

# SLGFA E-Updates Special Edition

June 8, 2007

Special Edition

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

## SLGFA Will Move to New Facility this Month

The move dates are set, and SLGFA will be closing its offices on Thursday, June 28, 2007, at 11:00 a.m. CST and will continue to be closed through Friday, June 29, 2007. Full operational capacity, related to all major guarantee and disbursement capabilities, is planned to be reached by the following Monday, July 2, 2007.

Many will have questions or concerns regarding what will occur during the period of time that offices are closed. The following is a Q & A designed to address those concerns:

### Questions and Answers Regarding SLGFA's Move

**Q1) Since SLGFA offices will be closed on June 28, and June 29, for the move to the new facility, how will incoming calls be handled?**

A1) If the incoming call is made to 501-372-1491 or 800-622-3446, the caller will get a recorded message stating that the offices are closed and to call back beginning Monday, July 2.

If the incoming call is made to an SLGFA staff member's direct line, the caller will get a message from AT&T stating that the phone is currently out of service.

**Q2) Will daily reports be affected during the move?**

A2) Some daily reports will continue as normal while others will be affected.

Reports that will not be affected are as follows:

- Disbursement Rosters
- Notice of Loan Guarantees (NOLGs) received electronically by lenders or servicers
- Electronic Borrower Notification e-mails for Master Promissory Note (MPN) completion

Reports that will be affected by being delayed until Monday, July 2, are as follows:

- Paper NOLGs received by lenders/servicers via U.S. Postal Service (USPS)
- Paper Borrower Notification Letters for MPN completion
- PLUS Credit Denial Packets received by lenders via E-Reports
- PLUS Credit Denial Letters (if currently subscribed by lender) sent to borrowers and schools on behalf of lenders

**Q3) Can schools continue to send loan guarantee certifications during the closure period?**

A3) Yes, the EAGLE system, as well as ASN, will continue to be operational during the closure period. However, electronically transmitted loan certifications that do not successfully pass guarantee edits will be suspended. Suspended records will be reviewed and processed by SLGFA upon resumption of business operations on Monday, July 2. Please be aware that loan records that suspend through Wednesday, June 27, will be reviewed and processed by SLGFA on June 28 before 11 a.m. CST.

**Q4) Will borrowers be able to complete their online MPNs during the closure period?**

A4) Yes. Borrowers may still access OpenNet Web-Loan Delivery to start a new MPN or complete an existing MPN, including the ability to e-sign their MPN. Electronic borrower notification e-mails, which inform a borrower to access OpenNet to complete the existing MPN that has been certified by the school, will continue to generate.

**Q5) During the closure period, will lenders/servicers receive e-signed MPNs from SLGFA after borrowers have completed them on-line?**

A5) SLGFA will process and send e-signed MPNs to lenders/servicers that are received by 9:30 a.m. CST on Thursday, June 28. SLGFA will resume normal e-sign MPN delivery by Monday, July 2.

For additional questions regarding this publication, please contact John Williams, SLGFA Loan Administration Division Manager, by e-mail at [jdwilliam@slgfa.org](mailto:jdwilliam@slgfa.org) or by phone at 800-622-3446, ext. 651.

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