

January 15, 2008

Dear Lending Colleagues:

We invite you to respond to the following Request for Information (RFI) regarding the Private, Alternative Loan programs and services offered by your lending institution.

We are a Direct Loan School for all Stafford and PLUS borrowing, and are only seeking responses related to the non-federal loan programs offered by lenders.

The information received will be used to evaluate and identify the most competitive loan products and services available to students and families.

**PRIVATE LOAN PROFILE
2006-2007**

	Undergraduate	Graduate
# of Students		
Private Loan Volume		
Information System		
Loan Processing Product		
Preferred Disbursement Method		

The deadline for submitting a response to the RFI, including **Attachment A**, is _____. Respond to this RFI using this document format only. We will accept responses electronically, via fax or regular mail. *Electronic responses are preferred.*

If you have any questions concerning this RFI, please feel free to contact _____

Sincerely,

Request for Information

I. Purpose of RFI

We are requesting information on private loan programs in order to present our borrowers with the information they need to make informed decisions regarding student loans.

Private loans are considered to be a student or parent's last resort, and the financial aid office counsels students to exhaust all other options before considering a private loan.

We are requesting information as indicated on **Attachment A** for non-federal private loans only. The information received will be used to evaluate which products best meet the needs of our students and parents.

II. Description

III. Objectives

1. Competitive Loan Offerings:

The University desires the most competitive mix possible of private loan features, including (but not limited to) zero or reduced fees, front end and repayment benefits, life of loan servicing and co-borrower release options for its domestic and international students.

2. Customer Service:

High quality customer service as measured by objective standards, including customer satisfaction, timeliness and accuracy of loan processing and disbursement. Loan application processing and disbursement should be simple and straightforward for our borrowers. Borrowers should have access to e-signature on-line loan applications as well as customer service experts with generous availability through a toll-free phone number. School certification must be required for all private loan offerings.

3. Default Prevention:

Default prevention standards should be in place to help students keep their loans in good standing. Students who decide to continue their education should be notified of in-school deferment options.

4. Projected Timeline:

Release RFI –
RFI Responses due –
Follow-up –

IV. Additional Requirements

- Lenders must agree to abide by College Loan Code of Conduct established by Maryland and New York.
- Lenders will participate fully in the Electronic Loan Management (ELM) Resource system.
- Lenders will not engage in direct or cross product marketing to Students and Parents
- Lenders will not sell or share borrower information to other organizations for the purpose of marketing other services or products
- Lenders will not automatically renew loans for subsequent school years
- Please provide responses to each of the following:
 1. A brief history of your company and its mission statement.
 2. Provide your company's name, website address and lender contact information, including marketing, technical and senior management's name, e-mail address, postal address and direct phone number.
 3. Percentage of total education loan volume derived from private loans
 4. Do you service private loans? If so, do you provide life-of-loan servicing? If not, which organization(s) service your loans? How long has this service relationship been in effect?
 5. What distinguishes you as a private lender and/or servicer?
 6. What percentage of your borrowers qualifies for benefits that are tied to repayment?
 7. Describe any financial literacy programs that you offer to students who borrow private loan programs.
 8. Describe your default prevention program and collection practices.
 9. Describe the electronic services supporting the application process, e-signature, and repayment servicing available to both students and schools.

10. Are you prepared to commit to your pricing through the 2008-2009 academic year, including summer of 2009?
11. Describe your relationship with ELM, and whether or not you are able to work with multiple branch campuses with different technical profiles?
12. What is the average processing time for private loans, as measured from student approval to first disbursement?
13. Provide default rates for your private loan offerings for the most recent 3 year period available.
14. Do you have a “second look” or appeal process for private loans that are denied? If so, please explain.
15. Are there any planned or pending sales or mergers?
16. How do you assess customer service satisfaction with your products and services? Please provide the most results of these assessments.
17. Do you require school certification of eligibility for all private loans?
18. Please list the name and contact information for 3 financial aid administrators as references.

Attachment A – Loan Information (See attached Excel File)