



For Immediate Release
October 24, 2005

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Familiar faces, new roles help shape the future of continuous improvement in customer service at TG

ROUND ROCK, TEXAS: Customer service at TG, a top priority for the company since its founding in 1979, has been reengineered to provide even more flexibility and enhanced service to help TG's school and lender partners. In this process, TG considered feedback from business partners and advisory groups to determine the most effective way to simplify the organization of customer service teams and to help simplify student loan processing for all of TG's customers. As a result, several of TG's financial aid experts have taken on new responsibilities.

Margie Harvey, Vickie Tanner take on new roles



Margery Harvey has been named assistant vice president for relationship management and consulting. As such, she will oversee efforts related to cultivating relationships with all of TG's customers, which includes managing a team focused on relationship building with student lending professionals. Before joining TG in March 1997, Harvey had already gained considerable experience in student financial aid through her work at a large public university, a FFELP secondary market/servicer, and a state-agency guarantor in operations, training, national regulatory affairs, and compliance. In 2003, she was named TG's assistant vice president for strategic partnerships and new ventures. She holds a bachelor's degree in mathematics and a master's degree in higher education administration, both from Purdue University.



Vickie Tanner, newly named assistant vice president for business partner services, will oversee student loan processing technology services and support as well as customer training programs, and conference and event planning. Tanner joined TG in 1988 as assistant manager of applications development. She was named assistant vice president of customer services in June 1997. She has a strong background as a programmer/analyst and project manager in various industries, including insurance, banking, retail and oil and gas. Tanner holds a bachelor's degree in business education from Southern Illinois University and a master's degree in organizational leadership and ethics from St. Edward's University.

Relationship Management and Consulting teams

Harvey's teams will consult with financial aid and lending professionals to determine which TG products and services can help students and borrowers most, and provide ongoing support to those involved in simplifying the financial aid process. Harvey's management team will include Craig Berkley, manager for the western region; Chanson Durden, manager for the eastern region; Cynthia Mayberry, manager for Texas; and Kevin Harris, newly appointed director of lender partnerships.

Business Partner Services teams

Tanner's business partner services team includes 35 product support, business integration, testing, event planning, and training professionals. Paul Lewis will continue to serve as assistant manager for business partner services, overseeing the implementation and support of customers on all of TG's loan management tools, including AdvanTG Web™, TG's premier life-of-the-loan tool.

“With more than 100 years of combined experience in student financial aid, all members of our customer-focused team are able to provide incredible levels of service to our business partners,” said Kim Alexander, TG's vice president of customer focus. “I am confident that their continued leadership will enhance our ability to respond to customers' needs while addressing the ever-growing demand to streamline the financial aid process and provide help to students and families across the country.”

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TG is a public, nonprofit corporation that helps create access to higher education for millions of families and students through its role as an administrator of the Federal Family Education Loan Program (FFELP). Its vision is to be the premier source of information, financing, and assistance to help all families and students realize their educational and career dreams. Additional information about TG can be found online at www.tgslc.org. This press release can be downloaded from www.tgslc.org/newsroom/.