

School of Medicine

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Office of the Dean
Registrar

MEMORANDUM

To: All Medical and Graduate Students

From: Mary E. Foy
Associate Dean/Registrar

Re: Student Loan Deferment Processing

June 2011

The School of Medicine participates in the National Student Clearinghouse, which is an industry-sponsored consortium that was created to simplify the enrollment verification and deferment processes for schools. The Clearinghouse is responsible for providing status and deferment information, on behalf of the school, to guaranty agencies, lenders, servicers, and the Department of Education's National Student Loan Data System (NSLDS).

Four times a semester, the School will submit a report of students' enrollment status to the Clearinghouse, which, in turn, will supply verification of enrollment to lending agencies. Deferment forms should continue to be brought to the Registrar's Office, where they will be bundled and forwarded weekly to the Clearinghouse for processing.

If you receive a collection letter from your loan servicer, we recommend the following steps be taken to inquire about the status of your deferment:

1. Call the lending agency to see if a deferment form was received between the time the Clearinghouse supplied the information and the lending agency sent the collection letter. The phone numbers for all Clearinghouse participants can be found at http://www.studentclearinghouse.org/gls/lenders_servicers.htm. Toll-free phone numbers for the largest servicers are as follows:

Servicer	Phone Number
AES	1-800-233-0557
ACS (formerly AFSA)	1-800-835-4611
Citibank	1-800-967-2400
Intuition, Inc.	1-800-874-3150
Nelnet (formerly UNIPAC)	federal loans: 1-888-486-4722 private loans: 1-888-538-7378

Servicer	Phone Number
Sallie Mae Servicers	1-888-2SALLIE
Wachovia	1-877-689-0763
Wells Fargo Education Financial Services	1-800-658-3567
William D. Ford	1-800-848-0979

2. If, after calling the servicer, it still appears that the deferment has not been processed, you may call the Clearinghouse at (703) 742-7791 and ask for a Student Service Representative. The representative will verify the date on which the Clearinghouse received the deferment form, the date the deferment was certified and mailed, the enrollment status that was certified, and where the form was sent.
3. If an emergency exists, for example, you are 150 days delinquent and being threatened with default, the Clearinghouse will intervene on your behalf by faxing another enrollment certification to the servicer. Further, it will work with the servicer to ensure that the form is processed on a high-priority basis.

If you have any questions concerning the School's participation with the Clearinghouse, please call Laura Robbins Winter at (410) 614-7013.