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## Tip of the Week

Plan a debt management session as part of your orientation activities for your next group of incoming students. Call TG's default aversion team at (800) 338-4752 for ideas, handouts, and training resources.

## TG updates

### Amy Kasper joins TG as a regional account executive in California

Amy Kasper has joined TG as a regional account executive in California.

Amy, who will be based in Orange County, has 14 years of experience in the student loan industry, all of it in Southern California.

Mostly recently, Amy was an account executive for Southern California with FinanSure Student Loans. Prior to that, she served four years as an assistant vice president and account executive for Southern California and Arizona with SunTrust Education Loans.



Amy began her career in 1993 as a financial aid counselor at Vanguard University in Costa Mesa, Ca., where she worked for 10 years. She was Vanguard's director of financial aid from 1999-2003.

She earned a Bachelor of Science degree in finance from the University of Illinois.

"Amy's experience in the student financial aid industry and her knowledge of California make her an ideal addition to our expanding team in the state," said Kevin Struckhoff, TG's assistant vice president for relationship management and consulting. "She has strong relationships in the industry, particularly in California, that will serve her well in this new position."

### **To learn more**

Amy can be reached at (800) 252-9743, ext. 6739, or by e-mail at [amy.kasper@tgslc.org](mailto:amy.kasper@tgslc.org).

## **TG appoints Paulette Manarchuck as a regional account executive in Florida**

Paulette Manarchuck has joined TG as a regional account executive in Florida.

Paulette, who will be based in Tampa, has 12 years of experience in the student loan industry, all with American Education Services (AES) in Harrisburg, Pa.

Mostly recently, Paulette was AES' events and sponsorships manager. From 1998 to 2006, she served as the education services group coordinator for New York, New Jersey, Pennsylvania, and Florida.

Paulette spent her first three years with AES as a customer service representative, and also worked in guarantor insurer relations.

She received a bachelor of arts degree from Valley Forge Christian College in Phoenixville, Pa.

"Paulette's experience in customer and client services will be a great asset to our efforts in Florida," said Kevin Struckhoff, TG's assistant vice president for relationship management and consulting. "She has strong working relationships with schools in the state."



## To learn more

Paulette can be reached at (800) 252-9743, ext. 6717, or by e-mail at [paulette.manarchuck@tgslc.org](mailto:paulette.manarchuck@tgslc.org).

## Offer your graduating seniors TG's redesigned resource on consolidation — Consolidation Station<sup>SM</sup>

Getting the facts on student loan consolidation in a direct, reliable form is important for you and your students — it's also a priority with TG. We show you how important with the products and services we offer for consolidation, including our Web site — Consolidation Station. Consolidation Station ([www.ConsolidationStation.org](http://www.ConsolidationStation.org)) provides consumers a one-stop shop for consolidation information. In its simple format and concise language, the site describes the consolidation loan process, lays out a borrower's options, and even offers a search tool for quickly finding and choosing a lender.

Recently, TG redesigned the site to make it a stand-alone resource. The site offers the same great features but comes with a new look that provides broader student appeal and more intuitive navigation.

### Focus on choice

The restyled Consolidation Station retains its impressive array of information on every aspect of consolidation. It structures this information in a user-friendly format so that borrowers who are just learning about consolidation can find answers quickly. "Is consolidation right for me?" and "Am I eligible?" offer a straightforward introduction to the consolidation program and anticipate questions students might have as they begin to consider consolidation. "Consolidation Process" lays out the step-by-step procedure, and "What about repayment?" provides clear examples of the range of monthly payments borrowers can expect given various terms.

One of the bonuses of the site remains the lender search feature, which offers a flexible search engine for finding a lender to begin the consolidation process. Using the feature, borrowers can locate lenders several different ways. They can view and choose from a readymade list of lenders; search for a lender by entering a name or a keyword from the name; or locate their TG-guaranteed loans, or all their loans, to identify current or past lender(s).

The "FAQs" section continues to provide comprehensive information on a range of issues that affect consolidation, including underlying loans, grace period, deferment, repayment periods, and much more.

Lastly, a separate "Contacts" page offers borrowers three points of support outside of the Web site itself — by phone, by e-mail, and through a searchable database of questions called [Ask TG™](#).

Taken together, the Web site's features and content provide borrowers with easy access to consolidation information and a better foundation for making an informed choice on consolidation. If you're looking for a single resource for helping your graduating seniors understand consolidation, consider Consolidation Station.

### **To learn more**

To find out more about TG's Consolidation Station, visit [www.ConsolidationStation.org](http://www.ConsolidationStation.org). For questions about the site, contact TG's product support team at (800) 332-1455, or send an e-mail message to [product.support@tgsic.org](mailto:product.support@tgsic.org).

## **TG and national education finance council to recognize successful efforts in student debt management**

As borrowing for college continues to increase rapidly, helping students maintain repayment and stay out of default on loans becomes tougher. This year, about \$85 billion in federal student loans are being assumed by college students, a 43 percent increase from only five years ago.

TG and the Council for the Management of Educational Finance will again recognize institutions that have performed extraordinarily well in the areas of debt management and default prevention with the 2008 Commitment to Student Success Awards.

The 2008 awards will go to schools that have implemented strategies that have proven effective in curbing student loan defaults over extended periods of time, beyond the minimum federal requirements. TG and the Council use the awards to highlight innovative strategies and successful programs that help students manage debt and successfully repay student loans.

"Postsecondary institutions are being challenged more and more to develop sound strategies to help students avoid defaulting on loans, in addition to managing their day-to-day operations," said Lynn Barnes, co-chair of the Council and director of special programs in the financial aid office at Texas A&M University. "These awards are a good way to recognize those schools that are developing successful programs in this area, and to encourage the sharing of those ideas that are having a positive impact on student success."

Applications will be considered from institutions that are Title-IV eligible and that are participants in any of the federal student loan programs. Financial aid professionals with a strong background in debt management will review the applications. Each applicant will be evaluated on innovation, collaboration, resources, student impact, and successful measures and results.

## To apply

The deadline to submit an application is Friday, February 15, 2008. An application and more information about the awards program and the Council for the Management of Educational Finance are available at [www.tgslc.org/council](http://www.tgslc.org/council).

## TG to host webinar on EFT processes for schools and lenders

TG provides convenient, electronic training for financial aid professionals on-the-go. This week, TG will present a special webinar on TG's Electronic Funds Transfer (EFT) processes for schools and lenders.

The teleconference will be a high-level overview of TG's EFT process. Presenters will provide EFT statistics, touch on EFT customization options, and discuss timelines for both TG's traditional three-day model and the Next Day Funding model. In addition, the training will briefly review EFT reports for customers and describe how these reports can be accessed.

### Webinar time and registration

EFT Overview for Schools and Lenders  
Wednesday, December 19  
10:00 a.m. – 11:00 a.m. CST

You can register online for the webinar through *TG Online* at [www.tgslc.org/training/webinars/webinars0712.cfm](http://www.tgslc.org/training/webinars/webinars0712.cfm).

### Contacts

If you have any questions regarding the upcoming webinar, please contact Lisa Felder, external product training coordinator, at [lisa.felder@tgslc.org](mailto:lisa.felder@tgslc.org). If you need technical assistance with TG's products, please contact TG's product support team at (800) 332-1455, or send an e-mail to [product.support@tgslc.org](mailto:product.support@tgslc.org).

## Updated integrated regulations available on *TG Online*

TG is pleased to announce the availability of an updated integrated regulations compilation for our customers. The updated compilation incorporates changes from the 9/11 Discharge final rule that was published on September 28, 2007, and the General Provisions and Loan Provisions final rules that were published on November 1, 2007.

To assist customers in using this resource, TG has combined the integrated regulations into one easy-to-use searchable PDF.

- Part 600 — Institutional Eligibility Under the Higher Education Act of 1965, as Amended,
- Part 668 — Student Assistance General Provisions,

- Part 682 — Federal Family Education Loan (FFEL) Program, and
- Part 685 — William D. Ford Federal Direct Loan Program.

The PDF shows the language that has been stricken as well as language that has been added. The language is color coded to indicate the final rule package from which they originate. Additionally, each part, section, and appendix has been bookmarked for easy navigation.

### **Accessing the bookmarked integrated regulations**

To access this practical research tool, visit *TG Online* at: [www.tgslc.org/policy/intreg.cfm](http://www.tgslc.org/policy/intreg.cfm).

### **More information**

For more information about the final rules, see *Shoptalk Online*, editions 431-434. For questions about the updated integrated regulations, contact TG customer assistance at (800) 845-6267, or send an e-mail message to [cust.assist@tgslc.org](mailto:cust.assist@tgslc.org).

## **Trends and issues**

### ***Mapping Your Future*<sup>TM</sup> posts fix for ExitExpress issue**

Regulations require that schools forward Stafford exit counseling records to guaranty agencies within 60 days of the borrowers' completing counseling. Guaranty agencies can actually retrieve these records through *Mapping Your Future's* ExitExpress service. The service automatically forwards Stafford exit data on behalf of schools to participating guarantors.

Recently, *Mapping Your Future* staff replaced two Web servers. With the release of these new servers, the staff discovered that guaranty agencies using ExitExpress may need to update their processes. *Mapping Your Future* staff can provide detailed procedures for making these updates and answer questions as well.

### **To learn more about the updates**

For more information on recent changes, contact CariAnne Behr at (573) 634-8631, or send an e-mail message to [carianne@mappingyourfuture.org](mailto:carianne@mappingyourfuture.org).

### **Six warning signs to help you and your students identify scholarship scams**

In their efforts to pay for college costs, many students and their families fall prey to scholarship scams. There isn't a fool-proof method for identifying such scams, but some warning signs include guarantees of winning, implying that anyone is eligible, or pressure tactics.

The Federal Trade Commission (FTC) offers six warning signs to watch for in order to avoid becoming a scholarship scam victim. Students and their parents should look out for any scholarships that claim:

- "The scholarship is guaranteed or your money back."
- "You can't get this information anywhere else."
- "I just need your credit card or bank account number to hold this scholarship."
- "We'll do all the work."
- "The scholarship will cost some money."
- "You've been selected by a 'national foundation' to receive a scholarship" or "You're a finalist" in a contest you never entered.

Many organizations that offer bogus scholarships may seem reputable, but applicants should be wary of any scholarship that sounds too good to be true. Applicants should research the organization offering the scholarship at the Better Business Bureau.

Generally, students and their parents looking for college money should avoid any questionable or unfamiliar organizations altogether and get a list of scholarships from school guidance counselors or college financial aid officers.

### **To learn more**

As a financial aid professional, you can help students set and follow a pattern of careful financial management. Offer your students TG's training on financial literacy — POSITIVE+BALANCE™. TG's POSITIVE+BALANCE training equips students with valuable information on financial literacy.

To find out more about POSITIVE+BALANCE, contact your account executive at (800) 252-9743. You can also learn more from Rett Anderton or Joe Braxton, TG's default aversion consultants. Rett Anderton may be reached at (800) 252-9743, ext. 4765, or by sending an e-mail message to [rett.anderton@tgscl.org](mailto:rett.anderton@tgscl.org). Joe Braxton may be reached at (800) 252-9743, ext. 4696, or by sending an e-mail message to [joe.braxton@tgscl.org](mailto:joe.braxton@tgscl.org).

### **Question of the week**

**Q.: I want to make sure that I understand how the Stafford interest rate changes enacted by the recently passed College Cost Reduction and Access Act (CCRAA) will be implemented each year. Will each rate be effective for loans certified on or after July 1 or loans first disbursed on or after July 1 of a given year?**

**A.:** The Stafford loan interest rate changes (which, it should be noted, apply only to undergraduate subsidized Stafford loans) for a given year will apply to loans

first disbursed on or after July 1 of that year. So, the rates will be implemented as follows:

- For loans first disbursed on or after July 1, 2008, and before July 1, 2009, the rate will be 6.0 percent.
- For loans first disbursed on or after July 1, 2009, and before July 1, 2010, the rate will be 5.6 percent.
- For loans first disbursed on or after July 1, 2010, and before July 1, 2011, the rate will be 4.5 percent.
- For loans first disbursed on or after July 1, 2011, and before July 1, 2012, the rate will be 3.4 percent.
- For loans first disbursed on or after July 1, 2012, the rate will be 6.8 percent.

Each Stafford loan made during a given year will have the fixed interest rate applicable to that year for the life of the loan. So, for example, if an undergraduate student borrows a subsidized Stafford loan first disbursed on August 25, 2008, that loan will have a fixed interest rate of 6.0 percent for the life of that loan (that is, the interest rate will not decrease to 5.6 percent the next year, 4.5 percent the next year, and so on). However, if this student takes out another subsidized Stafford loan the following year that is first disbursed on August 24, 2009, that loan will have a fixed interest rate of 5.6 percent for the life of that loan. Thus, an undergraduate borrower may complete his or her degree with multiple Stafford loans, all with different fixed interest rates. This will be quite interesting to explain to borrowers in the coming years!

### **Do you have a question?**

If you have a question that needs an answer, feel free to *Ask TG™*. *Ask TG* is TG's online query tool for borrowers, schools, and lenders. It includes a database of frequently asked questions about financial aid, student loan processing, and TG's products and services. To submit a question to *Ask TG*, visit [tgslc.custhelp.com](http://tgslc.custhelp.com).

### **This, that, and the other**

TG will be closed on Monday and Tuesday, December 24-25, for the Christmas holiday and on Tuesday, January 1, for the New Year's holiday.

*Shoptalk Online* will also be taking a short hiatus. You will receive your next weekly edition of *Shoptalk Online* on Tuesday, January 8.

Happy Holidays!



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*Shoptalk Online* is published by TG. Unless specifically noted, the policies and procedures outlined in *Shoptalk Online* apply only to loans made under the TG guarantee and not to loans underwritten by other guarantors.

To ask questions about *Shoptalk Online*, please contact Communications at (800) 252-9743, ext. 4732, or send an e-mail message to [communications@tgslc.org](mailto:communications@tgslc.org).

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