

SLGFA E-Updates Special Edition

July 18, 2008

Special Edition

E-UPDATES is an electronic newsletter sponsored and operated by the Student Loan Guarantee Foundation of Arkansas (SLGFA) to provide program information to schools and lenders participating in the Federal Family Education Loan Program (FFELP).

SLGFA Lender Funds Department Provides Primary Contact

As of July 1, 2008, SLGFA's Lender Funds Department is pleased to announce that it is providing schools with a primary employee to contact for any questions or concerns regarding lender funds issues. Schools should have received an e-mail regarding specific contact information for the Lender Funds Department.

To allay confusion, a chart has been provided below detailing which questions and issues SLGFA's Lender Funds Department primarily handles versus SLGFA's Caller Information and Assistance Department.

Lender Funds is offering this service as a way of further assisting our client in getting the information they need. The primary contact assigned is not intended to be the only contact at SLGFA. Please see the [SLGFA Staff Directory](#) for additional contact information.

Lender Funds Department	Caller Information and Assistance Department
<ul style="list-style-type: none">• auto debit• cancellation processing• disbursement processing• E-Reports• electronic funds transfer (EFT)• hold/release	<ul style="list-style-type: none">• application process (MPN and E-sign)• loan certification and adjustments• pre-disbursement change transactions• new/pending loan information• social security number discrepancies• Title IV eligibility/aggregate research

For additional clarification, schools can contact [Lender Funds Department Manager Melissa Jones](#), 800-622-3446, ext. 612.

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