

Great Lakes Educational Loan Services, Inc.
School Support Services
Attachment to March 2010 Electronic Announcement

School Reports	<ul style="list-style-type: none"> • Federally-Held Loans Report <ul style="list-style-type: none"> ○ Lists federally-held loans serviced by Great Lakes. • Borrowers at Risk Report <ul style="list-style-type: none"> ○ Lists borrower information on any Great Lakes-serviced loans 60 or more days delinquent. ○ Can be sorted by cohort year. • Delinquency Letter Tool <ul style="list-style-type: none"> ○ Schools can generate personalized letters and mailing labels for borrowers in early, middle, and late stages of delinquency. • Reports are available online, on-demand, or by monthly subscription. • Schools can contact Client Services to discuss reporting options and initiate school portal access.
Online School Resources	<ul style="list-style-type: none"> • The mygreatlakes.org school portal provides loan information and administrative tools. <ul style="list-style-type: none"> ○ Access to borrower-level account information ○ Access to servicing and default prevention reports and tools • Borrowers may access their student loan account information at mygreatlakes.org.
Electronic Resources	<ul style="list-style-type: none"> • Financial literacy information is available online. Financial IQ helps borrowers make smarter choices with money management, spending, saving and credit.
Skiptrace Assistance	<ul style="list-style-type: none"> • Use a comprehensive approach to ensure the accuracy of borrower demographic information, including predictive dialing, U.S. Postal Service address corrections, and other proven skiptracing methods. • Schools can contact Client Services to obtain current contact information for their student loan borrowers.
Letters	<ul style="list-style-type: none"> • To assist schools in their default prevention efforts, provide a three-step prevention letter series at mygreatlakes.org. <ul style="list-style-type: none"> ○ Schools can target efforts towards early, middle, and late stages of delinquency. ○ Letters may be customized to best meet the needs of each school's default prevention efforts.
School Training	<ul style="list-style-type: none"> • Offer schools an extensive array of training opportunities in the <i>Training</i> section at mygreatlakes.org. • Webinars are scheduled weekly to learn more about working with Great Lakes' products and services. Details and registration information are available at mygreatlakes.org.
School Communication	<ul style="list-style-type: none"> • An overview of available services can be found at mygreatlakes.org. • Proactive school contact via phone/e-mail to discuss available services and establish support connection. • Support materials, such as training resources, informational guides, and contact information, are provided to schools when access to mygreatlakes.org is established.
Contact Information	<ul style="list-style-type: none"> • For Schools – General Help (Client Services) <ul style="list-style-type: none"> ○ Phone: 888/686-6919 or 608/240-1122 ○ E-mail: clientservices@glhec.org • For Borrowers – General Help (Borrower Services) <ul style="list-style-type: none"> ○ Phone: 800/236-4300 or 608/246-1700 ○ E-mail: borrowerservices@glhec.org ○ Fax: 800/375-5288 or 608/246-1608 ○ General Correspondence: Great Lakes Borrower Services P.O. Box 7860 Madison, WI 53707
Other Information	<ul style="list-style-type: none"> • Rigorous employee recruitment, training, and quality assurance program to ensure schools and borrowers receive the highest levels of service. • Due diligence activities exceed the federal requirements. • Information is subject to change as Great Lakes continually seeks to enhance services based on borrower and school feedback.