

Understanding the PUT Option

Answers to Schools' FAQs About the Loan Purchase Commitment Program

Q. Which loans are eligible for the PUT program?

- A. Only FFELP loans in good standing are eligible to be PUT.
- Subsidized and unsubsidized Stafford loans are eligible. Please note that if the borrower has both loan types they must be PUT together.
 - Grad and Parent PLUS
 - FFELP Consolidation loans are not eligible for the PUT program.

Q. What are the eligible loan periods for the PUT program?

- A.
- Academic Year 2007/08 included in Short-Term PUT
 - Loan period included or begins on or after July 1, 2007
 - First disbursement was on or after May 1, 2007 and no later than July 1, 2008
 - Must have been PUT by February 28, 2009
 - Academic Year 2008/09
 - Loan period includes or begins on or after July 1, 2008
 - First disbursement on or after May 1, 2008 and no later than July 1, 2009
 - Will be fully disbursed no later than September 30, 2009
 - Must be PUT by October 15, 2009
 - Academic Year 2009/10
 - Loan period includes or begins on or after July 1, 2009
 - First disbursement on or after May 1, 2009 and no later than July 1, 2010
 - Will be fully disbursed no later than September 30, 2010
 - Must be PUT by September 30, 2010

Q. What is the final purchase date of the PUT program?

- A. October 15, 2009, for 2008/2009 and September 30, 2010, for 2009/2010 loans. However, the 45-Day Notice to Sell must be submitted 45 days prior to the purchase date.

Q. Do borrowers have any say if they prefer their loans not be PUT?

- A. Unfortunately, no. Borrowers cannot prevent loans from being PUT. They authorized the potential sale of their loan when they completed their Master Promissory Note (MPN).

Q. Who is servicing loans that are sold to the U.S. Department of Education (ED)?

- A. Five organizations are servicing the student loans PUT to ED. The servicer codes and contact information for these five organizations can be found on the back of this sheet. It is important that borrowers are aware of the organizations that are servicing their loans. The National Student Loan Data System (NSLDS) can help them determine which organization is servicing each of their loans.

Q. How will borrowers be notified if their loans have been PUT?

- A. The organization that is servicing their loan will send notification to the borrower about the change in servicing. A borrower can also access loan information on NSLDSSM. Please note updates to NSLDS may take up to 30 days.

Q. Why am I receiving requests from lenders to cancel and recertify loans?

- A. Loans must be fully disbursed to be PUT to ED, so lenders may be trying to facilitate that process by canceling future disbursements of a particular loan.

Q. If a loan has been PUT and the borrower has additional loan eligibility, how do I proceed?

- A. You cannot increase a loan that has been PUT. A new loan would need to be certified for the borrower.

Q. What changes can I make to American Student Assistance[®] (ASA)-originated loans that are scheduled to be PUT?

- A. There is a 9-day time period prior to the PUT date when no changes other than cancellations can be made. Your school client manager will contact you if you have loans that are expected to be PUT.

Q. How do I make post-disbursement changes to PUT loans?

- A. Changes can be made by contacting the organization that is servicing each loan. The servicer codes and contact information for these organizations can be found on the back of this sheet.

Q. Will borrowers continue to receive WellnessSM services for their PUT loans while in repayment?

- A. Currently, no. PUT loans are serviced by ED and therefore are no longer guaranteed by ASA[®].

Q. Who can I contact with questions about loans that have been PUT to ED?

- A. Please contact the appropriate servicer for each loan. The servicer codes and contact information for these organizations can be found on the back of this sheet. Also, please feel free to contact ASA at 800.999.9080 with any questions you might have.

Department of Education Servicer Contact Information

Department of Education/ACS (Servicer Code 700577)
Department of Education Student Loan Servicing Center
PO Box 7063
Utica, NY 13504-7063
School Phone: 866.938.4750
Borrower Phone: 800.508.1378
Fax: 866.938.4751 or 315.223.3855
www.ed-servicing.com

Department of Education/Great Lakes (Servicer Code 700581)
Department of Education Student Loan Servicing Center
PO Box 530229
Atlanta, GA 30353-0229
School Phone: 888.686.6919
School Email: clientservices@glhec.org
Borrower Phone: 800.236.4300 or 608.246.1700
Fax: 800.375.5288 or 608.246.1608
www.mygreatlakes.org

Department of Education/Nelnet (Servicer Code 700580)
Department of Education Student Loan Servicing Center
PO Box 82561
Lincoln, NE 68501
School Phone: 866.463.5638
School Email: scc@nelnet.net
Borrower Phone: 888.486.4722
Fax: 877.402.5816
www.nelnet.com

Department of Education/PHEAA (Servicer Code 700579)
Department of Education Student Loan Servicing Center
PO Box 69184
Harrisburg, PA 17106
School Phone: 800.655.3813
School Email: schoolsupport@myfedloan.org
Borrower Phone: 800.699.2908
Fax: 717.720.1628
www.myfedloan.org

Department of Education/Sallie Mae (700578)
Department of Education Student Loan Servicing Center
PO Box 9635
Wilkes-Barre, PA 18773-9635
School Phone: 888.272.4665
School Email: collegeserv@salliemae.com
Borrower Phone: 800.722.1300
Fax: 866.266.0178
www.salliemae.com