

**University of South Florida College of Medicine-Financial Aid Office**

**Directions: For responses feel free to use as many words as you need.**

**Questions**

**Today's Date (MM/DD/YYYY)**

**Lender Name**

**Lender Code**

**Website Address**

**How many years has your organization been in the student loan industry?**

**Have there been any mergers or acquisitions within the last five years?**

*If yes how many?*

**What is the source and stability of loan capital?**

**Do you direct market FFELP loans under your brand or any other affiliated brand?**

*If yes what brands?*

**What is your most recent cohort default rate for borrowers?**

*Federal Stafford (Nationally)*

*Federal Grad Plus (Nationally)*

*Federal Stafford (Florida)*

*Federal Grad Plus (Florida)*

**What is the default rate on your student loans to students at USF College of Medicine?**

*Federal Stafford*

*Federal Grad Plus*

**Do you use a single lender code for both undergraduate/graduate/medical loans?**

*What is your lender code for undergraduate?*

*What is your lender code for graduate?*

*What is your lender code for medical?*

**Do you guarantee loans through:**

TG?

NSLP?

USA Funds?

Great Lakes?

*If no, provide name of guarantor*

**Do you provide a response file to Whizkid for the entire cycle of the loan i.e. 1) when app-send is received; 2) when loan is submitted for guarantee; 3) with results of the guarantee; 4) with any exceptions; and 5) when loan is disbursed?**

**After receipt of a loan file, how soon is a guarantee requested?**

**How frequently is loan data updated though?**

*Other frequency, please explain*

**How many days from the guarantee to the disbursement of the loan funds?**

**Who services and holds the paper for USF College of Medicine borrowers during in-school enrollment?**

**Does the servicer remain the same for the life of the loans?**

**Do your borrower benefits and repayment incentives vary by guarantor?**

**Provide a concise list of Borrower Benefits and Repayment Incentives to USF borrowers. What is the borrower utilization rate for each identified benefit since its inception?**

*Federal Stafford for M.D. Students*

*Federal Grad PLUS for M.D. Students*

*Federal Stafford for DPT (Doctor of Physical Therapy) Students (if different from MD)*

*Federal Grad PLUS for DPT (Doctor of Physical Therapy) Students (if different from MD)*

**Are these benefits portable?**

**What changes, if any do you expect to make by August 31, 2008 to your current borrower benefit program from the 2008-2009 academic year?**

**Provide the URL for your online pre-approval for Grad PLUS:**

*Federal Grad PLUS*

**Provide the URL for the Electronic MPN:**

*Federal Stafford*

*Federal Grad PLUS*

**Do you provide a dedicated phone number for Financial Aid staff to talk to a representative?**

*If yes provide the number (No dashes or parentheses ex: 8001234567)*

**Do you provide a toll-free number for students and parents?**

*If you do what are the hours of availability to talk to a representative?*

*What is that number (No dashes or parentheses ex: 8001234567)?*

**What is your customer service record for:**

**Average call wait time**

**Call abandonment rate**

**Average time to respond to customer voice mails**

**Average time to respond to email correspondences**

**Answers**


--Please Select--

--Please Select--

--

--

--Please Select--

--

0.00%
0.00%
0.00%
0.00%

0.00%
0.00%

--Please Select--


--Please Select--

--Please Select--

--Please Select--

--Please Select--

--

--Please Select--

--Please Select--

--Please Select--

--

--

--Please Select--

--Please Select--


--Please Select--


--Please Select--

--Please Select--

