and qualifying benefits cost (total if qualified for all):
- Guaranteed benefits only cost:

E. Private loan information

Response

1. Graduate and Professional

Including International Students with US co-borrower

- Loan Limits
 - Annual
 - Aggregate
- Length of Repayment
- Interest Rate with and without a co-borrower
- Fixed or Variable Interest rate
- Interest Rate based on
- Up-front or back-end fees with and without a co-borrower
- Average approval rate with and without a co-borrower
- Co-Borrower release option
- Borrowing for prior academic years
- Grace Period

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- Deferment of interest during school
- When does repayment begin
- Repayment Benefits
- Consolidation Programs

2. Undergraduate

- Including International Students with US co-borrower**
- Loan Limits
 - Annual
 - Aggregate
- Length of Repayment
- Interest Rate with and without a co-borrower
- Fixed or Variable Interest rate
- Interest Rate based on
 - Up-front or back-end fees with and without a co-borrower
- Average approval rate with and without a co-borrower
- Co-Borrower release option
- Borrowing for prior academic years
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- Deferment of interest during school
- When does repayment begin
- Repayment Benefits
- Consolidation Programs

IV. Customer Service, Default Prevention

Response

A. Minimum Standards of Service to the University

- One point of contact for daily processing resolution
- Phone calls returned and issues resolved within 24 hours
- Do you provide periodic surveys of customer satisfaction
- Quarterly meetings to review various loan programs and reports.

B. Minimum Standard of Service to the Student Borrower

- One contact person/group for all UCD borrowers.
- Life of loan servicing for all loans including consolidation loans

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- Do you use direct marketing to promote
 - school certified private student loans?
 - non school certified private student loans?
- Phone calls returned and issues resolved within 24 hours
- Phone call hold time 2 minutes or less
- On-line entrance capabilities

C. Default Prevention

- Describe any default-management programs you offer schools.
- Describe any default prevention/collection policies you have that exceed federal requirements on Stafford and PLUS.

V. Certification

A. Contact person responsible for submission and accuracy of data

- Name
- E-mail address
- Phone number
- Submission date