

UPDATE

AMS Servicing Group Winston-Salem, NC

April 30, 2004

INSIDE THIS ISSUE:

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Holiday Schedule Memorial Day May 31, 2004

(System III will be available during normally scheduled hours.)

Inside AMS Servicing
Annie Springs
Payment Processing Analyst

E-mail your School Relations Coordinator if you would like to receive an e-mail reminder each month when the newest *Update* is available.

New Name

We are pleased to announce that we will be changing our name to **Campus Partners** on June 1, 2004. Our new name describes our relationship with our customers. We are in partnership, ready to share the responsibility for servicing student loans with you.

TRANSITION NEWS

We are working hard to insure that our name change is not disruptive to your daily work. We will keep you informed of our changes as much in advance as we can. Decision-makers received a letter from Michael Carey, President of AMS Servicing Group earlier in the week. Along with the letter describing the plans, we attached a Question and Answer Guide and a new W-9. This letter and its attachments are included in this PDF copy, and are available on our Web site.

Attachment: Customer Letter, Question and Answer Guide, & W-9

Other Changes

As described in our Question and Answer Guide, our Web addresses will also be changing to the addresses listed on the next page. After June 1, you will be redirected to our new Web addresses if you type in any of our old addresses.

TRANSITION NEWS (Continued)

From: To:

Customer Web site

<u>www.amsservicing.com</u> <u>www.campuspartners.com</u>

Borrower Web site

<u>www.myamsloan.com</u> <u>www.mycampusloan.com</u>

WebConnect

<u>datalink.amsservicing.net</u> <u>datalink.campuspartners.net</u>

DocumentDirect

https://dataprint.amsservicing.net/ https://dataprint.campuspartners.net/

DataDirect FTP

ftp://ftpservice.amsservicing.net ftp://ftpservice.campuspartners.net

Our e-mail address is also changing. We will keep the first intial, last name convention followed by @campuspartners.com. Again e-mail will be redirected for several months.

We will notify your campus purchasing departments in a letter which will be mailed the first week of May. We will begin notifying borrowers of the name changes in inserts stuffed in their billing statements in May and continuing through July.

With all this activity, please know that our product development plans are on schedule for delivery this summer.

E-mail Directory for AMS Servicing Group Management and Customer Service Staff

Debra Adams, Call Center Manager.: dadams@amsweb.com Steve Anderson, Conversion Supervisor: sanderson@amsweb.com Daisy Bass, Customer Service Director: dbass@amsweb.com Beth Bealle, VP, Campus Relations and Prod. Dev.: bbealle@amsweb.com Kim Blackburn, Customer Service Rep.: kblackburn@amsweb.com Mark Bondurant, Alternative Loan Mgr: mbondurant@amsweb.com Sharon Cameron, Audit/Compliance Spec.: scameron@amsweb.com Joel Cofer, Customer Service Rep.: jcofer@amsweb.com Charles Cornelius, Default Prevention Svr.: ccornelius@amsweb.com Wendy Cox, Customer Service Rep.: wcox@amsweb.com Sharal Duncan, Customer Service Rep.: sduncan@amsweb.com John Elliott, Info. Technology Dir.: jelliott@amsweb.com Charles Fulp, Facilities/Distribution Mgr: cfulp@amsweb.com Terry Gaither, Cust. Service Team Lead: tgaither@amsweb.com Wallace Grooms, Alternative Loan Svr.: wgrooms@amsweb.com LaShonda Hairston, School Relations Coord.: Ifields@amsweb.com Paula Hall, Payment Processing Svr.: phall@amsweb.com

Barbara Joyce, Accounts Rec. Supervisor: bjoyce@amsweb.com Lisa Koniuto, Sch. Rel./Contracts/Audit Mgr.:lkoniuto@amsweb.com Lando Little, Borrower Services Dir: llittle@amsweb.com Torium Matthews, Cust. Service Rep.: tmatthews@amsweb.com Charles Parker, Customer Support Dir.: cparker@amsweb.com Kathy Riddle, Transaction Processing Mgr.: kriddle@amsweb.com Bennette Roberson, Cust. Svc. Rep.: broberson.amsweb.com Patrick Roberson, Borrower Ser. Svr.: proberson.amsweb.com Will Shaw, School Relations Coord.: wshaw@amsweb.com Pat Shepherd, Human Resources Mgr.: pshepherd@amsweb.com Jeff Smejkal, Network and Sec. Adm. Mgr: jsmejkal@amsweb.com Judy Smith, Information Technologies Mgr: jsmith@amsweb.com Andrea Thompson, School Rel. Coord.: athompson@amsweb.com Danielle Hoover, Cust Svc/Help Desk Svr: dtrinkle@amsweb.com Carolyn Williams, Documentation Svr: cwilliams@amsweb.com World Wide Web Site: http://www.amsservicing.com

Clarification from ED on Changes to the 2005-2006 FISAP

EDUCATION DEPARTMENT UPDATE

As announced in our March *AMS Update*, the Department of Education (ED) has published *Dear Colleague Letter CB-04-03* announcing plans to make changes to the Fiscal Operations Report for 2003-2004 and Application to Participate for 2005-2006 (FISAP). AMS Servicing Group will have these changes in place before generating your 6/30/04 FISAP.

Below is a summary of the proposed changes:

References to Serial Number have been removed.

Only the OPEID Number will be used.

Part I – Identifying Information, Certifications and Warning-No changes.

Part II – Application to Participate

There are no changes to Part II. However, the FISAP instructions for Part II, Section F, fields 25-40 will include expanded information on accessing Eligible Dependent and Eligible Independent Student Reports for FISAP purposes.

Part III – Federal Perkins Loan Program Report

Four new fields have been added to Section B, Fund Activity (annual) during the 2003-2004 Award Year (July 1, 2003 – June 30, 2004).

Field 8(a) and field 8(b) will collect information on Perkins Loans that have been in default for more than 2 years, up to 5 years.

Field 9(a) and field 9(b) will collect information on Perkins Loans that have been in default for more than 5 years.

These additional data elements require schools to report the number of borrowers whomade payments towards principal and the amount of principal repaid in the 2003 2004 award year on these defaulted loans. These new fields will enable ED to obtain more precise information on the number of inactive accounts that may no longer be collectable by the school.

During a conversation with the Department of Education, AMS Servicing Group received clarification that ED is monitoring these amounts with the possibility of making defaulted assignments to the Department mandatory.

Information has been added to the FISAP instructions for Part III, Section A, fields 1.1, 5, 15, 23, and 35 on reporting payments returned to Perkins Loan borrowers after a final discharge for total and permanent disability.

AMS Servicing Group Update, a newsletter for our customers, is published monthly by AMS Servicing Group in Winston-Salem, NC. Editor: Carolyn Williams. Legislative and Regulatory Editor: Sharon Cameron. Contributors this issue: Beth Bealle, Debra Adams, Kathy Riddle. NOTE: This publication contains material related to the interpretation of federal rules and regulations of the Title IV Program of the Higher Education Act. While AMS Servicing Group believes the information contained herein is accurate and factual, this publication has not been reviewed or approved by the US Department of Education. Please consult the Department of Education or your legal counsel with questions or concerns. Please send any correspondence to Documentation Department, AMS Servicing Group, PO Box 3176, Winston-Salem, NC 27102-3176 or directly to Carolyn Williams, Editor, at cwilliams@amsweb.com.

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EDUCATION
DEPARTMENT
UPDATE
(Continued)

In Part III, Section C, Cumulative Repayment Information, as of June 30, 2004, a note was added to state that field 2 equals the sum of field 2.1 plus 2.2. A note was also added to the FISAP instructions for Part III, Section C, field 2.2 to clarify information about the acceptance of assignments for total and permanent disability.

Part IV – Federal Supplemental Educational Opportunity Grant Program **No changes.**

Part V – Federal Work-Study Program **No changes.**

Part VI—Program Summary **No changes.**

Notification of 2004-2005 Campus-Based Funding

This announcement provides a notification schedule for awards to institutions that have been approved for the FWS, FSEOG, and Perkins Loan programs for the Award Year 2004-2005 (July 1, 2004 through June 30, 2005). It includes the amount of the awards for the Perkins Loan federal share, the FSEOG and FWS federal share; the estimated number of student borrowers in the Perkins Loan Program, the estimated number of student awards for the FSEOG Program, and the estimated number of students to be employed under the FWS Program for this award period; and the authorized Perkins Loan level of expenditure. For additional information, see: http://www.ifap.ed.gov/cbpmaterials/0405CBCongreportApril8CoverLtr.html.

2004-05 Final Funding Authorization Letters

ED recently published *Dear Colleague Letter CB-04-04* that informs schools of the availability of 2004-2005 final funding authorizations for the campus-based programs. The 2004-2005 authorization letters and final funding worksheet(s) were posted March 23 on the eCampus-Based (eCB) Web site. You can view this letter at http://www.ifap.ed.gov/dpcletters/CB0404.html.

2002-2003 Campus-Based Awards Close-Out Completed

ED has just completed the close-out of the 2002-2003 awards for the FWS, Perkins Loan, and/or FSEOG programs. The notice is provided in *Dear Colleague Letter CB-04-06* and includes frequently asked questions and answers about the close-out. For more information, visit http://www.ifap.ed.gov/dpcletters/CB0406.html.

Federal Perkins Loan Program Status of Default as of June 30, 2003

ED has posted the *Federal Perkins Loan Program Status of Default as of June 30, 2003*, which is otherwise known as the *Orange Book*. It contains data that was extracted from information submitted by institutions on the 2002-2003 FISAP. This report provides a listing of institutions participating in the Perkins program during the 2002-2003 award year, and includes a "cohort default" rate for each institution. You may view the *Orange Book* at http://www.ifap.ed.gov/cbpmaterials/2003OrangeBKCovPg.html.

Family Educational Rights and Privacy Act: Electronic Signatures (Final Rule)

ED's interpretation of the Family Educational Rights and Privacy Act (FERPA) has been amended to provide general guidelines for accepting "signed and dated written consent" in electronic format under FERPA. These regulations are effective May 21, 2004.

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EDUCATION
DEPARTMENT
UPDATE
(Continued)

Institutional Eligibility under the Higher Education Act of 1965, as Amended (Final Regulations)

ED has amended sections of the Institutional Eligibility regulations to conform to newly enacted Public Law 108-98. That legislation corrected technical errors in the Higher Education Amendments of 1998 by removing inadvertent barriers to institutional eligibility that applied to public and non-profit foreign veterinary schools, as well as to Canadian medical schools. Consistent with the legislation, these conforming changes are effective retroactively to October 1, 1998. In addition, technical revisions are being made to the Institutional Eligibility, Harris Fellowship, General Provisions, Perkins Loan, FWS, FSEOG, FFEL, Direct Loan, Pell Grant, and NEISP program regulations to correct cross-references, delete references to programs that are no longer funded, and make a number of nomenclature changes. These conforming amendments took effect April 15, 2004. You may view this Federal Register at http://www.ifap.ed.gov/fregisters/FR03162004.html.

2004 Spring Conference Presentations

Presentations from ED's 2004 Spring Conference are now posted on the IFAP Web site and are available in pdf and PowerPoint. Here are some presentations to check out.

Session #11: Managing the "Conflicting Information" Requirements of the

Regulations

http://ifap.ed.gov/presentations/04Session11.html

Session #12: Do Entrance and Exit Counseling Make a Difference in Title IV Default

Rates?

http://ifap.ed.gov/presentations/04Session12.html

Session #14: IFAP

http://ifap.ed.gov/presentations/04Session14.html

Session #25: Managing the Risk of Default

http://ifap.ed.gov/presentations/04Session25.html

Call Center Enhancing Name and Date of Birth Change Policies

Protecting the integrity of data on System III is important to you and your borrowers. To insure we make every effort to protect data, we have revisited our policies for changing a borrowers last name or date of birth. As of April 1st, we have fine-tuned our name or date of birth change policies to require legal documentation. Of course, obvious misspellings of the borrowers name will be corrected without requiring a legal document.

NEW PROCEDURES FOR NAME AND DOB CHANGES

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NEW
PROCEDURES
FOR NAME AND
DOB CHANGES
(Continued)

The enhanced policy requires the borrower to provide one of the following legal documents to change their last name:

- Marriage License
- Divorce/Separation Decree
- Court Order
- Naturalization Card
- Social Security Card
- State or Government ID Card

The borrower must provide one of the following legal documents to change their date of birth:

- Drivers License
- State or Government ID Card

The legal document received by our office will be filmed and returned to your office for safekeeping or stored in the borrower's file if we house your collateral files.

The above policies have been adopted as a precautionary measure. Our goal is to insure borrower name or date of birth changes on System III are supported by legal documentation.

YEAR-END PROCESSING INFORMATION

Get Ready for Year-End Processing

June 30 is just around the corner Use this checklist to close the fiscal year successfully:

1. Reconcile loan and accounting information.

- Reconcile all disbursements for the year.
- Correct and return all unpostable new loans and advances.
- Check and update separation dates.
- Reconcile your general ledger.

2. Determine special needs and communicate them to us.

- Contact your auditors to determine their needs for reports.
- Provide instructions for any special mailing requirements for year-end reports.
- Submit change/adjustment requests for processing.

3. Work the Cohort Default Rate Report.

• Provide your Customer Service Representative with requests for coding changes.

With the end of the fiscal year approaching, our goal is to process all requests for changes in a timely manner. All requests arriving by regular mail, overnight mail, fax, DataLink Dispatch, or e-mail are processed in the order that we receive them.

Deadlines for receipt in our office are:

June 10	Requests for duplicate reports
June 11	Requests for special mailing of year-end reports
June 25	Requests for Change/Adjustment memos
July 2	Year-end post begins

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Remember you can use *DocumentDirect* to access your fiscal year-end reports immediately following year-end processing. This Internet tool provides you with the fastest method of receiving your year-end information.

YEAR-END PROCESSING (Continued)

Long Term Customer Anniversaries

CUSTOMER ANNIVERSARIES

Our sincerest thanks are extended to customers reaching long-term anniversaries with us during January, February, and March. Special recognition goes to our customers of 35 years: **Averett University, Covenant College,** and the **University of Virginia.** We also want to thank **Hood College** for allowing us to service their loans for the past 30 years.

Names of all customers attaining 5, 10, 15, 20, 25, 30, and 35-year anniversaries with us during this quarter are attached. Customers reaching anniversaries with us during the third quarter of 2004 will be listed in the July *Update*.

➤ Attachment: Long-term Customer Anniversaries

Customer Closeup

CUSTOMER

In this quarter's "Customer Closeup," we are profiling **Mary Rogers**, Student Loans Analyst at **the University of Virginia (UVA)**. The school, which was recently tied for first place as the best public university in the nation in a survey conducted by US News and World Reports, is celebrating their 35th anniversary with us this quarter. UVA was established in 1819 by Thomas Jefferson and has a rich history of scholarship and research. It offers 48 bachelor's degrees in 46 fields, and 94 masters in 64 fields, 55 doctoral degrees in 54 fields, and first professional degrees in medicine and law. The school currently enrolls over 18,000 students.

➤ Attachment: Customer Closeup

Teleconference Interval Training: Student Loans from A-Z

TRAINING UPDATE

Thinking about participating in one of our teleconferences, but don't know how to sign up? Just e-mail Debra Pitts at dpitts@amsweb.com at least three days before the scheduled teleconference to register. She will notify you of the telephone number that you need to call in a return e-mail. It's free and is well worth your time to learn more about different aspects of servicing student loans.

We look forward to continuing this service for all our customers. Please see the 2004 Teleconference Training Schedule listed below.

May 10, 2004 *eXpressReports*

2:00 PM ET

June

No teleconferences are scheduled during June.

July 12, 2004 FISCOP

2:00 PM ET

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TRAINING UPDATE (Continued)

August 9, 2004 Where Do I Start: A Month to Month Checklist	2:00 PM ET			
September 13, 2004 Open Topic	2:00 PM ET			
October 4, 2004 10 Things to Know about Student Loans	2:00 PM ET			
November 8, 2004 Open Topic	2:00 PM ET			
December 13, 2004 What are Perkins Loans and How AMS Servicing	2:00 PM ET Group Helps			

Student Loans 202 Offered in May - Don't Miss this Opportunity!

Students Loans 202, our workshop for more experienced student loan administrators will be offered on **May 13-14** at our office in Winston-Salem. If you are interested in registering for the workshop, please contact Debra Pitts at 1-800-458-4492, ext. 2272 or via e-mail at dpitts@amsweb.com. Workshop information and a downloadable registration form are available at http://www.amsservicing.com/events_workshops.html. The workshop will be offered again on **October 7-8, 2004**.

Students Loans 101, our workshop for less experienced student loan administrators or those new to AMS Servicing Group, will be offered for the final time this year on **July 8-9, 2004** in Winston-Salem. If you are interested in registering for the workshop, please contact Debra Pitts at 1-800-458-4492, ext. 2272 or via e-mail at dpitts@amsweb.com.

REGIONAL MEETINGS

Regional Meetings

Join us at one of our Regional Meetings this year held at campuses across the country. You'll have a chance to find out the latest information from your School Relations Coordinator and share insights with other student loan administrators in your area. If you are interested in hosting a meeting on your campus, please contact your School Relations Coordinator.

Florida	May 21	Rollins College				
Northern California	July					
Southern California	July					
Tennessee Regional	July					
Washington State	July 23	Seattle University				
New York City	August					
Nebraska	October					
Arizona	October					

Conference Schedule

CONFERENCES

The **CCULAA Conference** will be held June 6-9, 2004 at the Hotel Hyatt Newporter in Newport Beach, CA. More information is available at www.cculaa.org

Second Alliance Collections is presenting the **Cruisin' to Collections Conference** on July 9-12. More information is available at http://www.secondalliance.com/ index.htm

Cutoff Dates CUTOFF DATES

Cutoff dates for May and June 2004 are presented below.

Transaction	May 2004	June 2004		
Last day to receive collection payments	05/25/04	06/25/04		
Last day to receive regular payments	05/26/04	06/28/04		
Last day for online payments	05/28/04	07/02/04		
Date final post begins	05/28/04	07/02/04		
Report date used for final post	05/31/04	06/30/04		
Last day deposits created for deposit to bank account	05/28/04	06/30/04		

The mission of AMS Servicing Group is to provide high quality, accurate, and effective processing services in response to the needs of our customers. We strive to consistently provide superior service and innovative solutions at a competitive price.

ATTACHMENT



April 26, 2004

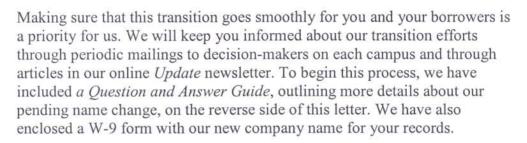
Decision Maker Title Address City, State Zip

Dear Decision Maker:



We are pleased to announce that our company will be changing its name to Campus Partners on June 1, 2004. Our new name echoes our commitment to serve as a partner to colleges and universities across the country. As your partner, we want to lighten your load by developing products you need to work efficiently while continuing our tradition of customer service excellence.

Although we soon will have a new look and name, you can count on the same staff members to continue to provide services to you. Our employees are very excited by the recent changes in the company, and are looking forward to helping you in anyway they can. As we approach our 40th anniversary this fall, service excellence remains our hallmark.





If you have questions, please contact your Customer Service Representative or School Relations Coordinator.

Sincerely,



Michael B. Carey President AMS Servicing Group

Enclosure

AMS Servicing Group to Campus Partners Name Change Question and Answer Guide

Why is your name changing from AMS Servicing Group to Campus Partners?

JPT Partners, LLC acquired AMS Servicing Group in January 2004. As part of this ownership change, we cannot continue to use the name AMS Servicing Group. A new name was selected that is descriptive of our core business – partnerships with campuses for student loan processing services.

When will your name change to Campus Partners be effective?

The name change is effective on <u>Tuesday</u>, <u>June 1</u>, <u>2004</u>. We will not use this new name until that time.

Will your e-mail address change?

Yes, our e-mail address will change effective June 1. The new e-mail address convention will follow the same guidelines we use now: the first initial of the first name combined with the last name, followed by the @ sign and our new domain name, campuspartners.com. For example, the e-mail address for Richard Smith will change **from** rsmith@amsweb.com to rsmith@campuspartners.com.

Beginning June 1, e-mail messages sent to our former address (@amsweb.com) will be redirected to our new address through September 1, 2004.

Will your Web site addresses change?

Yes, our Web site addresses will change effective June 1. New Web site addresses for each Web site are listed below. If the former Web site address is used after June 1, we will re-direct you automatically to the new Web site address. Re-directs will continue through February 1, 2005.

 $T \cap \cdot$

	FROM:	<u>10</u> .
Customer Web site	www.amsservicing.com	www.campuspartners.com
Borrower Web site	www.myamsloan.com	www.mycampusloan.com
WebConnect	datalink.amsservicing.net	datalink.campuspartners.net
DocumentDirect	https://dataprint.amsservicing.net/	https://dataprint.campuspartners.net/
DataDirect FTP	ftp://ftpservice.amsservicing.net	ftp://ftpservice.campuspartners.net

Will your mailing addresses and phone numbers change?

FROM.

No, our mailing addresses and telephone numbers all remain the same. Our Service Center, located in Winston-Salem, NC, will remain in its current location.

AMS Servicing Group to Campus Partners Name Change Question and Answer Guide

How will your name change impact payment of invoices for servicing fees?

Please continue to remit payment for servicing fees upon receipt of your monthly invoice. Beginning with payments remitted on or after June 1, checks should be made payable to Campus Partners. We will continue to accept any checks made payable to AMS Servicing Group for a period of 90 days, through September 1, 2004.

How will borrowers be notified of your name change?

We are including inserts in billing statements and other borrower contacts beginning May 3 and continuing through July 31, 2004. We will also advise borrowers with a message on our Interactive Voice Response (IVR) system and a message on our borrower Web site.

(Rev. January 2003) Department of the Treasury

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

HUGHUZ	Keverine Service									
e 2.	Name Educational Loan Sandaina LLC									
page	Educational Loan Servicing, LLC			 			······································			
9	Business name, if different from above									
o o	D/B/A/ Campus Partners									
Print or type Specific Instructions	Check appropriate box: ☐ Individual/ Sole proprietor ☐ Corporation ☐ Partnership ☐ Other ►							xempt fro)
o i	Address (number, street, and apt. or suite no.)	ppt. or suite no.) Requester's name					address (c	optional)		
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۾ ڪ	City, state, and ZIP code									
<u>.5</u>	Winston-Salem, NC 27106			ĺ						
S										_
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Par	Taxpayer Identification Nur	nber (TIN)								
										7
	your TIN in the appropriate box. For individual					Social sec	urity numl	ber		
How	ever, for a resident alien, sole proprietor,	or disregarded er	tity, see the Pa	rt I instructi	ons on		<u>+ </u>	<u> </u>]
	3. For other entities, it is your employer idea low to get a TIN on page 3.	ntification number	(EIN). If you do I	not nave a ni	umber,		or			
						Employer i				1
	If the account is in more than one name, so	ee the chart on pa	ge 4 for guidelin	es on wnose	number	1 : ".				ı
to en						2 0 1 0	19 0	4 4	6 4	L
Par	Certification							-		
Unde	penalties of perjury, I certify that:									
1. TI	ne number shown on this form is my correct	t taxpayer identific	ation number (or	I am waiting	for a num	ber to be is	ssued to	me), and	d	
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has										
	notified me that I am no longer subject to backup withholding, and 3. I am a U.S. person (including a U.S. resident alien).									
	ication instructions. You must cross out ite	•	hava baan natifi	nd by the ID	S that you	aro current	h subjec	t to baci	kun	
withher For marrane	ication instructions. You must cross out le olding because you have failed to report all iortgage interest paid, acquisition or abando gement (IRA), and generally, payments other be your correct TIN. (See the instructions on	interest and divide nment of secured than interest and	nds on your tax property, cancel	return. For relation of deb	eal estate t t, contribut	ransactions tions to an	s, item 2 individua	does no I retirem	t apply. ent	
Sign		LOMBAN		C	Date >	4/22/04				
Dur	nose of Form		Nonres	ident alien	who bec	omes a r	tnahiza	alien		

Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

- U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:
- 1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- 2. Certify that you are not subject to backup withholding, or
- 3. Claim exemption from backup withholding if you are a U.S. exempt payee.

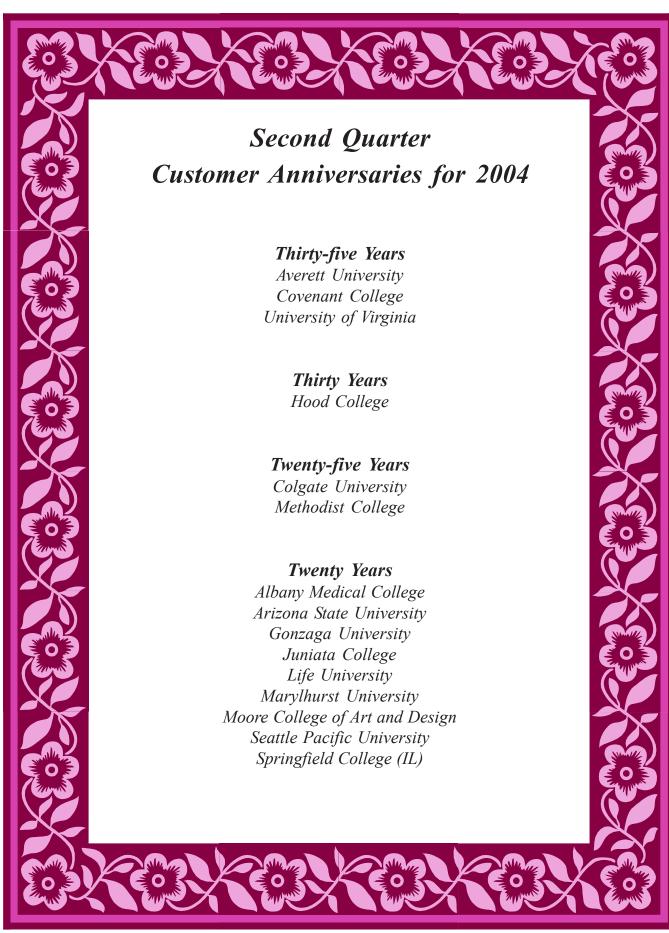
Note: If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

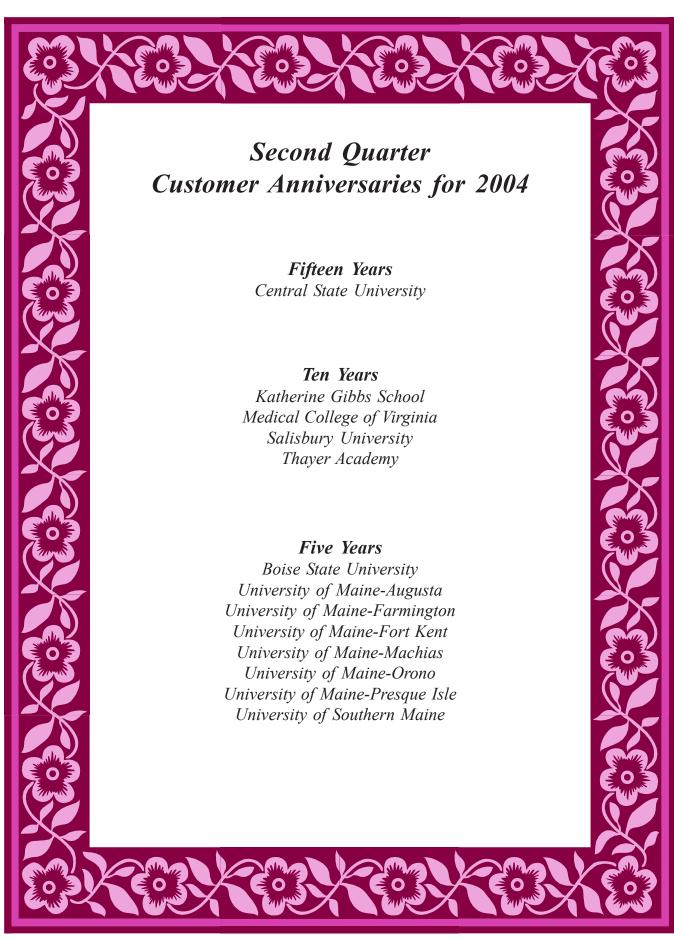
Foreign person. If you are a foreign person, use the appropriate Form W-8 (see Pub. 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement that specifies the following five

- 1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
 - 2. The treaty article addressing the income.
- 3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
- 4. The type and amount of income that qualifies for the exemption from tax.
- Sufficient facts to justify the exemption from tax under the terms of the treaty article.





Mary Rogers



Mary Rogers, Student Loans Analyst, at the University of Virginia (UVA), loves working at the school. Within a few months of accepting employment there eight years ago, a family emergency required her to work a flexible schedule. Mary said that the school was very willing to accommodate her although she was a very new employee. University's and her department's kindness left a lasting impression on her, so she in turn, is always ready to go the extra mile for UVA and the students who have loans through her office.

With over 18,000 students on campus, Mary's office stays busy. She is responsible for processing Perkins, Nursing, and Institutional loans, issuing Prom Notes to students, making sure the loans are entered on the system correctly, and issuing refund checks for student loan credit balances. She also processes shortterm emergency loans that the school issues students that must be re-paid within 30 days. She makes sure that the Cash Collections Activity reports from our company matches their records and that information is entered in the General Ledger correctly. As if this were not enough, Mary also handles an increasing

CUSTOMER CLOSEUP

number of loan consolidations payoffs, deposits checks, and processes refunds on accounts that are overpaid.

In addition, she must ensure that all students receive an exit interview when they leave school, and that all exit packages are correct as to separation dates, grace period dates, and loan amounts. The process gets more complicated when students suddenly leave school and she must contact them for their exit interview.

Mary, like many of our customers, is excited about our new product development plan, which includes on-line Exit Interviews. She is very satisfied with another relatively new product, myamsloan, our Web site for borrowers. The students are pleased that they can track their loans on-line, download forms, and get other valuable information. The Web site for customers, amsservicing.com, has a lot of useful information for the student loans office as well.

As much as she looks forward to our new products, she values the excellent customer service she receives from her Customer Service Representative, Wendy Cox. She says that Wendy is always very helpful and pleasant. If she has a problem or question, she can count on Wendy to get it resolved within 24 hours. Mary is very conscientious when it comes to answering questions from students about their loans and appreciates Wendy's quick response when she needs to call her with questions.

That is high praise because Mary has very high personal standards. She values accuracy and efficiency in herself and others. She always liked math in school and now enjoys her accounting duties. However, she gains the greatest satisfaction from knowing that she has helped students with their student loans, which has helped to finance their education. She is glad to answer any problems or concerns they may have while in school or after they have left the University.

Mary also values her co-workers who are always ready to pitch in and help each other when the workload increases. Mary says that they are all very knowledgeable, and that they are a very impressive group. An additional student loan analyst was hired about two years ago, which has helped keep her workload more manageable. Her co-workers have also been there for her when she has had family medical emergencies, and Mary appreciates their support.

Away from the office, Mary enjoys spending time with her close-knit family. She lives in Barboursville, which is 20 miles from Charlottesville. She has been married to her husband. Carrol. for 22 years, and they have a 17 year-old daughter, Ashley. Ashley is very active as the manager of her high school's baseball team, and has maintained a GPA of 3.5, an accomplishment that Mary is very proud of. The rest of the family includes her mother, two brothers and two sisters, their spouses, and seven nieces and nephews. Each Sunday after church, the family gathers at her mother's house for dinner. She also enjoys vacationing at the beach, relaxing at home with her husband and daughter, or listening to music. She like all types of music, but Classic R&B is her favorite like the Temptations, the Supremes, Marvin Gaye, Al Green, etc.

Since March, Mary has been participating in a fitness and wellness program three times a week. Her husband was referred to the program after having surgery to open two blocked arteries and Mary decided she could benefit from the exercise program as well. She says that she now has more energy.

With all that Mary does, that extra energy probably comes in handy. Mary, however, seems to take all her job responsibilities in her stride and is very happy to stay so busy.

Annie Springs

Annie Springs, Payment Processing Analyst, is one of the members in the "Thirty Year Zone," an informal club for employees with over thirty years of service with our company. Annie was hired by Wachovia on May 15, 1972, and began working in Transaction Control in the student loans unit in 1978. Her first supervisor in the Control Unit was the legendary Anne-Marie Miller, who retired from our company in 2000 after a 30-year career in student loans. Annie credits Anne-Marie with giving her a good foundation in the Control area, which has served her well all of these years.

Annie has numerous responsibilities, but with her long-term experience, she handles them with ease. Foremost, Annie is responsible for processing payment transmittals from schools. Some borrowers make their loan payments directly to their schools, and Annie must balance the deposit with the payment transmittal. She also verifies that checks the company receives from loan consolidation companies match the payoff amount due on the loan. Sometimes during peak periods, she handles 45-60 loan consolidations a day. Once verified, she must send the checks to the our bank. She assists her supervisor, Paula Hall, in researching loan consolidation issues and dealing with over and under payments.

She also must see that all checks from borrowers, consolidation companies, or from customers are recorded, balanced, and filmed. She also researches payment issues at the request of Borrower Services or Customer Service. Her job is very demanding, and she must meet strict deposit deadlines each day. She never goes to lunch until her deposits are ready each day. The afternoons are not quite as stressful, but she still has plenty of work to keep her occupied.

She receives a lot of support from her co-workers. Ronye Blackburn, Paula Hall, Pat Hill, Janet Tuttle, Pat Spry, Ella Hallums, Jackie Shelton, Frankye Jones, and she have worked together for many years. "I know I am going to miss them when I retire," said Annie. She also has highregard for Charles Parker, who is the Director of Customer Support, which includes her area. Charles has always promoted teamwork and helped design System III. She is continually impressed with his knowledge. "You don't work for Charles and not learn something," Annie commented.

Earlier in her career, she worked with new loans and advances and interacted with customers on a frequent basis. In particular, she fondly remembers working with Amanda Baker who still works at the University of Bridgeport.

Annie Springs "You don't work for Charles Parker and not learn something," Annie commented.



Before coming to our company, Annie worked in Richmond, Va and here in Winston-Salem as an assistant buyer for a department store and as a receptionist in New York City in the early 1960s. Among the experiences that she will never forget are attending the World's Fair and walking many miles to get home after the 1964 Blackout.

When she is not working, she loves to decorate and watch HGTV. She likes to shop for each room and enjoys finding bargains whenever she can. She also enjoys listening to opera, and spending time with her family. Annie has a large extended family, which she sees at least once a year. Every Christmas, she and her 14 surviving brothers and sisters out of a family of 16 siblings, and their families get together in Winston-Salem, Richmond, or Rowland for a celebration. She cherishes these times, and the memories of growing up on a farm with her mother and father and all the children. She started working in the fields when she was five years old, but her parents "spoiled all of them to the bone with their love," Annie reminisced.

Annie has two daughters. One has a masters in industrial engineering, and the other is the Assistant Dean of Student Affairs at Virginia Union University. Both of her daughters are urging her to finish her college degree, which she started at Barber-Scotia College, after she retires. Although Annie is not ready to retire, she is considering taking courses toward her degree. Whatever she chooses to do, it is a safe bet to say that she will be busy.