



System 3i

The phenomenal response to myamsloan.com continues! As of late July, over 12,500 borrowers have registered to use our site to obtain account information, make E-Payments, change addresses, and sign up for AutoDraft. The *System 3i* team has continued to enhance the borrower site, and the following enhancements were made during June and July.

Automatic Direct Draft Application Processing Added

This enhancement allows borrowers to sign up for AutoDraft (Automatic Direct Draft) on-line.

E-Pay Options Enhanced

Borrowers now have the ability to make changes to or cancel a pending E-Pay request.

Pay-off Calculator Added

Borrowers can now calculate a payoff amount for a date in the future. The projected payoff amount is calculated based on the current loan balance, outstanding interest and fees, and projected interest based on the loan balance and current interest rate.

Collection Agency Information Added

If a borrower's loan(s) has been placed with a collection agency, the borrower can now view the agency's name, address, and telephone number.

With these enhancements, borrowers can:

- ◆ Change their names (due to marriage)
- ◆ Change their primary address
- ◆ Change their billing address
- ◆ Change their primary and billing phone numbers
- ◆ Make E-Payments
- ◆ Change or cancel E-Payments
- ◆ Enroll in AutoDraft, our automatic direct draft service
- ◆ Change or cancel AutoDraft enrollment
- ◆ Calculate future payoff amounts

The *System 3i* development team is now focusing on allowing customers to access (via amsservicing.com) the information that is currently being provided to their borrowers. This feature, along with a new "look and feel" for the customer Web site, should be available in October 2003.

More borrowers will be registering for a myamsloan.com password and user name as they are notified about the site. In addition to an early postcard mailer sent to an initial group of borrowers, information about the Web site will be mailed to 350,000 borrowers through their billing statements this summer.

System 3i Objective

The objective of the System 3i project is to define, develop, and implement the procedures, controls and software necessary to create a web presentation layer for our customers.