



National Student Loan Program

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NSLP's Proactive Customer Service Receives High Marks

Customers appreciate helpful approach to problem resolution

(September 27, 2004) – Schools and lenders consider NSLP's proactive approach to problem resolution a key, value-added service they rely on. "NSLP calls me about problems before I even know I have them," says an assistant director of financial aid when praising NSLP's customer service. That kind of customer service is one of the reasons schools and lenders choose NSLP.

Recent, independent surveys show NSLP is instrumental in resolving customer problems even if it didn't cause them. "Our approach to taking care of our customers is just common sense," said NSLP President Nancy Wiederspan. "We work to keep problems from happening in the first place. However, if they happen, we fix them fast, often before our customers have to deal with them."

Wiederspan says NSLP strives to make the student loan program better with new services that exceed customer expectations. Examples include --

- Introducing blanket guaranty to streamline loan delivery for lenders, schools, and borrowers.
- Offering money management and financial literacy training to help students become better consumers and borrowers.
- Being among the first to adopt the *Total Enrollment Reporting Process (TERP)* to eliminate conflicting data and reduce administrative costs for lenders, servicers, and guarantors.
- Pioneering online loan summaries to help students keep track of their loans and providing electronic delinquency reports schools use to help borrowers get back on track repaying their loans.

Customers also gave NSLP high marks for courtesy, responsiveness, knowledge, helpfulness, timely responses and accurate information.

For more information about NSLP visit <http://www.nslp.org>.

Headquartered in Lincoln, Nebraska, the National Student Loan Program is a private, nonprofit corporation in its second decade as a student loan guaranty agency. NSLP works with lenders and post-secondary schools across the nation to help students gain access to low-cost student loans. With annual loan guarantees of over \$2.2 billion, NSLP is one of the nation's major guaranty agencies and continues to serve as the designated guaranty agency for Nebraska.