

October 2005

DLB-05-17

Subject: Erroneous "Change in Zero Balance" Letters Posted on COD Web Site October 12, 2005

Dear Partner:

On October 12, 2005, our Common Origination and Disbursement (COD) System erroneously generated "Change in Zero Balance" letters for the majority of Direct Loan schools. These letters incorrectly inform schools that have already closed out past program years that they are no longer considered closed out.

We did not mail the erroneous letters to schools; however, a copy of each letter was posted to the COD Web site on October 12th. *Please disregard all "Change in Zero Balance" letters with an October 12th date posted on the COD Web site.*

We regret any inconvenience the erroneous letter postings cause your school. To remedy this situation, we are correcting the COD database, removing the erroneous letters from the COD Web site, and taking steps to prevent the recurrence of this problem.

If you have any questions about this bulletin, contact the COD School Relations Center at 800/848-0978. You may also e-mail CODSupport@acs-inc.com.

Thank you for your ongoing partnership in the Direct Loan Program.

Sincerely,

Bill Leith
General Manager, Program Operations Channel