



REQUEST FOR INFORMATION UA Community College at Morrilton

Lender Name: _____

Address: _____

Telephone: _____ Fax: _____

E-mail: _____ URL: _____

Primary Marketing Contact: _____

Primary Operational Contact: _____

PROVIDER INFORMATION

1. Please attach your organization's mission statement and history in the student loan field. (Please include how long you have been participating in the Federal Family Education Loan Program, and describe any mergers or acquisitions in the last five years.)
2. Which of the following types of student loans do you offer? Please indicate the total volume processed for each loan program for the following academic years.

	2005-06	2006-07
Stafford	\$ _____	\$ _____
PLUS	\$ _____	\$ _____
Alternative	\$ _____	\$ _____
Other	\$ _____	\$ _____

3. Please provide the current default rate of your lender's federal loan portfolio for the following:

	National	Arkansas	UACCM
Stafford	_____	_____	_____
PLUS	_____	_____	_____
Alternative	_____	_____	_____

4. Do you service your own loans? If not, please indicate all servicers you have contracted.

5. Do you sell your federal student loans? ____ Yes ____ No

a. If yes, to what organization(s)?

b. If yes, at what time(s) in the student's academic career is the loan sold?

c. Will you always sell a borrower's portfolio to the same organization? ____ Yes
____ No

d. How do you inform a student that a loan has been sold? Please include samples of your correspondence. _____

e. What is your privacy of information policy on the sale or sharing of borrower information to third parties? _____

BORROWER SERVICES

6. What are your customer service call center hours for borrowers? _____

7. What is your primary method of communication with students? (i.e. via mail to permanent address, e-mail, or phone)

8. What are the borrower benefits offered on your federal loans? (Please include all stipulations and qualifying criteria, number and percentage of borrowers who actually qualify for the benefits, and the effect of consolidation upon any benefits offered.)

9. Please describe the front-end benefits offered by your institution or servicer.

10. Please describe the back-end benefits offered by your institution or servicer. _____

11. What percent of borrows qualify for borrower benefits? _____

12. Do borrowers have an opportunity to re-earn benefits if they lose their benefits?
____ Yes ____ No

13. Does your institution have a local presence in the Conway, Faulkner, Van Buren, Pope, Yell, and Perry County areas?

14. Describe the services you provide to help students monitor borrowing and manage loan debt? What sort of "debt education" services do you currently provide?

15. Please describe any financial advising services you could provide to our students regarding financial literacy/planning (online or workshops and information seminars)

16. Please provide one set of promotional materials and any other materials used to facilitate student loan processing.

17. Briefly describe any additional services available to students on your website:

18. Do you provide other banking related products to students who receive loans?

____ Yes ____ No

If yes, please describe the products and how they are marketed to students:

19. Please indicate whether you solicit credit cards or other services to the following:

Enrolled Undergraduate students ____ Yes ____ No

Borrowers in repayment ____ Yes ____ No

20. Do you offer e-signature for federal and/or private loans? ____ Yes ____ No

If no, do you plan on providing e-signature in the future? If so, what is the timeframe?

PRIVATE/ALTERNATIVE LOANS

21. What is the name(s) of the private/alternative loan product(s) that you offer?

22. Do you offer a loan that does not require certification by the student's financial aid office?

____ Yes ____ No

If yes, what is the name of this loan product? _____

SCHOOL SERVICES

23. Please describe school services support that you provide.

24. Describe process and timeframe for guarantee and approval responses after loan certifications are submitted.

25. UACCM's primary guarantee agency is the Student Loan Guarantee Foundation of Arkansas. Does your organization have a relationship with SLGFA? ___Yes ___No

26. Does your organization submit fund reports and loan information through Advanced Solutions Network (ASN)? ___Yes ___No

27. Name, title, and telephone number of the person who should be contacted regarding follow-up and/or addition questions:

Name:

Title:

Telephone:

Email address:

Please return the completed survey and supporting material by June 6th and send to:

Teresa Cash

UACCM

1537 University Blvd

Morrilton, AR 72110

cash@uaccm.edu

