

HOW TO

Keep Borrower Addresses Current

We understand the importance of keeping borrower information current, especially addresses. To assist you in keeping address information up to date, we offer several services:

- Campus Partners maintains up to five addresses for a borrower:
 - one billing,
 - one primary,
 - and three secondary addresses.

When the primary address is coded bad on System IIISM, all billing statements and notices are sent to the next good address maintained on System III. You have the option of adding additional addresses to System III when the loan is initially added or any time thereafter.

- Campus Partners also maintains up to five reference addresses. These addresses may be used for skiptracing purposes. We do not use these addresses to send borrower information such as billing statements and notices. When an address is coded bad on System III, you may refer to the RADR screen for references instead of having to access the borrower's file. These addresses may be added to System III at any time.
- Campus Partners receives an electronic feed from the U.S. Postal Service that provides address updates for borrowers who may have submitted an address change request through their local post office. Approximately 10,000 addresses are changed each month using this service.

Campus Partners also provides the school with several reports that identify addresses coded bad on System III. These reports include:

- *Bad Address List* – This report lists all of the addresses that were coded “bad” during the reporting period. This report also provides the user with the date the address was coded bad as well as the most current address available.
- *Borrowers Without a Good Address Report* – This report identifies all borrowers who do not have a good address. This means the billing, primary and all of the secondary addresses are coded bad. In other words, the borrower is not receiving any correspondence from Campus Partners.

There are several steps that can be taken to update a borrower's address. Some of these steps are:

1. Telephone call
Determine if the borrower has a valid telephone number on your reports or on the online system. The borrower may have moved locally and kept the same telephone number or included a recorded message with a forwarding number. If the borrower has an invalid telephone number, you may contact directory assistance to verify a new telephone number.
2. References. Try contacting the secondary contact or reference to locate a valid telephone number or address for the borrower.
3. Borrower File
The student borrower's file may contain references such as parent's address or telephone number. In many cases, you may successfully obtain a valid address from the references available on the Loan Information Sheet or other reference detail in the student borrower file. You may also research alumni records or databases that are maintained at your school.
4. Credit Reports
Another tool available in obtaining a valid address is obtaining a report from the credit bureau. Credit reports usually provide the most current information. Any time a borrower requests credit (e.g., from a retail store), the credit record is updated. If you are unable to obtain a credit bureau report internally, you may contact one of the major credit bureaus to obtain information on-line.
5. Web Sites
Various Web sites allow you to search for your borrowers. Some frequently used Web sites include: www.switchboard.com, www.anywho.com, www.four11.com or www.whowhere.lycos.com.
6. Agencies
You may also contact agencies, such as the American Collectors Association (ACA), that offer access to a skiptracing database at a discount for members. For more information, you may contact the ACA at (612) 928-8000, Ext. 143.

Making sure that your borrowers receive regular billing statements or notification of their delinquency will not only keep them aware of their loan responsibilities, but will also minimize loan defaults.

If you have any questions, please contact your Customer Service Representative.

[Visit us at www.campuspartners.com](http://www.campuspartners.com)