

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 Tuesday, June 1, 2004. 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.

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

Will your mailing addresses and phone numbers change?

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.

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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.