

Questions to ask in an RFI...

Federal and Private loan product benefits

1. Do you have any type of borrower benefits? If yes, please explain benefits in detail including when they become effective.
2. What percentage of your borrowers receive these benefits? What percentage of your borrowers signed up for ACH, if this benefit is offered? What percentage of your borrowers receive benefits requiring consecutive payments over time, if this benefit is offered?
3. Do you offer zero fees for Federal and/or Private loans? If no, please indicate what your fees will be for the 2008-09 academic year. Please address origination and guarantee fees or any other fees charged.
4. What are the terms for your private loans?
5. Is the interest rate of your private loan based on the Prime, Libor or some other calculation? To what extent does the student's credit history affect the interest rate?
6. What is your capitalization policy on your Federal and Private loans?
7. What are your default rates for student loans for the past 5 years?

Customer Service and Loan Processing

1. What is your abandonment rate for calls from students and financial aid professionals when they call into your call center?
2. Do you sell any or all of your borrower's loans?
3. How long are your customer service representatives trained?
4. What percentage of your customer service staff reside in the United States?
5. What percentage of your customer service staff reside outside of the United States?
6. What are your student default prevention/rehabilitation procedures?