

QUESTION AND ANSWER GUIDE

Why did Campus Partners institute this change?

Campus Partners has imaged documents for its own retention for many years. Numerous customers have asked us to make these images available to them via the Web. As a result of these requests for a more convenient method of accessing documents, we have worked diligently to implement this access for customers. Instead of mailing processed work in the future, we are making it easier for you to maintain a paperless environment by only retrieving documents and printing documents when you need them.

Don't federal regulations require colleges and universities to keep the originals of these documents?

Sharon Cameron, Audit and Compliance Specialist for Campus Partners, has extensive knowledge of federal regulations governing the Perkins, Health Professions, and Nurse Faculty Loan programs. According to Sharon's research, retaining originals of processed work is not required. When the electronic master promissory note was implemented, the Department of Education stated that a paper document was no longer required to be retained by the lender or furnished to a borrower. As long as an electronic document exists that can be reconstituted and is available up to three years after all loans made under a Master Promissory note have been satisfied, all retention requirements have been met.

Federal regulations do not require that processed deferment or cancellation forms be retained in the event that the loan ends up being assigned to the Department of Education. The amount(s) cancelled must be furnished, but the form itself does not need to be submitted.

We will send Returned Check Advices as long as they are required by regulations to all schools, and we will also send Manual Debit/Credit Bank Account Adjustments to all schools that have requested this reporting.

How will I know if work has been processed?

Any transaction processed during the month is listed on the **Transactions and Adjustments Journal**, which along with other reports is available to customers via *eXpressReports*.

Campus Partners will provide all customers with a monthly *Deferment/Cancellation Detail Report*, which lists all deferments and cancellations processed during the month.

How do I access imaged documents on System 3i?

If you already have a user ID and password for System III, you may use that ID to access System 3i. Just visit CampusPartners.com and click on the System 3i icon at the bottom of the home page. Sign on to the Web site with your credentials, and you will see the search page. Enter the borrower information, and you will be able to access documents that you wish to review. Complete step by step instructions for accessing documents will be published in the November issue of the *Update* newsletter.

How far back can I access imaged documents?

You will be able to retrieve imaged documents via System 3i going forward from January 2008. If you need a document from an earlier date, contact your Customer Service Representative and the document will be provided to you. You also can access previously returned documents that you have in your files.

I do not have a System III user ID and password. How can I access System 3i?

Simply visit the CampusPartners.com Web site and download the System 3i Authorization Form. Complete the form and return it to us. We will notify you of your ID and password with 3-5 business days.