AMS SERVICING GROUP



UPDATE

AMS Servicing Group Winston-Salem, NC

January 31, 2004

INSIDE THIS ISSUE:

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Holiday Schedule President's Day February 16, 2004

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

Inside AMS Servicing
Charles Fulp
Facilities Manager

Visit our *updated* Web site at <u>www.amsservicing.com</u> for up-to-the minute publications, forms, and information.

AMS Servicing Group Will Be Purchased by JPT Partners, LLC

On January 26, JPT Partners, LLC announced that it has signed a definitive purchase agreement to buy all the operating assets of AMS Servicing Group from Sallie Mae. JPT Partners is a private investment group created to invest in companies that provide lender-independent processing services for higher education institutions and students.

Please see the attached sample letter that was sent to all our customers along with a new W-9 Form. Visit our Web site at http://www.amsservicing.com/news.html to read the press release. Stay tuned to the *Update* for further information about our transition.

Attachment: Customer Letter

Privacy and Billing Number Update

In the November 30, 2003 *AMS Servicing Group Update*, we announced plans to create a new billing number to further protect your borrower's loan information on System III. We have added a new field to the System III database called "Randomly Assigned Account Number (RAAN)." RAAN is a 9-digit identifying number beginning with the number "8" which will be used on all communications sent to your

OWNERSHIP CHANGE

PRIVACY INFORMATION

PRIVACY INFORMATION (Continued)

borrowers. A release earlier this month assigned a RAAN to all borrowers with active loans on our database. A RAAN will be assigned to any borrower whose previously archived loan has been un-archived.

Currently, many of our customers use a borrower's social security number as part of the Account Number or Program/Loan/Sequence number, and this number is printed on each borrower's billing statement. After this project is complete, the borrower's billing statement will reflect your System Number, the RAAN, and the Consolidation Number. The borrower's social security number will no longer be embedded in any printed materials that we produce and mail to your borrowers. Program/Loan/Sequence Number will be replaced by the Program Number and Sequence Number only. We will begin notifying your borrowers that their current Account Number will change by placing an informative statement on their billing statement. If borrowers are enrolled in our AutoDraft service or use coupon book billing, they received an annual audit letter that contains information regarding the Account Number change.

Customers do **not** need to change current procedures for sending information to AMS Servicing Group. Your borrowers can use either their old or new account number (RAAN) to access account information, whether they are obtaining information from myamsloan.com or from our Interactive Voice Response system (IVR) or if they are sending in information to us for processing.

We plan to a make a release to System III in February that will enable DataLink customers to access a borrower's account information by entering either the account number or the RAAN number in the Account Number field. System III screens will also continue to display the borrower's SSN as a valid search argument. Our goal is to fully implement this change in the first half of 2004. We will continue to keep you posted with more information in upcoming issues of the *Update*.

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, Product Development Director: <u>bbealle@amsweb.com</u> 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: <u>cfulp@amsweb.com</u> Terry Gaither, Cust. Service Team Lead: tgaither@amsweb.com Wallace Grooms, Alternative Loan Svr.: wgrooms@amsweb.com Debra Hairston, Production Control Svr.: dhairston@amsweb.com LaShonda Hairston, School Relations Coord.: lfields@amsweb.com Paula Hall, Payment Processing Svr.: phall@amsweb.com

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ED Announces New Web Site

PRIVACY INFORMATION (Continued)

The Department of Education (ED) has created a new Web site to assist college students in protecting against identity theft. You can view the new Web site at www.ed.gov/misused. According to the *Chronicle Daily News*, ED Secretary Roderick R. Paige announced the new Web site during a recent visit to Howard University. "Most students are educated about protecting their physical well-being—you lock your door and travel in groups. But students don't know how to protect their personal information," he said. The Web site offers common-sense advice to avoid identity theft and provides tips on protecting personal information when applying for federal aid. The Web site also provides students with a hot line that is available via e-mail or a toll free number.

Federal Perkins, FFELP, and Direct Loan Technical Corrections (Final Regulations)

REGULATORY UPDATE

These final regulations make technical corrections to the existing regulations for the Perkins, FFEL, and Direct Loan programs in 34 CFR parts 674, 682, and 685. The final regulations also correct cross-references and remove or modify language that is obsolete, outdated, or otherwise inconsistent with other regulations and the Higher Education Act. The effective date of these regulations is January 30, 2004, and they are available at http://www.ifap.ed.gov/fregisters/FR12312003.html. The changes made to 34 CFR 674 are listed below.

Please note that the asterisks used in the section below denote text that was omitted from this publication because it was not relevant to our discussion of changes to the Federal Regulations.

Section 674.5 is amended by:

- In paragraph (c)(3)(i)(D), adding the word "or" after the semi-colon.
- In paragraph (c)(3)(i)(E), removing "; or" and adding in its place, a period.
- Removing paragraph (c)(3)(i)(F).
- In paragraph (c)(3)(ii)(C), removing the word "or".
- In paragraph (c)(3)(ii)(D), removing the period and adding in its place, "; or".
- Adding a new paragraph (c)(3)(ii)(E).

The addition reads as follows:

Section 674.5 Federal Perkins Loan program cohort default rate and penalties.

* * * * * * *

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 Tammy Gupton, Danielle Hoover, Terry Gaither, Billi Wolfe, LaShonda Hairston, and Will Shaw. 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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REGULATORY UPDATE (Continued)

- (c) * * *
- (3) * * *
- (ii) * * *
- (E) Assigned to and conditionally discharged by the Secretary in accordance with 674.61(b).

Section 674.61 is amended by revising the section heading to read as follows:

Section 674.61 Discharge for death and disability.

* * * * * * * * *

We have updated our *Federal Regulations Manual* to include these corrections. To view this manual, along with other useful resource manuals, log on to System 3*i* at https://system3i.amsservicing.com and click on "Help," then "Manuals."

Note: If you have not obtained a System 3*i* ID and password, contact your Customer Service Representative to find out how to access the manuals. More information about accessing System 3*i* is available in this month's "How To."

EDUCATION DEPARTMENT UPDATE

ED Issues Guidance on Waivers For Military and Disaster Victims

ED has announced waivers and modifications of statutory and regulatory provisions under the Higher Education Relief Opportunities for Students (HEROES) Act of 2003. These special provisions target four classes of students who are applicants and recipients of Title IV aid and:

- (1) Are serving on active duty during a war or other military operation or national emergency;
- (2) Are performing qualifying National Guard duty during a war or other military operation or national emergency;
- (3) Reside or are employed in an area that is declared a disaster area by any federal, state, or local official in connection with a national emergency;
- (4) Suffered direct economic hardship as a direct result of a war or other military operation or national emergency, as determined by the Secretary.

The provisions address concessions in the rules for needs analysis, use of professional judgment, return of Title IV funds, credit balances, cash management, loan repayments, and several other areas. The guidance took effect on December 12, 2003, the date it was published, and expires on September 30, 2005. Institutions are required to track their use of the waiver authority so that it can be reported to ED if they request it in the future. A link to the *Federal Register* notice is available at http://www.ifap.ed.gov/fregisters/fr12122003.html.

Rutgers to Manage New Discussion List

ED has asked Rutgers University to manage a national default prevention listserv (discussion list) that will provide assistance to aid administrators as they help student borrowers avoid defaulting on their loans. The list enables aid administrators, loan lenders and servicers, and ED personnel and their contractors to exchange information about best practices and services.

To subscribe, send a message to listserv@email.rutgers.edu with the following text: "subscribe default_prevention your name" in the body of the message (insert your name where it says "your name" and omit the quote marks). Leave the subject line blank.

EDUCATION
DEPARTMENT
UPDATE
(Continued)

Update Federal School Code (FSC) Address On-Line

Effective immediately, schools may update their Federal School Code (FSC) names, addresses, and contact information on the Schools Portal: E-App for Schools Web site. These updates will be added to the FSC File that is used by students filing a FAFSA on the Web application to select the schools that they want to attend. The FSC File is also used to create the Federal School Code List published every year. For more information, go to: http://www.ifap.ed.gov/eannouncements/ 1215UpdateFSCOnLine.html.

eZ-Audit Improvement Underway

ED is in the process of revising eZ-Audit templates and instructions for not-for-profit organizations. Effective immediately, ED is requesting that all not-for-profit and public institutions suspend audit submissions via eZ-Audit. ED is hoping to complete modifications by March 1, 2004. Notification will be provided via IFAP when the system is again available for use. Once the modified system is available, institutions with due dates on or before March 31 will have 60 days to make submissions. This postponement only applies to eZ-Audit. Submissions of audit reports to the Federal Audit Clearinghouse are still required according to times and procedures specified in OMB Circular A-133. For more information, see http://www.ifap.ed.gov/eannouncements/121203eZAudit.html.

Spanish FAFSA Available for 2004-2005

ED has published the 2004-05 Spanish FAFSA Form, Instructions, and Insert which is available to schools in PDF format. You can obtain this information by going to http://www.ifap.ed.gov/fafsa/0405SpanishFAFSA.html.

Updated 2004-2005 SAR/ISIR Comment Codes and Text

The updated 2004-2005 SAR/ISIR Comment Codes and Text reference guide, dated January 2004, is available on-line. The reference guide is designed as a stand-alone document as well as a companion to the 2004-2005 EDE Technical Reference. It includes the 2004-2005 SAR Comment Text, the 2004-2005 SAR Acknowledgement Comment Text, and the 2004-2005 ISIR Comment Text. You can view this announcement at http://www.ifap.ed.gov/eannouncements/0113chngssarisircomment.html.

Separation Date Management Offered to Assist Customers

AMS Servicing Group's *Separation Date Management* service, in collaboration with the National Student Clearinghouse (NSC), provides schools with management of their borrowers' separation dates using enrollment data from the NSC database. When you sign up for *Separation Date Management*, we will coordinate with the NSC to track your borrowers in enrolled status on System III, and will adjust your borrowers' records to reflect the accurate separation date. You will no longer need to monitor separation dates, or provide us with updated separation date information. We will obtain this information directly from the NSC, on your behalf. If you would like to find out more about the *Separation Date Management* service, or if you would like to sign up to start the service, please contact your School Relations Coordinator.

SEPARATION DATE MANAGEMENT

Page 6 REPORTING ENHANCEMENTS

Coming Soon - Enhancements to On-Line Reports

AMS Servicing Group is pleased to announce upcoming enhancements for our on-line reports, both Web-based and CD-ROM.

ExpressReports Offers Improved Features for Web Reports

Our new Web-based reports, *ExpressReports*, will be introduced the first of March. *ExpressReports* provides all your reports in a secure environment, accessible via our Web site, www.amsservicing.com. All you need to get started is an ID and password - the same ID and password you use today to access Web reports using *DocumentDirect*.

When *ExpressReports* is available beginning in March, you will be able to access your monthly reports back to July 2003. We will retain a rolling archive of your reports on *ExpressReports*. Monthly reports will be retained for 24 months; daily and weekly reports will be retained for 6 months.

With *ExpressReports*, your reports will continue to be available to you immediately, on the Monday following week-end and month-end cutoffs. Reports are easy to identify, easy to read and review, and easy to print. All reports, including archive reports, will load quickly into your Web browser with no wait time.

Some features of *ExpressReports* that you will find beneficial include:

- Ability to search by report name,
- Headers provided on Student Loan Journal,
- More printer-friendly, including PDF documents,
- Easier to download and import data.

We will provide additional information about *ExpressReports* in the February issue of *Update*. We will also publish user documentation on-line via the Reading Room. School Relations Coordinators are available to assist you in getting started.

Following the introduction of *ExpressReports* in March, we will cease providing reports in paper format. We will continue to support *DocumentDirect*, our current Web-based tool, through the third quarter. *ExpressReports* will also be available for collection agencies to access their reports.

DataStream CD-ROM Provides Permanent Retention of Reports

In July, we will enhance our CD-ROM reporting tool, *DataStream*. Customers who do not currently receive reports via CD-ROM will receive a CD-ROM of cumulative monthly reports for the entire fiscal year - from July 2003 through June 2004. Those customers who currently receive a monthly CD-ROM will be switched to begin receiving the annual CD-ROM beginning next fiscal year, in July 2005. With this change, we will no longer provide CD-ROMs on a monthly frequency.

DataStream CD-ROM provides the best method for permanent retention of reports. DataStream is easy to load to your desktop computer, and reports are easy to access. For more information, please contact your School Relations Coordinator.

CUSTOMER NEWS

Long-term Customers Recognized

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: Barber-Scotia College, Bluefield State College, College of Charleston, Furman University, Sarah Lawrence College, Spelman College, Tusculum College, Warren Wilson College, Winston-Salem State University, and Wofford University. We also want to thank Benedict College, Judson College, and St. Petersburg College for allowing us to service their loans for the past 30 years.

We also want to send a special thanks to **Wake Forest University**, which has been a customer for 10 years. In addition to being our customer, Wake Forest is our across-the-street neighbor.

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 second quarter of 2004 will be listed in the April *Update*.

Attachment: Long-term Customer Anniversaries

Customer Closeup

In this quarter's "Customer Closeup," we are profiling **Fern Johnson**, Collections Manager at **Winston-Salem State University**. The school, which is located a few miles from our office, is celebrating their 35th anniversary with us this quarter. Winston-Salem State University is part of the University of North Carolina system, and offers degrees in education, nursing, business, computer science, and liberal arts. You will enjoy reading about Fern, who approaches her job with enthusiasm, empathy, and determination.

Attachment: Customer Closeup

Life Off Campus

Congratulations go to Tonya Drake at Birmingham-Southern University for winning the Cowboy Action Shooting Ladies Championship for the state of Alabama. Tonya is a member of two Cowboy Action Shooting clubs, which employ a creative approach to competitive shooting. All participants have a nickname, and participate in scenarios, in which they recite dialogue and shoot at targets. Tonya, or Double-Knot as she is known in shooting circles, is a staff accountant in the comptroller's office. An article about Tonya appeared in the January 7, 2004 *Birmingham Times*, entitled "Pistol-packing cowgirl shoots way to championship status" by Kim Bryan.

Index INDEX

The 2003 Index for the *Update* is available on-line at http://www.amsservicing.com/documents/INDEX2003 000.pdf.

TRAINING UPDATE

Teleconference Interval Training: Student Loans from A-Z

The first year of our Teleconference Training was a great success. Thanks go to all who participated and provided comments to us. Offering this training gives us the opportunity to reach out to schools who cannot attend a *Student Loans 101* or *202* session in Winston-Salem. Each teleconference is geared towards understanding a particular area of student loans and is an opportunity to gain new insights, ask questions of AMS Servicing Group staff, and hear helpful suggestions from other schools.

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

February 9, 2004 How to Use/Interpret the Reports from AMS Service	2:00 PM ET ing Group
March 8, 2004 www.myamsloan.com	2:00 PM ET
April 12, 2004 Cohort, What is it, and How Do I Manage It?	2:00 PM ET
May 10, 2004 Open Topic	2:00 PM ET
June No teleconferences are scheduled during June.	
July 12, 2004 FISCOP	2:00 PM ET
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 G	2:00 PM ET Group Helps

Workshop Schedule for 2004

If you are currently reviewing training needs for 2004, please consider registering for one of our workshops. We will be offering *Student Loans 101*, our training class for less experienced student loan administrators or those new to AMS Servicing Group, on March 11-12, 2004 and again on July 8-9, 2004. If you and your staff have more experience, then *Student Loans 202* is for you. This workshop will be offered on May 13-14, 2004 and October 7-8, 2004.

TRAINING
UPDATE
(Continued)

Registration Forms and a flyer are attached. Registration information also is available from our Web site at http://www.amsservicing.com/events_workshops.html. If you have additional questions, please contact Debra Pitts at 1-800-458-4492, ext. 2272, or via e-mail at dpitts@amsweb.com.

Attachment: Workshop Flyer and Registration Form

Regional Meetings

We have scheduled Regional Meetings throughout this year in locations across the country. If you are interested in hosting a meeting on your campus, please contact your School Relations Coordinator.

REGIONAL MEETINGS

Pennsylvania March
Texas Regional Meeting March
Florida Regional Meeting April
Virginia Regional Meeting April
Northern California Regional Meeting
Southern California Regional Meeting
Tennessee Regional Meeting June
July

Washington State Regional Meeting July 23, 2004 Seattle University

New York City Regional Meeting

Nebraska Regional Meeting

August

October

Arizona Regional Meeting

October

Conference Schedule

Representatives from AMS Servicing Group will attend the conferences listed below.

The **NACUBO Student Financial Services Conference** will be held at the Point Hilton Tapatio Cliffs in Phoenix, AZ on March 7-9, 2004. More information is available from www.nacubo.org.

The **13th Annual EARMA Conference** will be held on March 30-31, 2004 at the National Conference Center at the Ramada Inn in East Windsor, NY. Please visit http://rci.rutgers.edu/~earma/ for more information.

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.

CONFERENCES

CUTOFF DATES

Cutoff Dates

 $Cutoff\,dates\,for\,February\,and\,March\,2004\,are\,presented\,below.$

Transaction	February 2004	March 2004
Last day to receive collection payments	02/24/04	03/26/04
Last day to receive regular payments	02/25/04	03/29/04
Last day for online payments	02/27/04	04/02/04
Date final post begins	02/27/04	04/02/04
Report date used for final post	02/29/04	03/31/04
Last day deposits created for deposit to bank account	02/27/04	03/31/04

ATTACHMENT

Dear Customer:

We are pleased and excited to announce that Sallie Mae has signed a definitive agreement to sell AMS Servicing Group to JPT Partners, LLC. Headquartered outside Washington, DC, JPT Partners is a company created to invest in high quality operations that provide services to higher education institutions and students. The company's principals are Paul Carey and Tom Green, who have long and successful careers in higher education finance. They will operate under the name Educational Loan Servicing, LLC. All current Web links, addresses, and bank accounts for AMS Servicing Group will remain the same.

Enclosed are the press releases related to this transaction.

Combining the resources and financial strength of AMS Servicing Group and Educational Loan Servicing will provide a distinct and unique blend of quality educational products and services to you and your students.

What this means:

- We will continue our development of products and services that make your job easier;
- Our commitment to Web services will help you and your staff become more efficient;
- The experienced AMS Servicing Group staff you work with today will continue to support your needs.

For the next several months, Educational Loan Servicing will continue to operate under the business name of AMS Servicing Group. Then, all of our current employees and products will transition to a new business name. We expect a smooth transition, and will inform you of our progress with status reports through the *Update* or special bulletins.

Enclosed is our new W-9 form, *Request for Taxpayer Identification Number and Certification*. The W-9 provides the appropriate Employer Identification Number (EIN) to use in reference to AMS Servicing Group. Please continue to make your invoice payments to AMS Servicing Group.

If you have questions, or need additional information, please contact your School Relations Coordinator. We appreciate your business and continued support.

Sincerely,

Paul R. Lombardo Executive Vice President

PANIA LOMBATERO

Enclosures: JPT Press Release

Sallie Mae Press Release

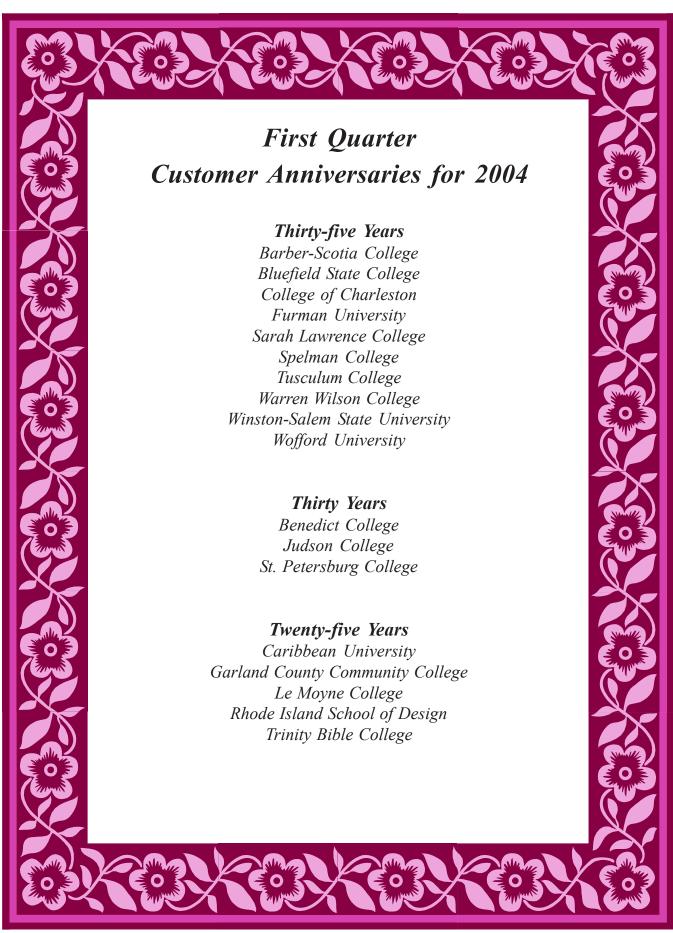
W-9 Form

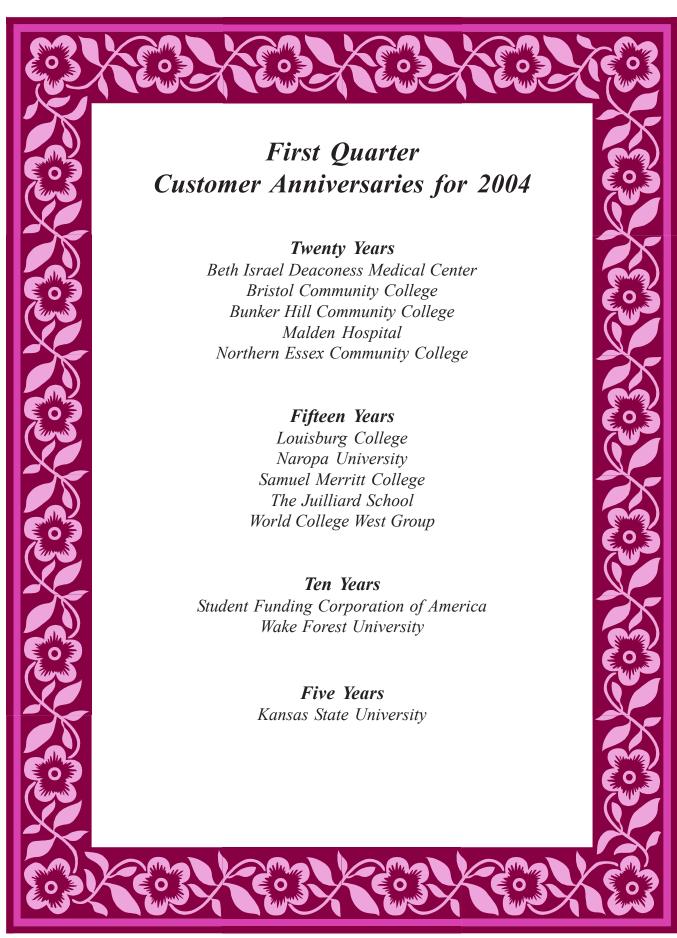


2400 Reynolda Road Winston-Salem, NC 27106

(800) 458-4492 Fax: (336) 607-2025

www.amsservicing.com





Fern Johnson



Fern Johnson, Collections Manager for Winston-Salem State University, has collected student loans for 15 years, but she is as enthusiastic about her position as a new employee. Everything about her—from her bright smile to her warm personality and sense of humor—clearly shows she loves people and must be very good at the difficult job of keeping borrowers out of default.

Fern personifies the approach WSSU takes with it students. According to Fern, the historically black college is committed to providing a supportive learning environment for its students. Although the school is small enough at around 4,100 graduate and undergraduate students to provide a personalized approach, it is large enough to offer a wide range of degrees in teaching, nursing, computer science, liberal arts, and business. Their nursing degree program is quite renown and has a long waiting list of applicants. WSSU, established in 1872, is part of the University of North Carolina 16-campus university system.

CUSTOMER CLOSEUP

Fern starts her collection efforts before students graduate. She conducts personal one-on-one exit interviews with each borrower and makes sure all borrowers understand the terms of their loan. She tells them, "Look me in the eyes so you'll know who Fern Johnson is if I have to call you about your loan." If she does call them later, she does not use a harsh approach. Fern says, "I low-key it when I call borrowers with delinquent accounts. I tell them I understand and try to help them determine a way to pay." Fern finds this approach very effective in getting students to pay. She even receives notes from borrowers thanking her for 'making' them pay their bill and helping them maintain good credit.

Fern credits AMS Servicing Group with giving her the time to focus her efforts on keeping borrowers out of default. "In 1999, a very good collector in my office resigned and the position was not filled for several years. During that time, AMS Servicing Group was my backbone. I especially counted on my Customer Service Representatives, Joel Cofer, Sharal Duncan, and Wendy Cox during that time. They were always there for me and knew the answers to my questions." She also called on Betsy Burton-Strunk and Sharon Cameron to help with her accounting reports as well. "They were my life savers. They put me on their raft and pulled me back in."

During that time, she also began using the Collections System, our PC-based collection management software, which she terms "a godsend." She was the first customer to use our Collections System, and she remains

impressed with its functionality and continued enhancements.

She has been able to hire another collector, who does a great job, and she supervises three collection agencies that work on her behalf, but she knows she can still count on our company. She loves AMS Servicing Group's new Web sites, particularly citing myamsloan.com as being very helpful for borrowers who want to manage their loans on-line. This site's availability cuts down on requests for loan information that borrowers typically asked her for in the past. "The Web sites are a real plus for us," Fern says.

When she is not working, Fern stays busy with her large extended family. She has three adult children, and five grandchildren—four girls and one boy—between the ages of two and ten. Fern herself comes from a large family of seven, and has six brothers!

With such a big family, Fern still has time to devote to her hobby, which is baking. She loves to bake with her grandchildren, and they spent many pleasant hours preparing treats during the recent holidays. (In fact, she baked a delicious pound cake for our staff, which she gave to her new School Relations Coordinator, Andrea Thompson, on a recent visit.)

Fern and her extended family live in Salisbury, NC, which means an hour-long commute each way for Fern. But Fern is more than willing to make the drive every day so she can have the best of both world's—a great job and a happy family life.



Student Loans 101

Training for New Student Loan Administrators*

*Administrators with less than 2 years experience or administrators new to AMS Servicing Group

When: March 11-12, 2004

July 8-9, 2004

Where: AMS Servicing Group

Reynolda Business Center

2400 Reynolda Road

Winston-Salem, NC 27106

Fees: \$100 per person for two day workshop

Provided: Service Overview Manual

Lunch

Lodging: Ramada Plaza Hotel

(336) 723-2911 Call for rates

Courtyard Marriott (336) 727-1277 Call for rates

Deadline: March Session - February 26, 2004

July Session - June 24, 2004

All registration fees are per person. AMS Servicing Group cannot guarantee a refund of registration fees for any cancellations made after 2/26/04 for the March session and 6/24/04 for the July session. Late registrations received after 2/26/04 for the March workshop and 6/24/04 for the July session will be charged a late registration fee of \$10 per person. Registrations received in the final week before the workshop will be accepted based on available space.

What's happening in Winston-Salem?
Visit the Winston-Salem Convention and Visitors' Bureau at
http://www.wscvb.com



Registration Form Student Loans 101 Winston-Salem, NC

Please indicate which			
session you will attend.			
	March 11-12, 2004		
	July 8-9, 2004		

Institution NameStreet Address		
	State Zip	
NAME		
TITLE	TELEPHONE	
E-MAIL ADDRESS		
□ \$100 - Student Loans 101 – 03/11-12	□ \$100 - Student Loans 101 - 07/08-09	
NAME		
TITLE	TELEPHONE	
E-MAIL ADDRESS		
□ \$100 - Student Loans 101 – 03/11-12	□ \$100 - Student Loans 101 - 07/08-09	
NAME		
TITLE	TELEPHONE	
E-MAIL ADDRESS		
□ \$100 - Student Loans 101 - 03/11-12	□ \$100 - Student Loans 101 - 07/08-09	
Registration Deadline: March Session-February 26, 2004 July Session- June 24, 2004		

After receiving your registration form, we will send you a confirmation, hotel and workshop locations, directions, and program information. We cannot guarantee a refund of fees for registrations made less than 14 days before the workshop or cancellations made less than five business days from the workshop

Registration fee mailed separately to address below

School Relations Assistant AMS Servicing Group P.O. Box 3176 Winston-Salem, NC 27102-3176

Registration fee enclosed

Questions? (800) 458-4492 Ext. 2272 fax (336) 607-2025

Signature x



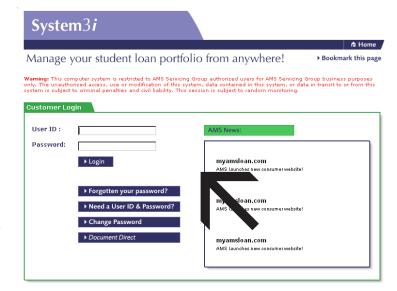
Use System 3i

Do you need a quick and easy way to view the most up to date information on a borrower's account? Try **System 3i**, it's information on the fly. You can view history of payments, deferments, cancellations, and much more!



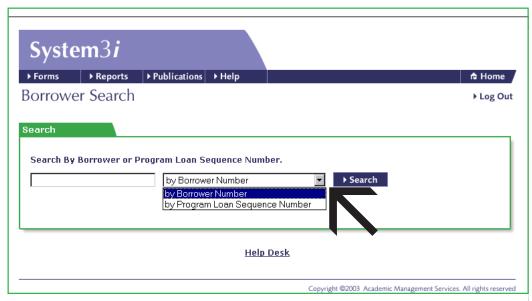
System 3i is our Web-enabled loan servicing system that provides customers with real-time access to student loan portfolio information via the web. System 3i is a very valuable tool that is easy to access, easy to use, and easy to understand.

To get started, all you need is access to the Internet and an ID and password. If you don't have an ID and password assigned by AMS Servicing Group, just visit www.amsservicing.com and download a System 3*i* Access Authorization Form. Complete and return the form to our office, and we'll assign your ID and password within 2-3 business days.

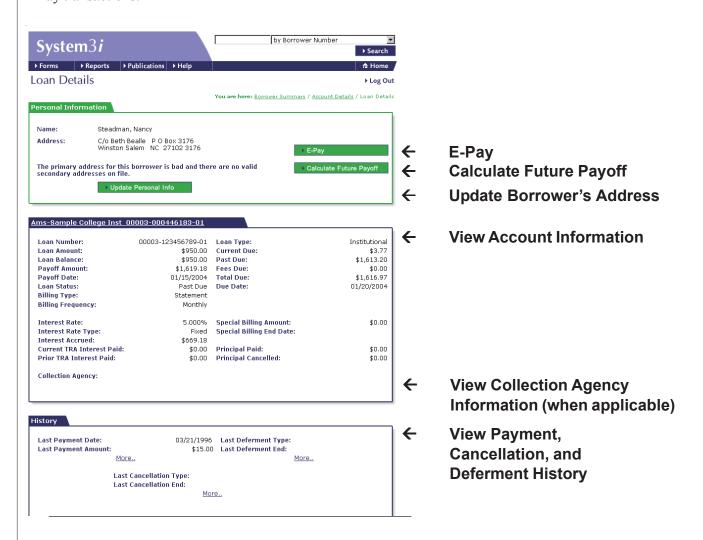


System 3*i* can be accessed using any Internet connection from our home page at <u>www.amsservicing.com</u> or directly at <u>https://system3i.amsservicing.com</u>.

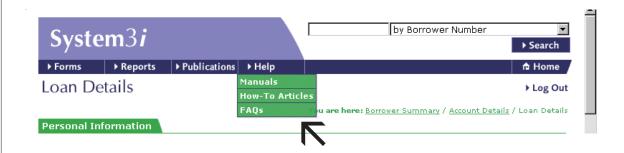
Once you have logged into System 3*i* with a valid ID and password, you will see the Borrower Search page. This page allows you to locate a borrower using a 9-digit borrower number or a 16-digit program/loan/ sequence number.



The System 3*i* graphical interface is so easy to use that with just a few clicks of the mouse you can view account information, collection agency information, calculate a future payoff, update a borrower's address and process E-Pay transactions.



In addition to borrower information, you can access forms, reports, publications, manuals, "How to" information, and answers to frequently asked questions from drop-down menus on System 3i.



We hope you enjoy using this exciting new Web tool.

Please contact our **Help Desk** if you need further assistance.

1-800-458-4492, ext. 2111

helpdesk@amsweb.com

Charles Julp Who Moved my Cube?

Charles Fulp, Manager of Facilities, for AMS Servicing Group has never read the book, "Who Moved My Cheese?" but he could have written the self-help book about change. Since graduating from high school, Charles Fulp has worked in a cotton mill, served in the Army, worked for Western Electric, kept his job when Western Electric transitioned to become AT&T, survived the break up of AT&T, and then got laid off after 36 years of service when AT&T downsized and became Lucent Technologies.

When he left AT&T in 1996, he was working in the facilities department in the same building as AMS Servicing Group. A few months later, Charles was hired to manage our building and the mailroom. Recently, he assumed responsibility for our micrographics area and vault.

Along the way, Charles studied drafting at the forerunner of our local technical college, earned an A.A.S. degree in Manufacturing Engineering Technology from Forsyth Technical Community College, and finally earned a B.S. in Engineering Technology from N.C. A & T State University. During this time, he also became a licensed electrician "to have something to fall back on." To say that Charles has adapted to changing times would be an understatement.

He is a valuable member of our team and was named Manager of the Year in 2003 for his efforts when our company relocated every cubicle in our area of the building. Amazingly, although some staff had to move more than one time, no one lost more than an hour of working time. This was the second time he has coordinated a major move within our company, but he also coordinated similar moves at AT&T. Some of the moves involved handling the logistics of shipping excess furniture throughout the country. This time was a little different because he worked with outside contractors, which had its advantages and disadvantages. He did not have to do as much physical work this time, but was often dependent on the contractors' schedules.

Charles is much beloved by his staff, who nominated him for the Manager of the Year Award. (Charles actually received multiple nominations.) He is quick to credit his staff for managing incoming and outgoing mail and handling building maintenance issues. "I have had the best team leaders since I have been here. I also like to let my staff take on additional responsibilities if it fits with our goals. Everyone is cross-trained so the work gets done quickly during peak periods." Using a manufacturing metaphor, he continues, "All parts have to work together

Charles Fulp:

"All parts have to work together like a motor. When there is a lot of noise, the engine is running."



like a motor. When there is a lot of noise, the engine is running." Gaye Taylor, his Team Leader for the last few years, says, "It's easy to do a good job, when you have a manager like Charles."

Charles is a big believer in providing support to our staff so they can provide the best service to our customers. The mailroom, of course, is critical to our ability to serve borrowers and customers. He also handles much of the purchasing for the company. He is looking forward to learning more about the vault and the micrographics area because he is always looking for a new challenge.

Charles stays just as busy at home, as he does at work. You will not find him watching television, though. At age 59, he decided to learn to play the guitar, which he still does for relaxation. Currently he and his wife, Betty, are remodeling their kitchen, and Charles is doing most of the work himself. "I've never had to hire a carpenter in my life, and I do the electrical work as well," says Charles.

He and Betty have been married for 44 years and have two grown sons, Cary and Chad, and a grandson, Bradley. Charles and Betty go to many Little League games to watch Bradley play ball. And, of course, there is fishing. "There is never enough time to fish," he says a little sadly. He still misses one of his best fishing buddies who died recently, but Charles has adapted and now spends more time fishing with his sons and grandson.