

**University of Wyoming
FFEL RFI Response**

d. Customer Surveys

1. Do you conduct customer service surveys? If yes, please include a copy of the survey as an appendix.
2. If yes, how often are such surveys conducted?
 - a. Daily
 - b. Weekly
 - c. Monthly
 - d. Quarterly
 - e. Semi-annually
 - f. Annually

Responses	Notes

e. Call Operating Statistics

1. What is the average wait time for loan applicants/borrower calls for the June 1, 2007 through September 30, 2007 period?
2. What is the average wait time for school calls for the June 1, 2007 through September 30, 2007 period?
3. What is the average call abandonment rate for calls from students/borrowers for the June 1, 2007 through September 30, 2007 period?
4. What is the average call abandonment rate for calls from school representatives for the June 1, 2007 through September 30, 2007 period?

f. Customer Service To Financial Aid

1. Will your company provide a dedicated customer service representative (CSR) for University of Wyoming staff?
 - a. If yes, please provide the following:
 - 1) Contact Name
 - 2) Direct Line
2. What are your company's customer service hours of operation (e.g., business days and hours, Mountain Standard Time) for the University of Wyoming staff?

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c. Loan Processing - General

1. Can your company interface with ELM?
2. How frequently does your company provide completion or rejection information for new borrower applications on ELM?
 - a. Immediately (within 1 minute)
 - b. < 1 hour
 - c. 1 hour < 6 hours
 - d. 6 hours < 12 hours
 - e. 12 hours < 24 hours
 - f. > 24 hours
3. How will school be notified of the need to certify a loan if not via ELM?
 - a. Fax
 - b. Email
 - c. Other (specify)

Responses	Notes

d. Loan Processing - Disbursement

1. Which platforms do you support for disbursing funds to the student?
2. Does your company provide disbursements on a daily basis?
3. Can your company send their disbursements via EFT to ELM NDN?

e. Loan Processing - Loan Adjustments

1. Is your company making real-time loan adjustments and postings or non-dollar transactions to ELM?
 - a. If not, indicate how often these adjustments and postings are made?
 - 1) Hourly
 - 2) Between 1 and 6 hours
 - 3) Between 6 and 12 hours
 - 4) Between 12 and 24 hours
 - 5) Over 24 hours
2. Is your company making real-time loan adjustments and postings for commonline response files to ELM?
 - a. If not, indicate how often these adjustments and postings are made?
 - 1) Hourly
 - 2) Between 1 and 6 hours
 - 3) Between 6 and 12 hours
 - 4) Between 12 and 24 hours
 - 5) Over 24 hours
3. Does your company check a current borrower's student enrollment status at least monthly?

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4. Lender Background**

A. Lender's FFEL Experience/Loan Volumes

1. Please indicate which loan products your company will offer in 2008-09 under the FFEL program.

- a. Stafford
- b. PLUS (Parent)
- c. Grad PLUS
- d. Consolidation Loans
- e. Private Loans

2. Please indicate the volume of loans your company originated for each category under the FFEL program for the last three Federal fiscal years.

a. FFEL Total

- 1) 2005
- 2) 2006
- 3) 2007

b. Stafford

- 1) 2005
- 2) 2006
- 3) 2007

c. PLUS (Parent)

- 1) 2005
- 2) 2006
- 3) 2007

d. Grad PLUS

- 1) 2005
- 2) 2006
- 3) 2007

3. Please specify how many years your company has been making loans under the FFEL program.

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Responses

Notes

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4. For how long is a credit check valid?
 - a. Less than 60 days
 - b. 60 days < 120 days
 - c. 120 days < 180 days
 - d. 180 days or more
5. Will a Grad PLUS borrower who is denied a loan be notified about the opportunity to reapply with an endorser?

Responses	Notes

5. Default Initiatives

1. Would your company expect the involvement of University of Wyoming in default prevention and mitigation activities for any of the following?
 - a. Skip tracing
 - b. Updating student contact information
 - c. Notification of enrollment changes
 - d. Default prevention / debt management workshops
 - e. Exit counseling
 - f. Borrower dispute resolution
 - g. Other (please specify)
2. Describe your company's default aversion innovations and initiatives.
 - a. Innovation/Initiative #1
 - b. Innovation/Initiative #2
 - c. Innovation/Initiative #3
 - d. Innovation/Initiative #4
 - e. Other Innovation/Initiatives (please specify)

6. Other

A. Compliance and Legal

1. Please describe your company's privacy of information policy on the sale or sharing of borrower information to third parties.
 - a. Does your company sell student/borrower information to any third parties?
 - 1) Is there any other arrangement whereby student/borrower information is furnished, for profit making purposes, to any third parties?
 - b. Does your company release any student/borrower information to any other divisions of your company?
 - 1) Would affiliates be considered other divisions of your company?
2. Please describe your policies to safeguard borrower information.
3. Please describe your disaster recovery plan.
4. Please describe any internal codes of conducts that your company

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currently follows for your student loan division.

5. Does your company have any affiliate relationships with other student lenders (based on Definitions section)?

a. If yes, what lenders is your company affiliated with?

- 1) Affiliate 1
- 2) Affiliate 2
- 3) Affiliate 3
- 4) Affiliate 4
- 5) Affiliate 5
- 6) Other affiliates (specify)

Responses	Notes

B. Guarantor

1. Which guarantor(s) is your company partnering with that have guaranteed to waive the federal default fee for University of Wyoming FFEL loans for the 08/09 academic year?

- a. Guarantor #1
- b. Guarantor #2
- c. Guarantor #3
- d. Other Guarantor(s) (specify)

2. Is a "blanket guarantee" provided for FFEL loans?

3. Wyoming uses EAC as their predominant guarantor, does your company partner with EAC?

C. Supplemental Information

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