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### Tell us what you think of Shoptalk's new look

TG wants to know your thoughts on the restyled *Shoptalk*. Please [contact us](#) with your comments and feedback.

### Smart Solutions

Credit scores can be difficult to understand. TG's *Adventures In Education* (AIE™) provides a clear, concise description of the concept with suggestions on how to improve scores. Refer your students to [AIE](#) to learn more.

## TG Report

### TG redesigns its signature industry newsletter, *Shoptalk*

Today, TG unveils a retooled *Shoptalk*, TG's long-time industry e-newsletter read by thousands of financial aid professionals across the U.S. Each week, *Shoptalk* delivers clear, concise information on the latest industry developments, including regulatory changes, new legislation, and trends in financial aid. The e-newsletter also functions as a resource for financial aid professionals looking for information on default prevention, financial literacy, and outreach to families and students.

The redesigned *Shoptalk* continues to focus on these important topics but does so under the lens of a fresh, revitalized look. With this edition, *Shoptalk* introduces graphics into its masthead, reorganizes content to reflect a changing industry, and retitles sections to make locating information easier.

Here's a short key to relevant changes:

- "Policy Potpourri" has been renamed "Ask the Policy Expert."
- "Tip of the Week" has been renamed "Smart Solutions."
- "This, That, and the Other" has been renamed "News Briefs."
- A navigation bar to relevant TG resources has been added.
- "Online" has been removed from *Shoptalk's* title. The newsletter was christened *Shoptalk Online* to differentiate it from a former print publication. The title also emphasized the Web, at the time a relatively novel method of communicating with readers in the financial aid industry.

#### ***Shoptalk* bio**

TG launched *Shoptalk* in August 1990 as a monthly print publication. *Shoptalk* helped "deformalize" the regulatory guidance that TG offered to schools and lenders in Executive Director Memorandums and the *TGSLC Newsletter*. It also provided a regular channel of communication on a growing array of topics, including financial aid training, tips on navigating the intricacies of regulatory requirements, and news about TG's services and products.

Despite its expanded coverage, *Shoptalk* has remained firmly fixed on industry issues relevant to schools, lenders, secondary markets, and servicers. Early this decade, *Shoptalk* underwent various changes to take advantage of the speed and ease of e-mail delivery. TG inaugurated an electronic newsletter called *TG NetWorks* in 2000, which supplemented the monthly coverage of *Shoptalk*. The two publications merged in early 2001. With the electronic *Shoptalk*, TG provided schools and lenders a more current picture of regulatory and legislative shifts. It

also offered a database of regulatory information through its [archive](#). The redesigned *Shoptalk* offers these same benefits but focuses on issues of growing importance to the financial aid industry, such as regulatory change, default prevention, and financial literacy — all in the framework of a new look.

### **Tell us what you think**

Your comments are important to TG as we enhance and shape our publications to meet your needs. TG wants to know your thoughts on the new look and layout. Please [contact us](#) with your comments and feedback after reviewing the issue.

## **Enhanced List Assist<sup>SM</sup> to offer help with alternative loan lender surveys**

TG's List Assist<sup>SM</sup> provides schools and lenders with an online tool for managing surveys used in creating a lender list. For schools, List Assist simplifies information-gathering and helps document lender list creation. For lenders, it streamlines the survey response process. On October 30, TG will launch an enhanced version of List Assist that will help schools and lenders administer surveys for alternative, also known as private, student loans.

### **Features for schools**

Whether the survey request is for FFELP or alternative student loans, schools will be able to create customized surveys, send and re-send survey requests, evaluate lender responses, and run reports. The latest release of List Assist is also designed to provide a simple way to create and send surveys for alternative loans. Particular enhancements allow users to:

- Identify the type of loan survey to be distributed: FFELP or alternative.
- Include additional information such as education level and graduate program.
- Access a library of survey questions — created with help from financial aid professionals — specific to FFELP or alternative loan types.

### **Features for lenders**

The enhanced version of List Assist offers a similar response process for both FFELP and alternative loan surveys. Lenders will continue to be able to save responses as often as needed, view character counts for free-text boxes, and print and download copies of survey responses. Additional enhancements allow lender users to view key information on every page of the survey response, such as education level and graduate program.

## Upcoming training webinars

TG will provide training webinars on List Assist enhancements to both schools and lenders prior to, and following, the implementation date.

To learn more about the latest enhancements, schools and lenders can [register](#) for one of the following training sessions.

- Thursday, October 29, 2009; 10 a.m.–11 a.m. Central Time (for current users)
- Thursday, October 29, 2009; 2 p.m.–3 p.m. Central Time (for current users)
- Monday, November 2, 2009; 10 a.m.–11 a.m. Central Time (for non-users; overview of FFELP and alternative features)
- Tuesday, November 3, 2009; 2 p.m.–3 p.m. Central Time (for non-users; overview of FFELP and alternative features)

## User Guide and online help

Information on the latest enhancements will also be provided through List Assist's User Guide and online help. Users will be able to access this information via List Assist after the October 30 release date. The User Guide is located on the List Assist Main Menu under the Resources section.

## To learn more

If you have questions about the latest changes, or would like to register to use List Assist, please contact your TG account executive at (800) 252-9743. You can also send an e-mail message to [relationship.management@tgslc.org](mailto:relationship.management@tgslc.org).

## TG adds online payment feature to myTG<sup>SM</sup>

TG recently introduced a number of enhancements to its loan account management tool, myTG<sup>SM</sup>. The myTG portal offers TG borrowers an easy, online way to track their payment history, download repayment forms, and update details of their personal information. In September, TG added new features that allow defaulted borrowers to make loan payments through myTG.

## More convenience, better resource

These enhancements can help defaulted borrowers resume repayment on their student loans and begin financial recovery. In fact, to-date, TG has received more than 400 online payments through this new feature of myTG. Online payment methods include: credit card (Discover, MasterCard, or Visa), debit card, and single or recurring autodraft from a checking or savings account. Defaulted borrowers who are eligible for repayment can even negotiate their down payment and set up a repayment schedule based on information provided.

## **A varied set of services**

The myTG portal offers secure online access to important loan information for borrowers and co-borrowers, including:

- A summary of TG-guaranteed loans, no matter the status
- School, lender, and servicer information for each loan
- Detailed account information for delinquent or defaulted loans
- Information on deferment, forbearance, loan discharge and forgiveness as well as the corresponding forms to help borrowers manage their student loans
- Links to the National Student Loan Data System (NSLDS)

Accessible through *TG Online* at [www.tgslc.org/borrowers](http://www.tgslc.org/borrowers), or at [www.mytg.tgslc.org](http://www.mytg.tgslc.org), myTG requires registration. Once registered, a borrower can access a myTG account as well as TG Loans By Web™, TG's online loan application software. Borrowers or co-borrowers can access either site, using the same user ID and password. The myTG portal is available at any time, day or night.

## **Share your thoughts**

TG welcomes your feedback on myTG as well as your ideas for future enhancements. To share your comments or suggestions, visit [www.tgslc.org/contact/customerideas.cfm](http://www.tgslc.org/contact/customerideas.cfm).

## **To learn more**

For more information about myTG, please contact TG customer assistance team at (800) 845-6267, or send an e-mail message to [cust.assist@tgslc.org](mailto:cust.assist@tgslc.org).

## **Register now for TG's "Getting Familiar With Electronic Resources" webinar**

Registration is still open for the next in TG's series of webinar training events that focus on various issues in the financial aid industry.

In this webinar, "Getting Familiar With Electronic Resources," participants will discover how to access and use several legislative-, regulatory-, and policy-related resources available to the financial aid community, including electronic publications, industry Web sites, and other electronic tools.

## **More information**

The webinar is scheduled for Thursday, October 15, 2 p.m.-3 p.m. Central Time. Registration is available [online](#). If you are unable to attend the scheduled webinar,

a recording will be available for viewing shortly after the event in TG's [archived webinars](#).

## Industry Update

### New loan purchase programs guidance

ED has posted several new announcements regarding the loan purchase programs authorized by the Ensuring Continued Access to Student Loans (ECASLA).

- ECASLA announcement #72, published on October 5, announces a 0.79 percent participant yield rate for the quarter ending December 31, 2009. This rate should be used when calculating Participant (i.e., ED's) Yield on Participation Principal balances that have been funded by ED during the quarter of October 1, 2009, through December 31, 2009.
- ECASLA announcement #73, published on October 8, provides the Agreed Upon Procedures and Statement of Compliance instructions for lenders participating in the 2009-10 loan participation purchase programs.
- ECASLA announcement #74, published on October 8, includes instructions for submission of a corrective action plan for Agreed Upon Procedure finding in the 2009-10 loan purchase programs.
- ECASLA announcement #75, published on October 8, includes instructions for obtaining access to ED servicer loan information for 2009-10 Master Loan Sales Agreement Agreed Upon Procedures.

#### More information

The complete announcements and attachments are available on ED's ECASLA Web site at <http://federalstudentaid.ed.gov/ffelp>.

### ED issues reminder to Eligible Lender Trustees

On October 2, ED released Dear Colleague Letter (DCL) FP-09-07 regarding Eligible Lender Trustees (ELT). The letter reminds ELTs of their responsibility to evaluate the program capabilities of the entities for which they agree to serve as trustee lender, and to monitor the activities of those entities to ensure their compliance with applicable statutory and regulatory requirements.

#### More information

The complete DCL is available on the Information for Financial Aid Professionals Web site at <http://ifap.ed.gov/dpclletters/FP0907.html>.

## ED releases final volume of the 2009-10 FSA Handbook — TG offers complete bookmarked version

With the release of Volume 6 of the new 2009-10 *Federal Student Aid Handbook* (FSA Handbook) — Managing Campus-Based Programs — all volumes of the latest edition of the FSA Handbook are now available. To assist customers in using the FSA Handbook as a whole, TG has combined all of its volumes into one easy-to-use, searchable PDF. The PDF includes bookmarks of all the individual volumes, as well as bookmarks of the chapters and appendices within each volume.

### What's new?

As shown below, ED has provided new or additional guidance on several topics within Volume 6:

#### *Chapter 1: Participation, Fiscal Procedures & Records*

- Treatment of FWS in 90/10 calculation (page 6-2)
- Transfer of funds: FWS to FSEOG or Perkins, and FSEOG to FWS (page 6-6)
- Grants for off-campus and community service (page 6-14)

#### *Chapter 2: Operating a Federal Work-Study Program*

- Disasters and flexible use of funds (page 6-26)
- Emergency response and preparedness (page 6-29)
- Civics, emergency response, and other teaching projects (page 6-30)
- Increase in Job Location and Development limits (page 6-41)

#### *Chapter 3: Making Perkins Loans*

- Increased Perkins loan limits (page 6-49)
- Federal Perkins MPN (page 6-51)

#### *Chapter 4: Perkins Repayment, Forbearance, & Deferment*

- Elimination of the 20/220 criterion for the economic hardship deferment (page 6-68)

#### *Chapter 5: Perkins Cancellation*

- Teachers in a low-income education service agency (pages 6-77 and 6-79)
- New cancellations for public service (pages 6-80 through 6-82 and 6-85)

- Deceased student and family estate (page 6-86)
- Discharge due to inability to engage in gainful activity (page 6-86)
- Disability discharges received on or after July 1, 2008 (page 6-87)

*Chapter 6: Perkins Billing, Collection, and Default*

- Elimination of defense of infancy (page 6-100)
- Deceased student and family estate (page 6-101)
- Change to rehabilitation requirement (page 6-105)
- Mandatory assignment (page 6-107)

**Accessing the bookmarked FSA Handbook**

To access this practical research tool, visit *TG Online* at [www.tgslc.org/resources/fsa\\_handbook.cfm](http://www.tgslc.org/resources/fsa_handbook.cfm).

For questions about the 2009-10 FSA Handbook, contact TG customer assistance at (800) 845-6267, or send an e-mail message to [cust.assist@tgslc.org](mailto:cust.assist@tgslc.org).

**Closed school corner**

The following table provides a list of newly reported school closures and corrections from the Postsecondary Educational Participants System (PEPS) and from the September 2009 *Closed School Monthly Report* supplied by ED. Schools listed are those with which TG has done business or to which TG has otherwise provided services.

**Newly reported closures**

OPE School ID	School Name and Address	Unofficial Closure Date	ED's Official Closure Date
02263105	<b>Anthem College-High Tech Inst-Atlanta</b> 2450 Piedmont Rd. NE Atlanta, GA 30324-3398	N/A	06/26/2009

## Policy Resources

### Ask the Policy Expert

**Q.:** What is the Red Flags Rule, and where can a school find guidance on it?

**A.:** According to the Federal Trade Commission (FTC), the “Red Flags Rule requires many businesses and organizations to implement a written Identity Theft Prevention Program designed to detect the warning signs — or ‘red flags’ — of identity theft in their day-to-day operations.” The FTC’s resource, located at [www.ftc.gov/redflagsrule](http://www.ftc.gov/redflagsrule), includes the FTC’s guide, frequently asked questions, and other resources.

### Do you have a question?

Feel free to *Ask TG™*. *Ask TG*, TG’s online query tool for borrowers, schools, and lenders, offers a database of frequently asked questions about financial aid, student loan processing, and TG’s products and services. To submit a question, visit [tgslc.custhelp.com](http://tgslc.custhelp.com).

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## News Briefs

According to the Better Business Bureau, billions of dollars in college scholarships are awarded to aspiring students every year. Given the sheer number and variety of scholarships, some families and students fall prey to scholarship search-and-match services that turn out to be scams. Tell-tale signs of a scam include false promises such as, “You can’t get this information anywhere else,” or “The scholarship is guaranteed or your money back.” Also, fraudulent scholarship companies often call themselves by official-sounding names that imply a connection to the federal government. The National Association of Student Financial Aid Administrators (NASFAA) offers materials to help college-bound students and their families spot scholarship scams. NASFAA teamed with other higher education associations, the Department of Education, and the Federal Trade Commission to develop the materials last year. The collaboration produced a flyer, pamphlet, poster, and presentation titled “Don’t Get Hooked.” Find out more about how you can use [these resources](#) on your campus.



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

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