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New Members Appointed to TG Advisory Committees

On September 30, 1999, three lender and eight school representatives will complete their two-year terms on Texas Guaranteed Student Loan Corporation's (TG) Lender and School Advisory (L/SA) Committees. (See member list on page 3.) Recently, TG sent a letter from President Milt Wright to the lender and school community soliciting recommendations to fill the L/SA positions that will be vacated. The factors that industry partners were asked to consider in submitting their nominees include:

- Committee members should be the director, associate director or assistant director, or person who works in a responsible position related to loan processing and has voting and decision making authority as it relates to the committee; and
- Representatives may serve on the committee as long as they represent the appropriate institution of their committee (lender or school).

Recommended nominees came from a variety of sources, including the Association of Texas Lenders for Education (ATLE), the Texas Association of Student Financial Aid Administrators (TASFAA), the industry at large, and TG team members. TG's President submitted a list of recommendations to TG's Board of Directors. On June 3, the Board of Directors approved the President's list of recommendations. These newly appointed members will begin serving on the L/SA Committees effective October 1, 1999, and will serve for two consecutive years.

Newly selected school members are:

Ray Bouldreghini, University of Texas at Arlington;

Joyce Eldridge, Amarillo College;

Candace Gardner, University of Texas at Tyler;

Sherry Henry, Texas Tech Health Science Center;

Governor Jackson, Texas Woman's University;

Velda Jackson, Austin Community College;

Jimmy Parker, Angelo State University (re-appointment); and

Arnold Trejo, University of Texas Pan American.

Newly selected lender members are:

Kathryn Bryan, North Texas Higher Education Authority;

Sherry Schroeder, Aggeland Credit Union; and

John Tipton, Bank of America.

The L/SA Committees play a vital role by offering input to TG from a diverse environment and a practical perspective.

The L/SA Committees, which were created by TG's legislative charter, are actually two separate groups, but they generally meet together once a quarter. These two groups play a vital role by offering input to TG from a diverse environment and a practical perspective.

See COMMITTEES on page 3.

CLOSED SCHOOL CORNER

NEWLY REPORTED CLOSURES

TG SCHOOL ID#	SCHOOL NAME	SCHOOL ADDRESS	UNOFFICIAL CLOSURE DATE	ED'S OFFICIAL CLOSURE DATE
010969000	Aladdin Beauty College #13	1663 W. Henderson, Ste. 1 Cleburne, TX 76031-1013	N/A	03/26/1999
013197000	Dental Technology Institute	1937 W. Chapman Ave., Ste. 100 Orange, CA 92668	N/A	01/16/1995
025380000	Professional Career College of Conroe	112 Rhodes St. Conroe, TX 77301-4408	N/A	03/30/1999
001944050	St. Mary of the Plains College AKA American Truck Driving School	Box 547 Elm Mott, TX 76640	N/A	05/30/1990

ED CLOSED DATE REVISIONS

TG SCHOOL ID#	SCHOOL NAME	SCHOOL ADDRESS	PREVIOUS REVISED ED CLOSURE DATE	OFFICIAL ED CLOSURE DATE
022545000	Career Institute	5720 Bandera, Suite 22 San Antonio, TX 78238	07/17/1990	10/10/1989

Mapping Your Future Improves Web Site

Spanish Pages

Mapping Your Future (MYF) (mapping-your-future.org) went live on May 5 (Cinco de Mayo) with a Spanish version of several pages of the web site. With this new Spanish site, MYF hopes to provide college, career, and financial aid information to even more students and families throughout the country.

The translation focuses on the Paying for School section of the web site, but visitors will find several other pages throughout the site translated into Spanish. If a Spanish version of a page is not available, the site provides a link to the corresponding English information. MYF will continue to translate more pages into Spanish. The MYF team encourages you to share your thoughts about the Spanish site with them and to let them know what additional information you would like translated into Spanish.

Aurora Rodriguez from Texas Guaranteed Student Loan Corporation (TG) translated the site and made revisions based on some earlier site feedback. TG and more than 30 other guaranty agencies throughout the United States sponsor MYF.

MYF will continually revise and update the site, which uses the formal version of the Spanish language. To view the site, go to the MYF home page and click on "Visite nuestro sitio en Español."

Master Promissory Note (MPN) Information

Schools wishing to access the Office of Management and Budget (OMB)-approved version of the MPN documents can find easy access to the information through MYF at <http://mapping-your-future.org/services/fao.htm>. Through this page, financial aid officers have access to the following documents about the MPN:

- Instructions,
- Promissory Note,
- Order Form for the MPN, and
- School Certification Form.

The MYF team is working on ways to incorporate the MPN into the content and into MYF's online counseling process. Making these documents available for downloading on the site is the first phase of the MPN project.

Submitting TG Accounting Requests

Lenders wishing to cancel loans and/or disbursements can do so through TG's Online Access or AdvanTG™. Lenders wishing to report other cancellations should do so by contacting TG Accounting. In addition to cancellations, TG Accounting also handles all reinstatement requests, research requests, and questions related to the payment or cancellation status of guarantee fees.

Please submit your requests to TG Accounting by sending an e-mail message to acct.loan@tgslc.org or by faxing your request to (512) 219-4513. Mel Johnson (ext. 4563), Jennifer Barton (ext. 4565), or Kim Tucker (ext. 4566) will respond to the requests received. ★

Questions

For questions about MYF, the new Spanish site, or MYF's incorporation of MPN information into the site, contact Cathy Mueller at (800) 252-9743, ext. 4539, or send an e-mail message to cathy.mueller@tgslc.org. ★

COMMITTEES (Continued from page 1)

The School Advisory Committee includes 15 representatives from Texas postsecondary institutions. The Lender Advisory Committee includes 12 representatives from TG-participating lenders, servicers, and secondary markets, including one representative of the Texas Higher Education Coordinating Board (THECB).

TG greatly appreciates the contributions made by the outgoing members and looks forward to working with the newly appointed members.

The L/SA Committees have both a Lender Chair (Barry Tyler, Brazos Higher Education Authority) and a School Chair (Jimmy Parker, Angelo State University). The Co-chairs' responsibilities include:

- Assisting in facilitating L/SA meetings and agendas;
- Chairing subcommittee meetings where necessary;
- Providing and coordinating input as needed on an on-going basis to TG on industry issues;
- Between meetings, serving as TG's main contacts regarding L/SA issues; and
- Presenting the L/SA committees' annual report to the TG Board of Directors.

In addition to those members whose terms are ending at the end of September, the current list of the 1998 – 2000 L/SA members includes:

Mary Adams, Texas State Technical College — Harlingen;
Gordon Allen, Guaranty Federal Bank;
Lori Baggett, Center for Advanced Legal Studies;
Suzanne Bartels, Wells Fargo Bank;
Patricia Beard, Council for South Texas Economic Progress (COSTEP);
Taft Benson, Crestar Bank;
Earlene Blocker, First State Bank of Denton;
Jackie Bozeman, Parker College of Chiropractic;
Lois Hollis, THECB;
Bob Lawson, Texas A&M University;
Cliff Neel, Baylor University;
Tammy Roark, Plains National Bank of West Texas;
Richard Silva, Alamo Community College District;
Michelle Spurgeon (ATLE Representative), BankOne;
Brian Sunshine, SLMA; and
Lynn Wheeler (TASFSA Representative), Angelo State University.

TG greatly appreciates the contributions made by the outgoing members and looks forward to working with the newly appointed members. Industry partners are

Members whose terms will expire on September 30

Alma Glasgow, Security Service Federal Credit Union
Cheryl Johnson, Houston Community College
Karen Krause, Texas Wesleyan University
Karen Mangum, UT Southwestern Medical Center
Michael O'Rear, Stephen F. Austin University
Noe Ortiz, University of Texas at San Antonio
Jimmy Parker (appointed to serve an additional two-year term), Angelo State University
Michael Scott, Texas Christian University
Gail Smith, Educaid
Barry Tyler, Brazos Higher Education Authority

encouraged to contact the L/SA representative in their area with any issues or input affecting the student aid community. Similarly, L/SA members are encouraged to collect information and input from the community to bring that perspective and input to Advisory Committee meetings. The next L/SA Committee meeting will be held at TG on July 1, 1999. ★

Negotiated Rulemaking Summary for Committees I and II

In May, Negotiated Rulemaking Committees I and II completed their negotiations, reaching agreement on their assigned topics. Committee I was responsible for Federal Family Education Loan Program (FFELP) lender and guaranty agency issues and Committee II addressed FFELP, Federal Direct Loan Program, and Perkins loan

provisions. The Department of Education (ED) expects to issue Notices of Proposed Rulemaking reflecting the Committees' agreements by July 1, 1999. Schools and lenders are urged to provide ED with their comments on specific issues. Rules that are finalized by November 1, 1999, are scheduled to take effect on July 1, 2000.

For a recap of the Negotiated Rulemaking for Committees I and II by topic, access *TGWorks Online* under Resources for School and Lenders.

The next edition of *Shoptalk* will include a summary for Committees III and IV. ★

New Implementation Schedule for CCI

In May 1999, the *Common Manual* Governing Board announced a new implementation schedule for the Common Claim Initiative (CCI). Previously, the implementation date for Common PCA (Preclaims Assistance) was set for September 1, 1999, with Common Claim and Supplemental Claim set for implementation on March 1, 2000.

The Student Loan Servicing Alliance (SLSA), along with the Program Operations Committee of the National Council of Higher Education Loan Programs (NCHELP), made a request to defer implementation of the CCI to coordinate it with the electronic CCI format implementation. As a result of this request, the *Common Manual* Governing Board approved the following motion, establishing a new implementation schedule for CCI reporting:

- Each guarantor will establish a date on which it is ready to trade CCI records for preclaim reporting. Each guarantor

will also establish a date on which it is ready to trade CCI records for claim reporting. These dates are hereinafter referred to as G dates.

- Clients who file preclaim requests and claims with each guarantor will be provided a window of six months from the guarantor's G date to begin using CCI record formats for preclaim and claim reporting, respectively.
- Guarantor's will not set their G dates within the first two months after CCI record formats are published for preclaim and claim reporting, respectively. However, guarantors must set their G dates no later than 12 months after CCI record formats are published for preclaim and claim reporting, respectively.
- Within 18 months of the dates on which NCHELP's designated workgroup publishes final documentation for CCI preclaim and claim record formats, all guarantors

and their clients must be fully compliant with those record formats.

CCI preclaim record formats are expected to be published by June 15, 1999. Based on this expected publication date, guarantors may establish a G date no earlier than August 15, 1999, but no later than June 15, 2000. For example, if a guarantor establishes its G date as September 1, 1999, its trading partners may begin reporting preclaim records as early as September 1, 1999. However, because the implementation schedule provides for a six-month window, the guarantor would not require the reporting of preclaim records until March 1, 2000.

When TG has determined its G date for both preclaim and claim reporting, lenders and servicers will be notified.

For questions about the CCI implementation dates, contact Rinn Harper, Assistant Vice President, Claims, at (800) 252-9743, ext. 4612, or send an e-mail message to rinn.harper@tgscl.org. ★

TG Team Funds Rising Star Scholarships

As part of its recent 20th Anniversary observances and celebrations, team members from Texas Guaranteed Student Loan Corporation (TG) donated their time and money to fund scholarships designed to help the most needy students fund their postsecondary education. The Rising Star Scholarship was designed to encourage students to borrow conservatively when funding their education. Four postsecondary Texas institutions were randomly selected to receive \$1,000 each to award to a student with a zero Expected Family Contribution (EFC).

The institutions chosen from among the 107 entrants were:

- The Ocean Corporation Commercial Diver Training (proprietary in Houston);
- Our Lady of the Lake University of San Antonio (four-year private);
- Texas Woman's University (four-year public in Denton); and
- The University of Texas at Tyler (four-year public).

The awards were made to the institutions at a press conference commemorating TG's 20 years of service to Texas on Thursday,

June 10, on the South Steps of the Texas Capitol. The selected schools are responsible for identifying eligible students from among those with zero EFC. Selected students will receive scholarship funds following the 10th class day of the semester for which they are receiving the funds.

Questions

Questions about TG's Rising Star Scholarships should be addressed to Alicia Terry at (800) 252-9743, ext. 4651, (512) 219-5700, ext. 4651, or alicia.terry@tgscl.org. ★

Military Action Affects Entitlements

President Clinton recently called armed forces reservists to active duty during the military action in Kosovo. The following information provides a summary of entitlement provisions available for borrowers called into service.

Deferment Eligibility

A military deferment is intended to cover active duty status in the U.S. Armed Forces (Army, Navy, Air Force, Marine Corps, and the Coast Guard). The deferment generally applies only to an active duty member of the U.S. Armed Forces who has an outstanding Federal Family Education Loan Program (FFELP) loan that was first disbursed before July 1, 1993, or has a PLUS loan that was first disbursed before August 15, 1983. Members of the National Guard or the Reserves who are serving in a full-time active duty status for a minimum of one year or in cases of a national emergency may qualify for the military deferment. Such borrowers are considered to be actively serving in the military. Note that this does *not* include a two-week active duty assignment for training status.

A borrower that requests a military deferment must provide the loan holder with documentation establishing that he or she is serving a period of full-time active duty status in the U.S. Armed Forces. Documentation may include a written statement from the borrower's commanding officer or personnel officer certifying the beginning and ending dates of the borrower's service.

In certain cases with military mobilization, the holder will be permitted to accept, during specific emergency periods, the borrower's request for the deferment and the supporting documentation from a close family member or an individual in a position to know the borrower's military status. In these cases the Department of Education (ED) will issue specific guidance for the processing of these military deferments.

Forbearance Eligibility

A FFELP loan holder is required to grant a mandatory administrative forbearance in certain cases of military mobilization. In these cases, the holder is not required to notify the borrower or endorser at the time forbearance is granted. A holder must grant forbearance to a borrower or endorser during any period, and during the 30 days following the period, when ED notifies the holder that forbearance must be granted for a military mobilization. A military mobilization is defined as a situation in which the U.S. Department of Defense orders members of the National Guard or the Reserves to active duty. A military mobilization also includes the assignment of other members of the Armed Forces to duty stations at locations other than the locations at which they are normally assigned, if the military mobilization involves the activation of the National Guard or the Reserves. The holder must require a borrower or endorser who requests forbearance because of a military mobilization to provide documentation showing that the borrower is subject to a military mobilization.

In-School and Grace Period

The Higher Education Amendments of 1998 (HEA) provide that a Stafford borrower with a loan in a grace period, or with a loan in an in-school status that would subsequently enter a grace period, who is called or ordered to active duty, is entitled to a military extension of the grace period for a period not to exceed three years. To qualify for this extension, the borrower must be called or ordered to active duty, on or after October 1, 1998, from a reserve component of the U.S. Armed Forces for a period in excess of 30 days. The maximum three-year military extension includes the time period necessary for a borrower to resume enrollment at the next available and regular, scheduled enrollment period.

If the borrower resumes at least half-time enrollment at the end of the military extension, the borrower is entitled to a new grace period at the end of the in-school period. If the borrower does not resume at least half-time enrollment, the borrower is entitled to a new grace period at the end of the military extension.

ED pays interest that accrues during the military extension for subsidized Stafford loans. Interest accruing on unsubsidized Stafford loans is the responsibility of the borrower.

Questions

For questions about entitlement provisions available for borrowers called to active duty, contact TG Customer Service at (800) 252-9743, ext. 4444, or send an e-mail message to customer.services@tgsic.org. ★

Annual Revisions to the *Common Manual* Published

The fifth revision of the *Common Manual* will be distributed to Texas Guaranteed Student Loan Corporation participating schools and lenders beginning July 1, 1999. The updated *Common Manual* will include all policy changes and enhancements approved by the Governing Board through June 1999.

The electronic version of the *Common Manual* will be distributed after the paper version, probably in August or September. It also will include the regulatory updates through June 1999. ★

Change for Delivery of EFT and Master Check Loan Proceeds

Final regulations for the implementation of Cash Management requirements in 34 CFR 668.167(b) include a change only to the initial period that schools have to deliver loan proceeds delivered by electronic funds transfer (EFT) or master check. A school must return Federal Family Education Loan Program (FFELP) funds to a lender if the school does not deliver those funds to a student or parent for a payment period within *three* business days following the date the school receives the funds via EFT or master check on or after July 1, 1999. Previously, a school had 10 business days to deliver the funds during the initial period.

The Department of Education (ED) regulations describe three distinct periods for delivering and returning FFELP funds: the initial period, the conditional period, and the return period.

Texas Guaranteed Student Loan Corporation (TG) has received calls from customers requesting clarification of regulations regarding delivery and return of FFELP loan proceeds.

Clarification of Delivery and Return Requirements

The Department of Education (ED) regulations describe three distinct periods for delivering and returning FFELP funds: the initial period, the conditional period, and the return period. Descriptions of these three periods are provided below.

- **Initial Period:** For FFELP funds that a school received from a lender via EFT or master check, a school must deliver those funds to eligible borrowers no later than *three* business days after the school receives the funds. (For FFELP funds that a school receives by check

requiring the endorsement of the borrower, the funds must be delivered to eligible borrowers no later than 30 calendar days after the funds are received.)

- **Conditional Period:** An additional 10 business days after the last day of the initial period is permitted to disburse FFELP funds *only if*, (1) the student did not satisfy a programmatic requirement necessary to receive the funds during the initial period, and (2) it is expected that the student will satisfy that requirement during the conditional period. These exceptions should be documented in the borrower's file. A school does *not* automatically receive the full 10 days to deliver loan proceeds to the borrower. For example, if a school expects the student to meet the programmatic requirement four days into the conditional period, then the school must deliver the funds within those four days. However, if the school determines that the student did *not* meet the requirement within the four-day period, then the return period begins immediately.

ED stated that the term "promptly" means a school may not delay initiating and completing its normal process for returning FFELP funds to lenders.

- **Return Period:** If the school is unable to disburse FFELP funds by the end of the initial or conditional period, as applicable, the funds must be returned to the lender promptly but no later than 10 business days from the last day of the initial or conditional period. If a

New Toll-Free Number for OSFA Services

The Office of Student Financial Assistance Federal Student Aid Information Center is phasing out use of the toll (commercial) phone line for application status checks, duplicate Student Aid Report requests, changes to the schools listed on the Student Aid report, and all other services.

Students may now call (800) 4 FED AID — (800) 433-3243 — for all of the services formerly offered on the toll line. Application status checks and duplicate Student Aid Report requests can now be made quickly and easily through an automated phone feature. All services that are offered by the Federal Student Aid Information Center, from application assistance to loan tracking, will now be offered on this number.

The Office of Student Financial Assistance will continue to operate the toll line — (319) 337-5665 — for the benefit of callers from foreign countries who are unable to call toll-free numbers in the United States. ★

student becomes eligible to receive FFELP funds during that return period, the funds may be delivered by the school, providing that the delivery is made on or before the last day of the return period.

ED stated that the term "promptly" means a school may not delay initiating and completing its normal process for returning FFELP funds to lenders. The phrase "return funds no later than 10 business days" means

See DELIVERY OF PROCEEDS on page 12.

1999-2000 SFA Handbook Available on IFAP

The Department of Education (ED) recently posted three sections of the *1999-2000 Student Financial Aid (SFA) Handbook* on its IFAP web site at <http://ifap.ed.gov>.

Current Postings

The Student Eligibility core section contains the information traditionally found in Chapter 2 of the *Handbook* and now includes material that in previous years was published in *The Verification Guide*, *The EFC Formula Book*, and *The Counselor's Handbook for Postsecondary Schools*. ED will no longer issue these publications separately.

The Institutional Eligibility and Participation core section contains numerous subsections covering eligibility, cash management, general participation, record keeping and disclosure, student consumer information, participation requirements, etc., traditionally found in Chapter 3 of the *Handbook*.

The State Grant Programs Reference section contains information on the Leveraging Educational Assistance Partnership grant program (LEAP), the Robert C. Byrd Honors Scholarship

program, and the Paul Douglas Teacher Scholarship program.

ED expects to have all of these sections printed and mailed to Student Financial Aid participants in approximately one month.

Remaining Sections

The three remaining program-specific sections of the *SFA Handbook* will be posted to IFAP as soon as each is completed, probably in the next four to six weeks. These sections are Campus-Based Programs Reference, Federal Pell Grant Program Reference, and Direct Loan and FFEL Programs Reference. Paper copies of these sections will be mailed as soon as they are printed.

Many student aid topics affected by the Higher Education Amendments of 1998 were subject to the Negotiated Rulemaking process. The *1999-2000 SFA Handbook* will describe new provisions in the law, but will *not* provide substantive guidance for any areas that are under negotiation. Any such guidance that is developed and approved by the negotiation teams will be made available on the Reauthorization section of IFAP. ★

Federal Register Update

The Department of Education (ED) published a Notice of Proposed Rulemaking in the June 1, 1999, *Federal Register*. ED proposes to amend the regulations implementing the Family Educational Rights and Privacy Act (FERPA). The amendments are needed to implement sections 951 and 952 of the Higher Education Amendments of 1998 and to clarify several existing provisions. ED must receive comments on or before August 2, 1999.

ED also published a Notice of revision of the Federal Need Analysis Methodology for the 2000-2001 award year in the June 1, 1999, *Federal Register*. This Notice announces ED's annual updates to the tables that will be used in the statutory Federal Need Analysis Methodology to determine a student's expected family contribution (EFC) for award year 2000-2001 under Part F of Title IV of the Higher Education Act of 1965, as amended. ★

TG Offers E-News

Many of the participants in the student loan industry have recently taken advantage of Texas Guaranteed Student Loan Corporation's (TG) most recent contribution to its information distribution services. They are the subscribers to TG's *E-News* — an electronic publication bringing information about all that's important and timely in the student loan community directly to their desktops.

Those who take a couple of minutes to subscribe are among the first to know when the latest issues of *Shoptalk*, *TG Connection*, and TG's *Legislative Report* are available online — usually before they are ready for mailing to subscribers. The publication also alerts subscribers to the latest information about the student loan industry, details about improvements and upgrades to solutions and tools, information about

events that help offices serve students as effectively and efficiently as possible, and additions to TG's web sites.

Questions

If you haven't yet subscribed, take time now to visit *TGWorks Online* at www.tgslc.org and connect to *E-News*. ★

TG Default Prevention Issues New RFA Policy

RFA Submittal

Texas Guaranteed Student Loan Corporation (TG) is adjusting the timeframe it follows in requiring the submission of the *Lender Request for Assistance* (RFA). The change will move the RFA filing requirement 30 days earlier into the borrower's delinquency. Currently, lenders are required to send TG Default Prevention (DPRV) an RFA (or the equivalent electronically or by tape exchange) each time a borrower's account becomes 80-100 days past due.

Effective for loans with *past due dates on or after July 1, 1999*, the RFA filing requirement range will be between the 60th and 80th day of delinquency. RFAs for loans with past due dates on or after July 1, 1999, that are received by TG after the 85th day of delinquency will be considered to be filed late.

TG will be ready to conduct system testing with lenders and servicers between July 1, 1999, and August 29, 1999, to ensure that the RFA electronic and tape process is working properly before the change is put into production. A successful test run will be required before a submission is accepted into TG's production environment. Lenders and servicers that submit RFAs electronically or by tape should contact Art Cruz at (800) 252-9743, ext. 4934, or Sharon Dill at ext. 4647 to schedule test submissions during this period.

RFA Cancellation/Cure Submittal

TG's policy for submitting cancellations (or cures) for previously filed RFAs has also changed. Effective immediately, lenders and servicers are required to submit RFA Cancellations/Cures only when the account is brought to zero days of delinquency. This does not include RFA Cancellations/Cures for RFAs filed in error. Lenders and servicers must also report the next payment due date after the canceling/curing transaction is applied by completing section 19 (Next Due

Date) of the *Cancellation of Lender Request for Assistance* (RFA) or by completing field 135-142 on the RFA Cancellation record of the file layout.

Effective Date for Delinquency Level Reporting

TG has determined the effective date for the change in the delinquency level reported on the weekly school report as announced in the April 1999 issue of *Shoptalk*. The effective date will be August 30, 1999. Beginning as early as August 30, 1999, or as late as October 13, 1999, (for timely filed RFAs), delinquencies will be reported to TG at both the 60-day level and the 90-day level. During this period, TG will report borrower delinquencies to schools at day 60, 90, and 159 instead of at day 90 and at day 120, on TG's *Notice of Default Prevention Activity for Week Ending MM/DD/YY* report. After October 13, 1999, (for timely filed RFAs), TG will report borrower delinquencies at day 60 and at day 159. TG will remind each school individually before the change occurs.

The report is currently provided to schools by subscription and is available in paper and electronic formats. Schools can begin receiving the report or change the format of their report by contacting Art Cruz or Bryan Fritch at (800) 252-9743, ext. 4934 or 4681, respectively, or by sending an e-mail request to art.cruz@tgslc.org or william.fritch@tgslc.org.

Updated Forms

For lenders and servicers submitting RFAs in hard copy, samples of the revised *Lender Request for Assistance* (RFA), Form 201, and *Cancellation of Lender Request for Assistance* (RFA), Form 466, are included with this edition of *Shoptalk*. Additional master copies of forms, or supplies of forms, can be ordered by calling TG Customer Services at (800) 252-9742, ext. 4546.

Questions

For questions regarding these policy changes, contact Art Cruz at (800) 252-9743, ext. 4934, or Shelia Dunlap at ext. 4642. ★

Disaster Data

The Department of Education (ED) published several notices about areas that the Federal Emergency Management Agency (FEMA) has declared to be natural disaster areas. ED's current disaster-related forbearance policy should be applied to certain borrowers who reside in counties in the following areas:

Date of Disaster	Disaster Letter #	Disaster Area	Reason
4/29/99	99-16	Colorado	Severe storms and flooding
5/16/99	99-17	Iowa	Tornadoes and flooding
5/16-17/99	99-18	Illinois	Severe storms and flooding
5/4/99	99-26	Texas*	Tornadoes

*FEMA designated three more counties in Texas as disaster areas because of tornadoes that occurred May 4. The additional counties are Gregg, Red River, and Titus. Those Texas counties that were designated as disaster areas before this publication are listed in *Shoptalk* 93.

COMMON MANUAL UPDATES

INFORMATION ON REVISIONS TO THE COMMON MANUAL

Common Manual Revised to Include Master Promissory Note

Dear Colleague Letters GEN 98-25 and GEN 99-9 introduced the Master Promissory Note (MPN) for Stafford Loans. The MPN may be used for any loan certified by a school for a loan period that begins on or after July 1, 1999. The MPN will be the only approved Stafford loan promissory note for any period of enrollment beginning on or after July 1, 2000, or for any Stafford loan certified on or after July 1, 2000, regardless of the loan period begin date.

Current *Common Manual* policy only includes information regarding the loan processing requirements for lenders and schools using the common Stafford or PLUS application and promissory note. The *Common Manual* has been revised to include loan processing requirements and to make necessary terminology updates to incorporate the MPN.

All MPN changes are effective for Stafford loans certified by the school for loan periods beginning on or after July 1, 1999, using an MPN. Other effective dates related to common Stafford and PLUS application and promissory note changes are noted in the common bulletin language that follows:

Origination Process

Current *Common Manual* policy reflects the processing requirements for lenders and guarantors using the common applications and promissory notes. Subsection 2.2.A. has been expanded to clarify current application and promissory note processes, and to incorporate Master Promissory Note (MPN) provisions.

The common Stafford application and promissory note is a single form used concurrently as a student borrower's application for the loan, the student borrower's promise to repay the funds, and the school's certification of the student borrower's eligibility, unless an electronic process is used for the school certification. The student applies for a Stafford loan by

completing the borrower section of the form and signing the promissory note. The student must complete a new Stafford application and promissory note for each new loan requested. Information regarding a student's request to increase his or her loan amount is found in subsection 6.1.H. Schools may use the common Stafford application and promissory note for any loan application certified prior to July 1, 2000, for any period of enrollment beginning prior to July 1, 2000.

The common PLUS application and promissory note is a single form used concurrently as a parent borrower's application for the loan, the parent borrower's promise to repay the funds, and the school's certification of both the parent borrower's and dependent student's eligibility, unless an electronic process is used for the school certification.

Stafford and PLUS loan provisions for loans made on a common Stafford and PLUS loan application and promissory note are effective retroactively to the implementation date of the *Common Manual*.

The MPN is a Stafford promissory note that is the student borrower's promise to repay the funds, and may be used as a multi-year note.

Initially, only four-year, graduate, and professional schools are authorized to offer students the multi-year feature of the MPN. However, the Department may exclude certain four-year, graduate, and professional schools from participation in the multi-year feature of the MPN. Other schools must use a separate MPN for each new loan (as with the common Stafford application and promissory note), unless specifically authorized by the Department to offer the multi-year feature. The Department will provide program participants with information regarding schools approved to participate in the multi-year feature of the MPN. Lenders may rely upon information provided by the Department to determine

schools authorized to use the multi-year feature.

The MPN includes the borrower's promise to repay his or her Stafford loan and provides important language about the student borrower's rights and responsibilities with respect to obtaining and repaying the loan. Because the MPN is only a promissory note, the borrower application and school certification processes are separate. Using an MPN, the student applies for a Stafford loan either by using the FAFSA or an alternative school application process. The school certifies the student's eligibility and submits the loan information to either the lender or the guarantor via a paper certification form or an electronic format.

Students attending schools not using or not authorized to use the multi-year feature must complete a new MPN for each new loan, as with loans made under the common Stafford application and promissory note. Students attending schools authorized by the Department to participate in the multi-year feature of the MPN must complete an MPN only for the first loan using the MPN, unless the lender's ability to make additional loans under the student's MPN has expired, or the student, school, lender or guarantor requires the completion of a new MPN. A guarantor may require a new MPN in the event of an invalid lender code or if the prior MPN has expired or been revoked for purposes of making additional loans.

Flowchart Revised to Reflect MPN

The flowchart depicting the life of a Stafford loan in section 2.2 has been revised to incorporate the Master Promissory Note (MPN) process.

Entrance Counseling Using the Master Promissory Note

Subsection 4.9.B. has been revised to include the Master Promissory Note (MPN)

See *COMMON MANUAL UPDATES* on page 10.

for Stafford loans in the list of items a school should discuss with a borrower as part of entrance counseling. Schools using the MPN should provide the borrower with an explanation of the MPN process including the multi-year feature and the borrower loan control points (e.g., notification or confirmation, cancellation or reduction of the loan amount, or revocation of the MPN).

Borrower Application Using the Master Promissory Note

Section 5.1 has been expanded to include separate subheadings and overviews for the common Stafford application and promissory note, the Master Promissory Note (MPN) for Stafford loans, and the common PLUS application and promissory note. The changes for the common Stafford and PLUS application and promissory note overviews have not added any substantive policy changes that are not already covered within the context of the manual. The MPN overview provides a brief description of the process of applying for a Stafford loan using an MPN. Cross-references have also been added to section 5.1 to refer readers to subsection 2.2.A. for a more comprehensive overview of the process of applying for a Stafford loan using an MPN.

Revisions to the text of the Manual for loans made on a common Stafford or PLUS application and promissory note are effective retroactively to the implementation date of the *Common Manual*.

School Processing Changes Using the Master Promissory Note

Current *Common Manual* policy requires the completion of a new common application and promissory note when a borrower is requesting additional loan funds based on additional loan eligibility that may be available. Under the provisions of the Master Promissory Note (MPN), the school

may certify the increased loan amount for an eligible borrower without requiring the student borrower to complete a new MPN. Section 5.7 has been revised accordingly. A cross-reference has been added to refer the reader to subsection 6.1.H. for more information on increased loan amounts.

Subsection 5.8.E. has also been revised to accommodate both common applications and promissory notes and the MPN. These revisions include changing the term “application data” to “loan information” and altering references to the processing of electronic information to more accurately reflect processes under the MPN. The revisions include the provision that a school is no longer required to certify the student’s cost of attendance (COA), expected family contribution (EFC), or estimated financial assistance (EFA). However, a school will be required to maintain the COA, EFC, and EFA data used to compute the borrower’s loan eligibility and make such data available upon request of the lender, the guarantor, or the Department. A school will be required to retain a copy of the MPN school certification or record of the supporting data if the loan information was transmitted to the guarantor or lender electronically.

Effective for loans certified on or after October 1, 1998, a school is required to provide COA, EFC, and EFA figures only when requested by the lender, the guarantor, or the Department.

Lender and Guarantor Processing for the Master Promissory Note

Section 6.1 has been expanded to incorporate the Master Promissory Note (MPN) provisions for lender and guarantor processing of the MPN.

In addition to current processing responsibilities, lenders have the additional responsibility of establishing the date from which to track the expiration of the MPN. This is the date the borrower signs the

MPN, unless the borrower fails to date the MPN or provides an erroneous date. In that case, the date on which the lender received the MPN may be used.

The lender has the following additional responsibilities when making subsequent loans using the multi-year feature of the MPN:

- Determining the school’s authorization to certify Stafford loans using the multi-year feature of the MPN, based on information provided by the Department.
- Providing the borrower with the Plain English Disclosure.
- Ensuring that either a confirmation or notification process is in place (see subsection 6.3.C. of the *Common Manual*).
- Determining that the lender retains the right to originate loans using the MPN, if a previous loan made using the MPN has been sold or transferred to another holder.
- Verifying that the loan is supported by a signed MPN and that the ability to make subsequent loans using that MPN has not expired.

Under the terms of the MPN, a lender’s ability to make subsequent loans to a borrower expires upon the earliest of:

- 12 months after the original MPN is signed if no disbursements were ever made using that MPN.
- 10 years from the date the borrower signs the MPN. However, if a portion of the loan is disbursed on or before the date that is 10 years from the signature date, all remaining disbursements for that loan can be made.
- The date the lender receives written notification from the borrower that the

See *COMMON MANUAL UPDATES* on page 11.

MPN may no longer be used as the basis for making additional loans.

For schools using an MPN, changes in the loan amount may be made without obtaining a new MPN, provided the borrower is eligible and the school or lender documents the borrower's request. The school or lender also has the option of requiring the borrower to sign a new MPN.

If the borrower's loan is made using an MPN, the Borrower's Rights and Responsibilities form will be provided to the borrower with the MPN. At or before the first disbursement of the loan, the lender will provide the borrower with the initial disclosure that includes specific information related to the loan.

For any subsequent loans made using the multi-year feature of the MPN, the lender is only required to provide the Plain English Disclosure form and the initial disclosure of specific information related to the loan. Both disclosures will be provided at or before the first disbursement of each subsequent loan made under the borrower's MPN. The statements may be provided together or separately.

These revisions to section 6.1 are effective for Stafford loans certified by the school for loan periods beginning on or after July 1, 1999, using a Master Promissory Note.

Required Notices for the Master Promissory Note

Current *Common Manual* policy describes required notices and authorizations for loans made using a common Stafford or PLUS application and promissory note. Subsection 6.3.C. has been expanded to incorporate the Stafford Master Promissory Note (MPN) provisions.

For Stafford loans made using an MPN, notification and confirmation requirements apply.

The school and lender must ensure and document that a process is in place for

providing either confirmation or notification for subsequent loans made using the multi-year feature. A notification or confirmation process informs the student of the proposed loan types and amounts being awarded for the loan period and should increase the borrower's understanding of his or her loan obligations. The notification or confirmation process may be part of, or may supplement, the existing required notices and disclosures described in subsection 6.3.C. Although the initial disclosure constitutes a notification action, it must be supplemented by another notification or confirmation process by the parties described below.

Notification is a process by which the school, lender, or guarantor notifies the borrower of the proposed loan types and amounts. The borrower is required to act only if he or she wants to reject or adjust the types or amounts of the loan. *Confirmation* is a process by which the school, lender, or guarantor (on behalf of the school or lender) advises the borrower of the proposed loan types and amounts. The borrower is required to act to confirm the loan type or request a specific loan amount. A school, lender, or guarantor (on behalf of the school or lender) may establish confirmation for the entire loan or may request that the student confirm each disbursement of the loan.

For Stafford loans made using an MPN, the school is not required to obtain a separate borrower authorization statement to permit the transfer of loan proceeds received by EFT or master check to the student's account. The authorization is included on the MPN and the 30-day restriction for collection of the authorization does not apply.

Transfer Students

Section 6.5, including subsections 6.5.A. and 6.5.B., has been revised to address how transfer students are affected under the Master Promissory Note (MPN) process.

If the borrower has signed an MPN that remains valid and the student transfers to a different school that is authorized to use the multi-year feature of the MPN, any new Stafford loan funds that are guaranteed may be made under the terms of that MPN, unless the new school or the borrower's lender requires the borrower to complete a new MPN or the borrower chooses to obtain the new loan from a lender other than the lender that made the prior loan.

In addition, subsection 6.5.B. has been updated to clarify that regulations permit a student who transfers after a loan has been fully disbursed to receive a second loan during the same enrollment period, if that student advances to a higher grade level and, as a result of the grade level advancement, becomes eligible for additional Stafford loan funds. This clarification is effective retroactively to the implementation date of the *Common Manual*.

MPN Changes Affecting Program Reviews

Current *Common Manual* policy only includes information on program review requirements for loan processes for Stafford and PLUS loans made using a common application and promissory note. Program reviews performed by guarantors will incorporate new procedures to confirm lender and school compliance with federal laws and regulations as they pertain to the MPN. Subsection 11.3.B. has been revised to inform FFELP participants that guarantor program reviews will include a review of loan information and supporting documentation, and MPN notification or confirmation procedures.

Stafford and PLUS loan provisions for loans made on a common Stafford or PLUS application and promissory note are effective retroactively to the implementation date of the *Common Manual*.

See *COMMON MANUAL UPDATES* on page 12.

MPN Terms Added to Glossary

Definitions of confirmation, notification, and Master Promissory Note (MPN) have been added to Appendix G of the *Common Manual*. Also, changes have been made to the definitions of application and certification to incorporate the MPN process as follows:

Application: The form the borrower uses to apply for a Stafford, PLUS, or Consolidation loan.

Certification: The act of attesting that something is true or meets a certain standard. For example, the school certifies the borrower's eligibility for a loan and, if applicable, interest benefits. The borrower completes an application, promissory note, or deferment form, thereby certifying that certain eligibility criteria have been met.

Confirmation (as it relates to the MPN):

A process by which the school, lender, or guarantor (on behalf of the school or lender) advises the borrower of the proposed loan types and amounts. The borrower must take action to confirm the loan type or request a specific loan amount. A school, lender, or guarantor (on behalf of the school or lender) may establish confirmation for the entire loan or may request that the borrower confirm each disbursement of the loan.

Master Promissory Note (MPN): A promissory note under which the borrower may receive loans for either a single period of enrollment or multiple periods of enrollment. If used for attendance at a school eligible to use the multi-year feature, most borrowers sign the MPN once to receive maximum eligibility under the

subsidized and unsubsidized Stafford loan program. Otherwise, the borrower must sign a new MPN for each new loan.

Notification (as it relates to the MPN):

A process by which the school, lender, or guarantor notifies the borrower of the proposed loan types and amounts. The borrower is required to take action only if he or she wants to reject or adjust the type or amount of the loan.

These changes to Appendix G are effective for loans made for loan periods beginning on or after July 1, 1999, using a Master Promissory Note. ★

DELIVERY OF PROCEEDS (Continued from page 6)

a school must mail a check or initiate an electronic funds transfer of FFELP funds to the lender by close of business on the last day of the return period.

In keeping with TG's commitment to excellent customer service, a solution was developed to aid school compliance with the three-day release regulation.

Hold/Release

In keeping with TG's commitment to excellent customer service, a solution was developed to aid school compliance with the three-day release regulation. This new solution, Hold/Release, is being implemented to coincide with the July 1, 1999, effective date of the regulation.

Hold/Release allows schools to control the timing of individual disbursements. It is

similar to the current lender approval process. For schools, Hold/Release will have one of the following approval values assigned:

- "H" — Hold EFT until disbursement is released, or
- "R" — Release disbursement.

EFT disbursements will not occur unless both lender approval and school approval have been received at TG for each disbursement. Schools will determine their default preference as a "hold" or "release" school. This preference will be maintained on TG's mainframe. In addition, schools can override their default preference by designating a loan as hold or release at guarantee time. The schools can also designate a disbursement hold or release with a special change transaction in AdvanTG™ or by changing a disbursement to hold or release through OnLine Access.

AdvanTG 2.2, which will accommodate

Hold/Release, will be ready for TG customers in mid-July.

Please note that Hold/Release *cannot be used* to fulfill the requirement that a school must not deliver the first disbursement of a Stafford loan to a first-year undergraduate student who is a first-time borrower until the 31st day of the student's first payment period.

More details about Hold/Release are being discussed in detail during TG's Customer Services Regional Training sessions scheduled throughout the month of June.

Questions

If you have questions about the new three-day delivery requirement or TG's Hold/Release tool, contact your TG Customer Services Regional Consultant or TG Customer Support, at (800) 252-9743, ext. 4444. ★

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*Special Edition

Interest Rates Effective July 1, 1999

On July 1, 1999, the interest rate on existing Federal Stafford, SLS, and PLUS loans that are subject to the variable rate provision will change. Due to today's healthy economy, the financial market rewarded students and families with a half percent drop in college loan rates. The chart on the back page of this edition of *Shoptalk* outlines the change in interest rates for all variable rate loans, including loans with first disbursement from July 1, 1999, through June 30, 2000.

Due to today's healthy economy, the financial market rewarded students and families with a half percent drop in college loan rates.

When the Department of Education (ED) publishes new variable interest rates, guarantors are responsible for applying the new interest rates to new loans guaranteed, and lenders are responsible for adjusting payment terms and notifying borrowers of their new rate, if required. Servicing issues with respect to interest rate adjustments are discussed in detail in Section 7.7 of the *Common Manual*.

Calculation of Rates

The Federal Stafford interest rate formula is the bond equivalent rate of 91-day Treasury bills auctioned at the final auction held prior to June 1, plus 1.7 percent during in-school, grace, and deferment periods and plus 2.3 percent during periods of repayment and forbearance, capped at 8.25 percent. The new interest rate as of July 1, 1999, for Federal Stafford loans is 6.32 percent during in-school, grace, and deferment periods and 6.92 percent during repayment and forbearance.

The lender yield for Federal Stafford loans is the 91-day Treasury bill plus 2.2 percent during in-school, grace, and deferment

periods and plus 2.8 percent during periods of repayment and forbearance.

The Federal PLUS interest rate formula is the bond equivalent rate of the 91-day Treasury bill auctioned at the final auction held prior to June 1, plus 3.1 percent, capped at 9 percent. The new interest rate as of July 1, 1999, for Federal PLUS loans is 7.72 percent.

Disclosing the New Interest Rates

Lenders are required to disclose applicable interest rates to borrowers at or before disbursement. Some lenders fulfill this requirement by forwarding TG's Notice of Guarantee/Disclosure Statement (NOG) to the borrower, while other lenders print and send their own.

TG's new NOG contains an interest rate message that states, "This is a variable rate, which may change each July 1. The interest rate shown is the rate in effect at the time of guarantee." To satisfy the actual interest rate disclosure requirement for the July 1 interest rate change, lenders and servicers using TG's NOG should send the original NOG plus the new Interest Rate Addendum to all borrowers whose loans were guaranteed prior to July 1, but not actually first disbursed until on or after July 1, 1999.

The addendum including the new July 1, 1999, Stafford and PLUS interest rates is now available on TG's corporate web site, *TGWorks Online*, at www.tgslc.org. The new Interest Rate Addendum will be available in PDF format in the AdvanTG™ version 2.2 CD in late July.

New Interest Rate Addendum

TG's customers may want to use the new Interest Rate Addendum in two situations: (1) If the loan is guaranteed prior to July 1 with a first scheduled disbursement date on or after July 1, the Addendum can be used to determine the correct interest rate at the time the loan is first disbursed; or (2) If the borrower requests the holder reprint the

NOG, the borrower will use the Addendum to determine the applicable interest rate formula on the loan *at the time of guarantee*. The interest rate formula posted on the *reprinted* NOG may *not* be the formula that was initially disclosed.

Questions

For additional information about the interest rate changes, call Kyle Smith at (800) 252-9743, ext. 4894, or send an e-mail message to kyle.smith@tgslc.org. ★

SHOP TALK

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Shoptalk is published by Texas Guaranteed Student Loan Corporation (TG). Unless specifically noted, the policies and procedures outlined in *Shoptalk* apply only to loans made under TG's guarantee and not to loans underwritten by other guarantors.

To ask questions about the articles in *Shoptalk*, subscribe or order additional copies, please contact Communications at (800) 252-9743, ext. 2878 or communications@tgslc.org

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Edited and designed by TG Communications.

Online copies of *Shoptalk* are available at www.tgslc.org.

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Return Service Requested

INTEREST RATE CHANGES

Loan Type	First Disbursement Date	Previous Interest Rate	New Maximum Rate Effective 7/1/99
Stafford Loans subject to windfall profits. Originally fixed rate 7% loans.	Before 7/1/94	7.00%	7.00%
Stafford Loans subject to windfall profits. Originally fixed rate 8% loans.	Before 7/1/94	8.00%	7.72%
Stafford Loans subject to windfall profits. Originally fixed rate 9% loans.	Before 7/1/94	8.26%	7.72%
Stafford Loans for repeat borrowers subject to windfall profits. Originally fixed rate 8%/10% loans.*	On/After 7/23/92	8.26%*	7.72%
8%/10% Stafford Loans subject to windfall profits when interest rate is 10%.	Before 7/23/92 and to new borrowers between 7/23/92 and 9/30/92	8.41%	7.87%
Variable Rate Stafford Loans	Between 10/1/92 and 6/30/94	8.26%	7.72%
Variable Rate Stafford Loans	Between 7/1/94 and 6/30/95	8.25%	7.72%
Variable Rate Stafford Loans during the in-school, grace, and deferment periods.	Between 7/1/95 and 6/30/98	7.66%	7.12%
Variable Rate Stafford Loans during the repayment period (except deferment periods).	Between 7/1/95 and 6/30/98	8.25%	7.72%
Variable Rate Stafford Loans during the in-school, grace, and deferment periods.	On/After 7/1/98	6.86%	6.32%
Variable Rate Stafford Loans during the repayment period (except deferment periods).	On/After 7/1/98	7.46%	6.92%
SLS and PLUS Loans	Before 10/1/92	8.68%	8.13%
SLS Loans	Between 10/1/92 and 6/30/94	8.53%	7.98%
PLUS Loans	Between 10/1/92 and 6/30/98	8.53%	7.98%
PLUS Loans	On/After 7/1/98	8.26%	7.72%

*Note: These loans will be capped at 8% during the first 48 months of repayment.



Texas Guaranteed Student Loan Corporation

Lender Request for Assistance (RFA)

Section A — Borrower Information (Complete all fields unless otherwise instructed.)

1. Social Security Number	2. Last Name	First Name	MI	3. Request Date
4. Last Known Address				
5. City	State	ZIP Code	6. Date Address Updated	7. Former Last Name (if applicable)
8. Home Telephone Number ()	9. Driver's License Number/State (if unknown, leave blank)			10. Foreign Address (Y/N)

Section B — Reference Information (Attach a copy of most recent TG application with the first RFA — OR — complete section below.)

1.	11. Last Name	First Name	MI	12. Telephone Number ()
13. Address				
City				
State				
ZIP Code				
2.	14. Last Name	First Name	MI	15. Telephone Number ()
16. Address				
City				
State				
ZIP Code				
3.	17. Last Name	First Name	MI	18. Telephone Number ()
19. Address				
City				
State				
ZIP Code				
4.	20. Borrower's Employer Name (if unknown, leave blank)	City	State	21. Telephone Number ()

Section C — Lender or Servicer Information (Complete information for servicing agent if a servicer is used.)

22. Lender or Servicer ID Number and TG Suffix (e.g., 820111-004)	23. Lender or Servicer Name
24. Telephone Number ()	25. Contact Person (for questions about this form)

Section D — Reason for Request (Check applicable reasons for this RFA.)

26. 60–80 days past due. Scheduled payment of principal and interest is 60–80 days delinquent.

27. Skip. Lender cannot locate borrower through skiptrace activities.

Section E — Account Information

Past due date for all loans on this RFA ____/____/____. **Note:** A separate RFA must be filed for each different past due date.

28. Lender (not Servicer) ID Number and TG Suffix (e.g., 820111-001)	29. TG Loan Type and Number (e.g., G02) (See below for loan type codes.)	30. First Disbursement Date for Each Loan (MM/DD/YYYY)	31. Monthly Payment Amount for Each Loan	32. Amount Past Due for Each Loan	33. Outstanding Principal Balance for Each Loan



Texas Guaranteed Student Loan Corporation Cancellation of Lender Request for Assistance (RFA)

Section A — Borrower Information (Complete all fields unless otherwise indicated.)

1. Social Security Number	2. Last Name	First Name	MI	3. Today's Date
4. Current Address (Complete the following fields only if new information has been obtained since the last RFA was filed.)				
5. City	State	ZIP Code	6. Date Address Updated	7. Former Last Name (if applicable)
8. Home Telephone Number ()	9. Driver's License Number/State (if unknown, leave blank)			10. Foreign Address (Y/N)

Section B — Lender or Servicer Information (Complete information for servicing agent if a servicer is used.)

11. Lender or Servicer ID Number and TG Suffix (e.g., 820111-004)	12. Lender or Servicer Name
13. Telephone Number ()	14. Contact Person (for questions about this form)

Section C — Cancellation Information (Check applicable fields and provide additional information as required.)

15. Cancel previous RFA for the following reason(s):

- | | |
|--|--|
| <input type="checkbox"/> The loans listed below are now 0 (zero) days delinquent. | <input type="checkbox"/> The borrower has been located. See new information above. |
| <input type="checkbox"/> An official bankruptcy notice that requires collection activity to cease has been received. | <input type="checkbox"/> The borrower (or the borrower's school) has repaid the ineligible portion of the borrower's loan. |

16. Lender (not Servicer) ID Number and TG Suffix (e.g., 820111-001)	17. TG Loan Type and Number (e.g., G02) (See below for loan type codes.)	18. First Disbursement Date for Each Loan (MM/DD/YYYY)	19. Next Due Date for Each Loan (MM/DD/YYYY)	20. Cancellation Type for Each Loan (See below for cancellation type codes.)

Loan Types: G = Stafford, S = SLS, P = PLUS, C = Consolidation

Cancellation Types: P = Payment, D = Deferment, F = Forbearance, E = Continuous enrollment, O = Other

Section D — Comments/Special Instructions

Use this section to report circumstances (such as pending disability or death claims) that may result in resolution of the delinquency, but for which you currently lack sufficient evidence to cancel the RFA (i.e., information which would assist our collections staff in working the account more courteously and professionally).
