UPDATE

EFG Technologies
Winston-Salem, NC   **February 28, 2001**

INSIDE EFG Technologies:
Pat Hill, Tables and Control Analyst

For on-line issues of the *Update*, visit our web site at www.efg.net/efgtechnologies.

Pat Hill named *Service Excellence* Award Recipient

Pat Hill, Tables and Control Analyst for EFG Technologies, was named as the recipient of the first annual Anne-Marie Miller *Service Excellence* Award. The award was established in honor of Anne-Marie Miller, who retired in November 2000 as Government Relations and Compliance Director, after 30 years of service in the student loan industry. Anne-Marie presented the award to Pat on February 15 in a ceremony attended by all EFG Technologies employees. The award will be given annually to the employee who best exemplifies the spirit of our Mission Statement by providing the best possible customer service and setting an example of excellence for other employees. For more information about Pat's achievements, see this month's "Inside EFG Technologies" feature article on Hill, reprinted from June 1999.

ANNE-MARIE MILLER SERVICE EXCELLENCE AWARD

Pat Hill and Anne-Marie Miller

REGULATORY UPDATE

Tentative 2001-2002 Funding Levels for Campus-Based Programs

CB-01-01 provides information on the Tentative 2001-2002 Funding Levels for the Campus-Based Programs. On January 29, 2001, institutions electronically received tentative funding levels worksheets for the Perkins, FWS, and/or FSEOG programs for the award period July 1, 2001 - June 30, 2002. Attached to the *Dear Colleague Letter* is an explanation of the worksheet with the step-by-step calculation of each tentative funding level. Institutions will no longer receive paper copies.

You may access this *Dear Colleague Letter* by going to http://ifap.ed.gov and following the links.

Guide to 2001-2002 ISIR

A useful tool for interpreting codes that appear on Institutional Student Information Records (ISIR) that are sent directly to institutions by the CPS is available in GEN-01-03 (Action Letter #6). The Action Letter transmits the 122-page, *A Guide to 2001-2002 ISIRs,* electronically. Although some of this information is available elsewhere, this guide centralizes and explains the flags and codes in a format that can be updated or supplemented as necessary. You may access this *Dear Colleague Letter* by going to http://ifap.ed.gov and following the links.

Changes Made to 2001-2002 Electronic Financial Aid Applications

GEN-01-04 (Action Letter #7) provides information about changes and enhancements made to 2001-2002 electronic financial aid applications, including FAFSA on the Web, Renewal FAFSA on the Web, Corrections on the Web, the PIN Web Site, and FAFSA Express. This *Dear Colleague Letter* also introduces the Department of Education's (ED's) newest financial aid application products: 2001-2002 Spanish FAFSA on the Web and Student Access on the Web.

You may access this *Dear Colleague Letter* by going to http://ifap.ed.gov and following the links.

E-mail Directory

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Customer Service Requests: **campusbased@efg.net**
World Wide Web Site: **http://www.efg.net/efgtechnologies**

NSLDS Changes Under Consideration

Members of the financial aid and lending communities met with ED staff to discuss key issues and potential recommendations for the National Student Loan Data System (NSLDS). The meeting took place at the January 25 NSLDS "Mad Dog" meeting. The Mad Dog group was formed to make significant improvements in NSLDS in terms of data quality, use of technology, and the responsiveness of its systems.

After using focus groups and user input to identify and prioritize user issues, the Mad Dog group developed potential solutions for consideration. Among the issues discussed were coordination between parties to resolve conflicting data, timely correction of inaccurate data, and overall timeliness of data provided by NSLDS.

Based on the feedback from this meeting and any subsequent comments, ED will review the recommendations from the Mad Dog group. ED probably will draft an internal report identifying NSLDS problems and potential solutions and is expected to offer a plan for implementing and prioritizing the recommendations.

Information Pertaining to "Abandoned Loans"

ED has temporarily suspended use of loan status code "AL" (Abandoned Loans) as a default code at NSLDS. Students who have a loan in an "AL" status are <u>eligible</u> for aid, and new ISIRs for affected students will be produced showing them as eligible (assuming no other default or overpayment exists). An updated NSLDS Web site now reflects the borrowers' eligibility. ED says students with loans meeting this criteria, which are actually only a minimal number, should contact their guaranty agency to clear up any loan status questions.

EDExpress 7.0 Issues

Two issues regarding *EDExpress Version 7.0* have come to light. In the first issue, the CPS reports that *EDExpress for Windows 2001-2002, Version 7.0,* is not exporting values for FAFSA questions #79 and #80 (Parent Worksheets B and C) on Initial and Renewal Applications. The CPS recommends waiting until Version 7.1 is issued to enter Initial Applications for students whose FAFSAs contain non-blank values for the two fields in question. Then history corrections for previous applications should be submitted.

The second issue concerns highlight flags that do not print on several fields on the ISIR. The fields affected are #45 (Student Worksheet B), #46 (Student Worksheet C), #60 (Father's SSN), #61 (Father's Last Name), #62 (Mother's SSN), #63 (Mother's Last Name), and #79 (Parent's Worksheet B). All other ISIR fields highlight correctly when appropriate. These issues will be resolved in Version 7.1, due out by the end of February 2001.

**EDUCATION
DEPARTMENT
UPDATE**

Roderick Paige Sworn in as Seventh Secretary of Education

Houston Independent School District Superintendent Roderick Paige was sworn in as the seventh Secretary of Education on January 24, four days after the Senate confirmed his appointment. Secretary Paige will be responsible for furthering the education agenda of President Bush.

To show the priority of education in his plans, President Bush traveled to ED for the ceremony, and Vice President Cheney administered the oath of office to Paige. One of Secretary Paige's first acts was to follow-up on a White House directive freezing hirings and firings of agency personnel, the awarding of new contracts or grants, and the making of substantial policy decisions.

Department Policy Decisions on Hold

In compliance with a directive from President Bush, ED is currently under a moratorium concerning policy decisions. Technical questions that require policy interpretation are therefore on hold. The moratorium is expected to last until the Bush administration has its new ED team fully in place. ED sources hope that this situation will be resolved by the end of February.

Annual COHEAO/HHS Conference To Be Held March 19-20

The HHS Division of Student Assistance (DSA) and the Coalition of Higher Education Assistance Organizations (COHEAO) will present their eighth annual seminar for senior-level managers and administrative staff responsible for DSA/HHS programs. The workshop, to be held March 19-20, 2001, in Arlington, VA, will include such topics as:

- The Future Direction of the Division of Student Assistance (DSA)
- NSLDS Update
- The New Administration's Health Care Agenda
- Residency Panel on Student Debt

For more information regarding this conference, access www.COHEAO.com.

ED Issues Best Practices Handbook on Student Loan Repayment

ED has issued the document *Ensuring Student Loan Repayment: A National Handbook of Best Practices.* The handbook is the result of ED's first Student Loan Repayment Symposium, where representatives of the financial aid community shared their ideas for reducing student loan defaults.

During the presentations and discussion sessions, writers recorded the best practices and ideas for future improvements in the student loan programs. ED then compiled these best practices and ideas into a handbook. The chapters of this handbook are organized in the same order as symposium discussions.

Recent trends in student loan defaults and the general themes emerging from the October symposium are presented in Chapter 1. Chapters 2 through 4 capture the best practices and creative ideas discussed at the symposium. Chapter 2 focuses on the period before a student enrolls in college. Chapter 3 looks at the period between enrollment and repayment, and Chapter 4 addresses loan repayment. Chapter 5 has

a different purpose. Rather than focusing on current best practices, it presents the major symposium themes for substantially improving the student loan programs.

The following web address will allow you to download the *Best Practices Handbook*: http://ifap.ed.gov/dev_csb/new/ancmnts.nsf/1e0f3657489f96ef8525650800674bb6/ 852565a7005d5069852569d80073a800/$FILE/0205bestprectishbk.pdf.

Digest of Education Statistics, 2000 Released

ED has posted the *Digest of Education Statistics 2000*, on the Web. It provides a compilation of statistical information covering the broad field of education from pre-kindergarten through graduate school. Topics in the *Digest* include the number of schools and colleges; teachers; enrollments; graduates; educational attainment; finances; federal funds for education; employment and income of graduates; libraries; technology; and international comparisons.

The *Digest of Education Statistics, 2000* may be downloaded, viewed and printed as a PDF file from http://nces.ed.gov/pubsearch/pubsinfo.asp?pubid=2001034.

GASB Publishes Guide Related to GASB Statement 34

As we reported in the August 2000 *Update*, the Governmental Accounting Standards Board (GASB) had issued revised guidelines for how state and local governmental agencies should report their finances to the public. These new guidelines require governmental agencies to show all the resources available to them to provide services and the cost of providing such services.

In January of this year, the Governmental Accounting Standards Board published a guide to assist analysts as they incorporate the new state and local government financial statements into their work. The publication, *An Analyst's Guide to Government Financial Statements*, introduces the financial statements that governments are beginning to prepare under GASB Statement 34.

We currently provide information on the *Fiscal Operations Report*, related to the upcoming 12 months of repayment for borrowers, to assist in the calculation of projected revenue. Since the underlying repayment schedules for borrowers can not be calculated using standard amortization schedules, we are currently unable to provide information about the principal and interest income for future periods.

If you have not heard about GASB 34 or if you need additional information, please visit the following web site: http://www.rutgers.edu/Accounting/raw/gasb/repmodel/ index.html. On this site, you will learn more about GASB 34 and also be able to link to other information related to GASB.

New Edits Added for New Loans and Advances

Beginning March 19th, new loans and advances posted to System III^{SM} must pass additional edits. These edits relate to the NSLDS fields for "Enrollment Start Date" and "Enrollment End Date." The edits mirror those at NSLDS that return errors if 'invalid' dates are reported.

NSLDS REPORTING (Continued)

"Enrollment start" and "enrollment end" dates for NSLDS reporting must reflect the actual period(s) of enrollment for which the borrower received loan disbursements. The "enrollment start date" should always be the <u>first day of classes for the enrollment period</u> (quarter, semester, etc.) in which the borrower received the very first loan fund disbursement for this specific loan. The "enrollment end date" should always represent the <u>last day of classes for the enrollment period</u> (quarter, semester, etc.) in which the borrower received the most recent loan fund disbursement for this specific loan.

System III does not require that you provide these dates. If enrollment dates are not provided, System III will calculate and report a reasonable date to NSLDS based on the first and last advance dates on the loan. If exact enrollment dates for your borrowers are submitted, those dates, specifically "enrollment end date" must be maintained throughout the life of the loan as additional loan disbursements are made.

The new edits for "New Loans" are:
- The "enrollment start date" must not be more than 30 days after the first advance date on the loan.
- The "enrollment start date" must not be more than 2 years prior to the first advance date on the loan.
- The "enrollment end date" must be greater than the last advance date on the loan. (The "enrollment end date" should reflect the last day of classes for the enrollment period in which the borrower received the most recent loan disbursement.)

The new edits for "Advances" are:
- The "enrollment start date" should only be updated with the addition of an advance if the date is currently all zeros and you are entering an "enrollment end date." If the "enrollment start date" field currently contains the correct date, this field <u>should not</u> be updated as a part of the addition of the advance. Leave it blank on the Advance transmittal form or on the advance transaction if you submit your advances via *DataDirect* FTP or tape.
- If the "enrollment end date" field is currently populated with a valid date, this date must be updated when additional advances are posted. The date must meet the same edit criteria as listed above under "New Loans." (*The "enrollment end date" should be updated to the last day of classes for the semester in which the most recent loan advance was made to the borrower.*)

REPORT ENHANCEMENTS

Cohort Default Rate Added to Enhanced *Status Summary Report*
Starting this month, the *Status Summary* report will include the Cohort Default Rate. The Cohort Default Rate will appear at the bottom left corner of the report where "DEFAULT RATE (NDSL)" previously appeared. The default rate will be calculated and displayed for loan programs that have more than thirty borrowers in their Cohort.

> **The mission of EFG Technologies 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.**

If an institution has less than 30 borrowers in its Cohort, the message "less than 30' will appear instead of the default rate. For Customers receiving the *Status Summary Report* with an employee break, the *Status Summary Report* will reflect the Cohort Default Rate by employee if the overall number of borrowers in the Cohort is greater than 30.

The "generic" Default Rate will remain on the *Status Summary Report*. It is located across from the Cohort Default Rate and is labeled 'Default Rate (NDSL/INST). This default rate will be based on the customer's entire portfolio and will be calculated by dividing the "defaulted principal amount outstanding" by the number of "matured loans" multiplied by one hundred.

"Defaulted Principal Amount Outstanding" used to calculate the generic default rate, is defined as loans in repayment that are past due. For monthly loans, "past due" refers to loans that are more than 119 days past due, and for quarterly loans, past due loans are more than 179 days past due. For loans in special billing, past due days will be calculated based on the oldest special billing bill if the loan has a "Y" in the agreement flag. If the loan does not have a "Y" in the agreement flag, then actual days past due are used. Loans that have a hardship or forbearance deferment will be counted if they exceed or meet the past due day's criteria.

"Matured Loan" is defined as the cumulative amount loaned to students minus the loan amounts in deferment. For loans that are enrolled, in grace, or deferred (and the last deferment is not a hardship or forbearance), the amounts advanced are totaled. The amount advanced for the enrolled, in grace, and deferred loans is subtracted from the cumulative amount loaned to students and the difference is the total used for matured loans.

Loans to Review for Cohort Default Rate

In February, we are making a similar enhancement to the *Loans To Review For Cohort Default Rate* report. Customers who receive this report by employee break will now receive a total page for each employee plus a program total page. Each employee total page will reflect the cohort default rate for that employee if the overall number of borrowers in the Cohort year for that school is greater than thirty. If an institution has less than thirty borrowers in the cohort year, a default rate by employee will not be provided. If you would like to receive your *Loans To Review For Cohort Default Rate* report by employee break, please contact your customer service representative.

Reminder: Mailing Address for Customer Support

We just want to remind all our customers to use the following address when mailing change/adjustment memos, new loans and advances, collection agency transmittals, and payment transmittals to our office.

> EFG Technologies, Inc.
> P.O. Box 2902
> Winston Salem, NC 27102-2902

Using this address will mean a quicker processing time for your transactions.

**DISASTER
RECOVERY TEST**

If A Disaster Strikes, Are You Ready?

This is the exact question we ask ourselves. We want to make sure that we minimize the risk of disruption in our services to you if a disaster should strike. Twice a year we conduct a disaster recovery test on the mainframe where System III resides. We completed a disaster recovery test on February 12-13 and met the following objectives:

- Validated access to our production systems via remote access;
- Validated the ability to back up and recover critical System III files and databases;
- Validated print capability;
- Validated access to Infopac;
- Validated the ability to use the new version of mainframe scheduling software.

This is the first test of 2001 with our next test scheduled for later this year. These tests represent our commitment to provide reliable, effective processing services.

**COLLECTION
AGENCY
PUBLICATION**

Collection Agency Update

We have launched a quarterly publication called the *Collection Agency Update* to provide more consistent communication to Collection Agencies that service your defaulted loans. This publication will be mailed to your Collection Agencies with their monthly reports in February, May, August, and November. The introductory publication is included in this issue of the *Update*. Subsequent issues will be available to you through our website at www.efg.net/efgtechnologies.

> **ATTACHMENT:** *Collection Agency Update*

**WORKSHOP
NEWS**

Workshop Offered in March

Space is still available in our next bi-annual workshop which will be held in Winston-Salem during the week of March 26-30, 2001. Our *Service Overview Workshop* will be held on March 26-28, and the *On-Line Processing Workshop* will be held March 29-30. Participants find attending helps them make the most of our services. Registration information is attached.

> **ATTACHMENT:** Registration Form and Workshop Flyer

Regional Meetings Scheduled

Below is a tentative list of regional meetings we have planned for 2001. Many thanks to the schools that have volunteered to host one of these meetings. If you would like to host one of the open dates and have the space available on your campus, we'll supply the information and coordinate the lunch arrangements.

Location	Date	Host
Los Angeles, CA	March 5	Art Institute of Los Angeles
Sacramento, CA	March 6	CSU-Sacramento
Boston, MA	March 12	Brandeis University
Columbia, SC	April 6	Columbia College
Richmond, VA	April 24	University of Richmond
Dayton, OH	May 14	University of Dayton
Winter Park, FL	May 21	Rollins College
Philadelphia, PA	June 11	Chestnut Hill College
Seattle, WA	June 18	Seattle Pacific University
Kansas City	July	**Open**
Chapel Hill, NC	September	**Open**
Phoenix, AZ	October	**Open**
New York, NY	November	St. Thomas Acquinas College
Maryland	November	**Open**
Arlington, TX	November	**Open**

Upcoming Conferences

Representatives of EFG Technologies will be attending the following conferences. As we learn of more conferences, we will publish the information in future issues of the *Update* and on our web site at www.efg.net/efgtechnologies.

The 10th Annual **EARMA Collections Conference** will be held on April 3-4, 2001 at the National Conference Center in East Windsor, New Jersey. For more information, call 723-235-9184.

The Professional Development Group, Inc.'s **15th National Conference for College and University Bursars** will be held April 8-11 in Washington, D.C. For more information, visit www.prodev.com.

The Ninth Annual **CCULAA Conference** will be held June 10-12 at Universal City, California. More information is available at: http://www.cculaa.org/conference/spring2000.html.

CUTOFF DATES

The following table shows the cutoff dates for March and April.

Month	March 2001	April 2001
Last Day to Receive Collection Payments	3/27/01	4/24/01
Last Day to Receive Regular Payments	3/28/01	4/25/01
Last day for Online Payments	3/30/01	4/27/01
Date Final Post Begins	3/30/01	4/27/01
Report Date Used for Final Post	3/31/01	4/30/01
Last Day Deposits Created for Deposit to Bank Account	3/30/01	4/27/01

FUN FACT

FUN FACT

Did you know that we report over 850,000 loans to NSLDS, the National Student Loan Data System, each month? NSLDS helps make sure students that should get loans, do get loans.

Where Are My Reports?

Have you wondered where your weekly reports are? If monthly reports are being mailed, why aren't weekly reports mailed?

Last year we sent letters telling collection agencies that weekly reports would only be available via the Internet. *DocumentDirect,* our Internet report tool, provides you with your weekly new placements and transaction reports. Those reports are generated over the weekend and can be downloaded each Monday morning, providing you with immediate on-line access.

To access *DocumentDirect*, you will need to have an ID number and password. Since the information on *DocumentDirect* is read-only and cannot be changed, ID numbers and passwords can be shared.

Obtaining an ID number is as easy as calling April O'Mara, your Customer Support Representative. April will get your information--name, telephone, fax number, and email address--and will then submit a request for your ID number. An ID number and a temporary password will be mailed to you. You must change your password the first time you sign on to *DocumentDirect,* and April or our Help Desk will be happy to assist you if necessary.

These two reports are available to you through *DocumentDirect*.

New Loan Placement Report

This report lists all new loans placed with your agency during the reporting period. From this report, you can create a record for each borrower listed. This report provides all demographic, monetary, and historical data for each loan.

Transaction Against Loans in Collection Report

This report provides you with a listing of selected transactions that posted against the loans during the reporting period. This report includes standard transactions as well as direct payments.

Although monthly reports are mailed to you, these can be downloaded via the Internet as well. The **Collection Agency Inventory Report** provides an inventory of all loans placed in collection for a particular institution. The report includes all demographic and monetary information. This report can be used to reconcile loans that have been coded against loans on your collection system.

If you do not have access to *DocumentDirect*, call our office today, and April O,Mara will be glad to assist you.

1-800-458-4492, press 1, extension 2370 (April O'Mara)

1-800-458-4492, press 1, extension 2111 (Help Desk)

For more about April, see our "Inside EFG Technologies" profile that appears on page two of this *Collection Agency Update.*

Happiest When Helping Others

April O'Mara, Customer Support Representative, will celebrate her 16th anniversary with the company in March. She and other long-term employees were recently honored at a lunch where Paul Lombardo, Executive Vice-President of EFG Technologies, lauded the group for making the company the kind of place where other people wanted to work. April O'Mara clearly fills that bill with her pleasant personality, sincerity, and willingness to go the extra mile for her customers and co-workers.

April started out as a forms analyst, but spent most of her career as a customer service representative. For 13 years, she provided customer service to schools, and now she is the primary customer support representative to collection agencies. In this role, she answers questions about loans and helps them sign up for services like DataLink^{SM} and *DocumentDirect*. She makes table changes that control schools' options for collection and works closely with customer service to make adjustments to collection payments.

She says of her work with collection agencies, "I am there for them to provide whatever they want. If they have DataLink and have questions, I look at the loan and explain what appears on the screen. If they are new to *DocumentDirect*, I will help them get signed on for the first time." April says she typically gets 30 to 35 phone calls a day. Some questions take just a few minutes to answer, but others, like those concerning *DocumentDirect* logons, may take longer. She actually has assignments for over 2,000 collection agencies that schools work with.

Her favorite part of the job is helping people. She wants to give the best customer support she can. "I don't want to end a phone call with the sense that the collection agency did not get their question answered. If I leave them with that feeling, I don't think I did a good job. I do everything I can to avoid that situation."

April O'Mara:

"I don't want to end a phone call with the sense that the collection agency did not get their question answered. If I leave them with that feeling, I don't think I did a good job.

Although April is the primary collection agency contact, she stresses that two excellent back-ups are on-board if she is not available. Both Linda Glenn and Chris Martin are highly experienced customer support representatives, who can respond to collection agencies, if necessary.

When asked about her proudest accomplishment, April cites her two sons. Gingerbread men that they decorated in kindergarten, as well as numerous photos of her boys, line her cubicle walls. Cody, age 8, recently won his first karate tournament, and Tyler, age 11, was voted *Student of the Year* at his elementary school. She and her husband, Mark, volunteer at their sons' school as much as they can. Family activities dominate her personal life, and to add to the mix, she and her husband are currently building a home.

April is a Winston-Salem native and graduated from R.J. Reynolds High School. She has an associate's degree from Forsyth Technical Communty College.

EFG

TECHNOLOGIES

R E G I S T R A T I O N   F O R M

Service Overview & On-Line Workshops
Winston-Salem, NC
March 26-28 & March 29-30, 2001

INSTITUTION NAME & ADDRESS

NAME

TITLE   TELEPHONE

E-MAIL ADDRESS

✓ Sessions Attending

☐ $75 Service Overview - 3/26-28   ☐ $65 On-Line - 3/29-30

NAME

TITLE   TELEPHONE

E-MAIL ADDRESS

✓ Sessions Attending

☐ $75 Service Overview - 3/26-28   ☐ $65 On-Line - 3/29-30

NAME

TITLE   TELEPHONE

E-MAIL ADDRESS

✓ Sessions Attending

☐ $75 Service Overview - 3/26-28   ☐ $65 On-Line - 3/29-30

Registration Deadline: March 9, 2001

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 enclosed   _____ Registration fee mailed separately to address below

Signature **x**_____

School Relations Assistant
EFG Technologies
P.O. Box 3176
Winston-Salem, NC 27102-3176

Questions? (800) 458-4492,
Ext. 2280
Fax: (336) 607-2025

Welcome to EFG Technologies'
Service Overview &
On-line Processing
Workshops

Get the most out of our services!

When: Service Overview Workshop, March 26-28, 2001
             On-Line Processing Workshop, March 29-30, 2001

Where: Ramada Plaza Hotel
             3050 University Parkway
             Winston-Salem, NC 27102

Fees: Service Overview, $75 per person for three days.
             On-Line Processing, $65 per person for two days.

Provided: Service Overview Manual.
             On-Line Processing Manual.
             Morning and afternoon snacks.

Lodging: Ramada Plaza Hotel. Call (336) 723-2911
             $74 + tax   (Be sure to mention EFG Technologies.)

All registration fees are per person. EFG Technologies cannot guarantee a refund of registration fees for any cancellations made after March 9, 2001. Late registrations received after March 9, 2001 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.

2/01

EFG

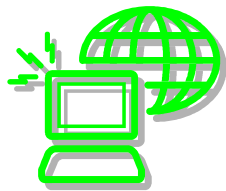TECHNOLOGIES

HOW TO

Order Exit Interview Packages

Exit Interview Packages can be mailed to your office and include Disclosure Statements and Loan Interview Sheets with the financial information for each borrower completed in the disclosure section. Two copies are provided: one for your files and one for the borrower. Labels with your borrowers' addresses are included and may be used when you must mail the package to a borrower who did not appear for his or her interview. The borrower's name, address, social security and loan numbers are part of the permanent package. Don't forget to have the student sign the package before you file the document.

Plan ahead and allow ample time to complete the interview process.

There are several ways to receive *Exit Interview Packages* from EFG Technologies. The easiest way is to use our **automatic** exit package service, which uses the borrower's separation date to calculate a process date. Forty-five (45) days before the separation date or another number of days more suitable for your needs, the package is produced and mailed to your office. At that time a comment is placed in the borrower's on-line history file.
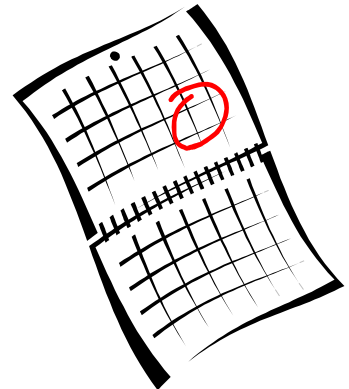
It is critical to load all disbursements and verify the separation dates on System III^SM before the packages are generated. With your customer service representative's (CSR) help, establish the automatic parameters for *Exit Interview Packages* now to insure all the proper coding is in place before the Spring 2001 exit season begins.

You may also receive *Exit Interview Packages* by individually requesting one for a specific borrower(s). You can request it (them) through the XPKG screen, if you have EFG Technologies' DataLink^SM, or by sending a request to your customer service representative. If you need exit interview materials for a particular separation-date range, packages can be requested in bulk through your CSR. Please allow two to three weeks between the time we receive your request and the time you receive the completed packages.

Once you receive the packages, please review and attach any information you wish to include, such as deferment information and forms, address change requests, or Automatic Direct Draft application forms. **All of this information can be downloaded from our website at: www.efg.net/efgtechnologies.**

www.efg.net/efgtechnologies

Consider program-specific attachments.

EFG Technologies can mail information sheets to customers with the completed exit packages. We provide separate information sheets for the Federal Perkins (4884), the Health Profession (4886), and the Nursing (4885) programs. You may wish to develop your own attachment for institutional programs. Our forms can be downloaded from our website at www.efg.net/efgtechnologies.

Prepare for drop-in exit interviews.

EFG Technologies can assist with drop-in students who give little warning they are leaving school. The fastest way to complete an exit interview is to use the *Online Exit* feature through EFG Technologies' DataLink. A pre-formatted disclosure screen provides the required financial information, which the borrower must sign . Page Two of the document must be attached to the screen print. You can obtain a copy of Page Two, as well as copies of the informational sheets mentioned above, from our website .

Another option is to maintain a supply of blank exit interview packages in your office and extract information from the *Enrolled and Grace Borrowers Report* or from the MAIN screen, if you are online. There are separate packages for each of the loan programs:

- Federal Perkins (9143),
- Health Profession (9147),
- Nursing (9145),
- and Institutional (9329).

The expense is minimal.

The exit packages with completed disclosure information are available for only $1.25 each. You can maintain a supply of blank exit packages at your location for only $.75 each, and the *Online Exits* are free.

Questions?
Your Customer Service Representative will be happy to help.

Attentiveness to Detail

Longevity in the Student Loan Arena

P at Hill's years of experience, wealth of knowledge, and loyalty are assets to EFG Technologies. Pat has been an Analyst with the organization for 21 years! Although her role may be considered behind the scene, she believes the secret to her success is her attentiveness to detail in order to exceed the customer's expectations. "I want the information to be entered into System III^{SM} correctly and in a timely manner," she states. When asked what she enjoys most about her job she said, "I enjoy the variety it offers me. There are so many different tables and reports that I am revising and reconciling."

Pat's first position at the company was in the mailroom. However, Pat's strong problem-solving and analytical skills were quickly recognized, and she was promoted to a Guaranteed Student Loan (GSL) Control Analyst within the year. In this capacity, Pat was responsible for transferring weekly funds to the customers and processing returned checks. Pat also prepared the paper draft of deposits for the amount received from the borrowers and balanced the GSL daily payment reports to ensure the funds were deposited properly into the customer's account.

In May 1982, Pat was promoted to National Direct Student Loan (NDSL) Control Analyst. She was instrumental in setting up the Deferred Tuition Payment Plan for customers who use ACH drafting. Pat also set up new loans, processed applications, prepared oral and written communication with the schools to resolve outstanding issues, and monitored accounts to ensure that all the records were correct. In addition, she processed automatic payment applications for student loan repayment and reconciled bank account statements against the Accounting Reports for some of the customers using System III.

Five and half years later, Pat was promoted to her current position as a Tables Control Analyst. Pat states, "Today, my primary responsibility is to update the customer's tables and reports to ensure the customer has the report they requested, the reports are accurate, and the designated person is receiving the

Pat Hill: "We continue to expand the number of customers who are requesting their reports on CD-ROM. I initiate the set up for the reports before the information is copied onto the CD-ROM."

reports." These requests are communicated from the customer to the Customer Service Representative or the School Relations Coordinator. "I then make the changes accordingly," she added. Pat also provides the additions and updates for System III's security tables for DataLink^{SM} customers and internal employees which includes the appropriate ID and passwords for System III access. Her responsibilities also include reconciling the customers' monthly out-of-balance accounting reports and entering the text of new QuikLetters onto System III. Pat also has a role in preparing the reports that are now available on CD-ROM. Pat says, "We continue to expand the number of customers who are requesting their reports on CD-ROM. I initiate the set up for the reports before the information is copied onto the CD-ROM."

Most of Pat's activities outside of the office revolve around her family. Her son, Jason, 14, plays baseball for a little league team and AAU Division team which involves travelling throughout the state. Her youngest son, Austin, 10, enjoys driving his go-cart. She has been married to her husband, Rick, for 17 years. Pat enjoys the outdoors including planting flowers and, like her son, playing softball. Pat currently plays on a coed team and an all women's team, and prefers the first-base position.