

## **2009-2010 Federal Family Education Loan Program Lender Comparison Chart**

### **Disclosure**

Please be advised that this chart has been provided to offer assistance in lender selection. The University clearly discloses that this list is the product of a collaborative, objective process which recognizes the students' best interest as the overriding consideration. Students have the right and ability to use any lender of their choice even if the lender is not on the list. Although each lender has been chosen based on an objective process, no lender within the list is preferred over another. This list is reviewed and updated annually and will be periodically reposted in random order. The University does not receive, and will not accept, inducements from lenders in exchange for inclusion on the lender list.

### **Lender Evaluation Process**

In an effort to provide students and families a guide in selecting a student loan lender for the Federal Family Education Loan Program (FFEL), the Office of Student Financial Services has created a "Request for Information" (RFI) document which must be completed by each lender before placement on the lender list. The information obtained from the RFI was compiled using the following minimum standard criteria: Quality of service, borrower benefits, web-based services, life of loan servicing, and default prevention/rehabilitation programs. The University will not place a student loan lender on a lender list for a period of at least one year if the student loan lender has violated the Texas Higher Education Fair Lending Practice Agreement.

**Note:** Before selecting a lender, students should compare the repayment terms, benefits and options offered. Borrowers should contact the lenders to confirm all benefits. The lender information provided meets the minimum requirements of the Texas Higher Education Fair Lending Practice Agreement.

<p><b><u>EDAMERICA (831453)</u></b>  P.O. BOX 36014  KNOXVILLE, TN 37930-6014</p> <p>HOURS OF OPERATIONS  7:30 AM - 8:30 PM</p> <p>PHONE 1-979-255-1888</p>	<p>Origination fees paid by lender: No  Front End benefits: None  Back end benefits: Yes  Reduction in interest for ACH debit: Yes  Online Services: Yes  Offer private loans: Yes  Does lender sell their loans: Yes  Borrower benefits sold with loan: Yes</p>
<p><b><u>WELLS FARGO (807176)</u></b>  301 EAST 58<sup>TH</sup> STREET NORTH  SIOUX FALLS, SD 57104</p> <p>HOURS OF OPERATION  M – F 8:00AM TO 9:00 PM  SAT 8:00AM TO 12:00PM</p> <p>PHONE  1-800-658-3567</p>	<p>Origination fees paid by lender: No  Front End benefits: None  Back end benefits: Yes  Reduction in interest for ACH debit: Yes  Online Services: Yes  Offer private loans: Yes  Does lender sell their loans: NO  Borrower benefits sold with loan: n/a</p>
<p><b><u>FIRST NATIONAL BANK TEXAS (810815)</u></b>  P.O. BOX 937  KILLEEN ,TX 76540</p> <p>HOURS OF OPERATION  M-F 8:00 AM TO 7:00 PM CST</p> <p>PHONE :1-877-768-0001</p>	<p>Origination fees paid by lender: No  Front End benefits: None  Back end benefits: Yes  Reduction in interest for ACH debit: Yes  Online Services: Yes  Offer private loans: No  Does lender sell their loans: Yes  Borrower benefits sold with loan: Yes</p>
<p><b><u>Herring Bank (810895)</u></b>  P.O. Box 50488  Amarillo, TX 79159</p> <p>Hours of Operation  M-F 8:00 am – 5:00 pm</p> <p>Phone 1-806-337-1340</p>	<p>Origination fees paid by lender: No  Front End benefits: None  Back end benefits: None  Reduction in interest for ACH debit: No  Online Services: Yes  Offer private loans: No  Does lender sell their loans: Yes  Borrower benefits sold with loan: Yes</p>

<p><b><u>Discover Student Loans (831312)</u></b>  P.O. Box 30947  Salt Lake City, UT 84130-0947</p> <p>Hours of Operation  M- F 7:00 am – 11:00 pm</p> <p>Phone:  1-877-728-3030</p>	<p>Origination fees paid by lender: Yes  Front End benefits: No  Back end benefits: Yes  Reduction in interest for ACH debit: Yes  Online Services: Yes  Offer private loans: Yes  Does lender sell their loans: NO  Borrower benefits sold with loan: n/a</p>
<p><b><u>First National Bank (810815)</u></b>  P.O. Box 937  Kileen, TX 76540</p> <p>Hours of Operation  8:00 am – 5:00 pm</p> <p>Phone : 1-877-768-0001</p>	<p>Origination fees paid by lender: No  Front End benefits: None  Back end benefits: Yes  Reduction in interest for ACH debit: Yes  Online Services: Yes  Offer private loans: No  Does lender sell their loans: Yes  Borrower benefits sold with loan: Yes</p>
<p><b><u>Sallie Mae (802218)</u></b>  P.O. BOX 9425  WILKES-BARRE, PA 18773-9425</p> <p>HOURS OF OPERATIONS  M-THUR 7:00 AM TO 10:00 PM CST  FRI 7:00 AM TO 7:00 PM CST</p> <p>PHONE:1-888-2-SALLIE</p>	<p>Origination fees paid by lender: No  Front End benefits: None  Back end benefits: Yes  Reduction in interest for ACH debit: Yes  Online Services: Yes  Offer private loans: Yes  Does lender sell their loans: Yes  Borrower benefits sold with loan: Yes</p>
<p><b><u>STUDENT FUNDING GROUP (834312)</u></b>  106 ALLEN ROAD  LIBERTY CORNER, NJ 07938</p> <p>HOURS OF OPERATION  PHONE 1908-542-1161</p>	<p>Origination fees paid by lender: No  Front End benefits: None  Back end benefits: Yes  Reduction in interest for ACH debit: Yes  Online Services: Yes  Offer private loans: Yes  Does lender sell their loans: Yes  Borrower benefits sold with loan: Yes</p>

<p><b><u>SMART FINANCIAL CREDIT UNION (827999)</u></b>  4615 SOUTHWEST FRWY STE 310  HOUSTON, TX 77027</p> <p>HOURS OF OPERATION  M – F 8:00 AM – 6:00 PM</p> <p>PHONE : 1-800-392-5084</p>	<p>Origination fees paid by lender: No</p> <p>Front End benefits: None</p> <p>Back end benefits: None</p> <p>Reduction in interest for ACH debit: No</p> <p>Online Services: Yes</p> <p>Offer private loans: No</p> <p>Does lender sell their loans: NO</p> <p>Borrower benefits sold with loan: n/a</p>
<p><b><u>Graduate Leverage (834172)</u></b>  4030 Highway 6 South, Suite 300  College Station, TX 77845</p> <p>Hours of Operation  M-Fri 9:00 AM to 6 PM EST</p> <p>Phone  1-888-350-8488</p>	<p>Origination fees paid by lender: No</p> <p>Front End benefits: None</p> <p>Back end benefits: Yes</p> <p>Reduction in interest for ACH debit: Yes</p> <p>Online Services: Yes</p> <p>Offer private loans: Yes</p> <p>Does lender sell their loans: Yes</p> <p>Borrower benefits sold with loan: Yes</p>
<p><b><u>COLONIAL SAVINGS (830400)</u></b>  2600 WEST FRWY  FORTH WORTH, TX 76102</p> <p>HOURS OF OPERATION  M- F 7:00 AM – 7:00 PM</p> <p>PHONE:  1-800-937-6001</p>	<p>Origination fees paid by lender: No</p> <p>Front End benefits: None</p> <p>Back end benefits: Yes</p> <p>Reduction in interest for ACH debit: Yes</p> <p>Online Services: Yes</p> <p>Offer private loans: No</p> <p>Does lender sell their loans: Yes</p> <p>Borrower benefits sold with loan: Yes</p>
<p><b><u>Citibank (826878)</u></b>  P.O. Box 6128  Sioux Falls, SD 57117-6128</p> <p>Hours of Operation  M-Fri 7:00AM to 10:00PM CST</p> <p>Phone  1-800-967-2400</p>	<p>Origination fees paid by lender: No</p> <p>Front End benefits: None</p> <p>Back end benefits: Yes</p> <p>Reduction in interest for ACH debit: Yes</p> <p>Online Services: Yes</p> <p>Offer private loans: Yes</p> <p>Does lender sell their loans: No</p> <p>Borrower benefits sold with loan: No</p>

<p><b><u>Access Group (808851)</u></b>  5500 Brandywine  Wilmington, DE 19803</p> <p>Hours of Operation  M-F 9:00 am – 8:00 pm</p> <p>Phone  1-800-282-1550</p>	<p>Origination fees paid by lender: No  Front End benefits: None  Back end benefits: Yes  Reduction in interest for ACH debit: Yes  Online Services: Yes  Offer private loans: No  Does lender sell their loans: Yes  Borrower benefits sold with loan: Yes</p>
<p><b><u>PNC (809921)</u></b>  ACS  CAMPUS SUPPORT SERVICES  P.O. BOX 92251  LOS ANGELES, CA 90009-2251</p> <p>HOURS OF OPERATION  M – F 7:00 AM TO 7:00 PM CST</p> <p>PHONE: 1-800-762-1001</p>	<p>Origination fees paid by lender: No  Front End benefits: None  Back end benefits: Yes  Reduction in interest for ACH debit: Yes  Online Services: Yes  Offer private loans: Yes  Does lender sell their loans: Yes  Borrower benefits sold with loan: Yes</p>
<p><b><u>NELNET</u></b>  <b><u>ACADEMIC LOAN</u></b>  <b><u>(833669)</u></b>  P.O. BOX 82596  LINCOLN, NE 68501</p> <p>HOURS OF OPERATION  M-F 7:00AM-9:00PM CST</p> <p>PHONE  1-888-486-4722 OR  1-877-804-3603</p>	<p>Origination fees paid by lender: No  Front End benefits: None  Back end benefits: Yes  Reduction in interest for ACH debit: Yes  Online Services: Yes  Offer private loans: No  Does lender sell their loans: Yes  Borrower benefits sold with loan: Yes</p>

**Additional Related links:**

- **Student Financial Services Code of Conduct:**
- **US Department of Education:**  
[https://studentaid2.ed.gov/getmoney/pay\\_for\\_college/loans\\_evaluate.html](https://studentaid2.ed.gov/getmoney/pay_for_college/loans_evaluate.html)
- **FFELP Interest Rates set by Department of Education:**  
[http://studentaid.ed.gov/PORTALSWebApp/students/english/FFEL\\_DLInterestRates2008-09.jsp](http://studentaid.ed.gov/PORTALSWebApp/students/english/FFEL_DLInterestRates2008-09.jsp)
- **US Department of Education Glossary of Financial Aid Definitions:**  
<http://studentaid.ed.gov/PORTALSWebApp/students/english/Glossary.jsp>