



**Janet Sain**  
Assistant Vice President

**SunTrust Education Loans**  
716 Hampton Way Drive  
Winston-Salem, NC 27107  
Tel 336.831.3137

February 26, 2010

Marilyn Wicker  
Loan Coordinator  
Methodist University  
5400 Ramsey Street  
Fayetteville, NC 28311

Dear Marilyn:

It is with great pleasure that we submit the enclosed proposal to Methodist University in response to your Request for Information, as you implement your preferred lender list. SunTrust Education Loans offers a premier combination of talent and resources that can provide flexible loan options, meaningful repayment benefits, and excellent customer service to Methodist University and your students.

In addition to federal loans, SunTrust is proud to offer our Academic Answer<sup>®</sup> Loan to undergraduate and graduate students enrolled at least half-time. Academic Answer is a private education loan designed to help students bridge the gap between the Cost of Attendance and money received through Federal loans, grants, scholarships, and work-study programs. With money-saving benefits, competitive interest rates, and flexible repayment options, Academic Answer may be the right solution for your students' education financing needs.

I want to thank you for the opportunity to submit this proposal. If I can provide additional information or respond to any questions, please contact me at 336.831.3137 or [janet.sain@suntrust.com](mailto:janet.sain@suntrust.com).

Sincerely,

A handwritten signature in black ink that reads "Janet Sain".

Janet Sain  
Assistant Vice President, Account Executive



# Working Together For Students

Proposal to  
Methodist University

February 26, 2010

## Why SunTrust Education Loans?

### Because your students come first.

At SunTrust Education Loans, we want to help you help your students. We believe in supporting and enhancing your education loan program with customized solutions and a team of professionals dedicated to exceptional customer service. We get to know you, your staff, your processes, your challenges, your goals. This personalized approach, combined with our efficient application process and exceptional borrower benefits, makes SunTrust Education Loans a powerful resource for your school, your students, and their parents.

### We'd be honored to continue serving as a private education loan provider for Methodist University.

Leading the SunTrust team is Janet Sain, who is responsible for putting our extensive resources to work for you. She is available to assist you with your specific needs and can respond quickly to your questions and requests.

Our specially-trained Campus Solutions Team works closely with you to develop and implement solutions that best suit your unique needs, and they carefully monitor service delivery to ensure the highest levels of quality. Our experienced Education Loan Specialists understand the concerns of your students and parents, provide knowledgeable answers to their questions, and help make the financial aid process easier to understand. Our Marketing Specialists provide educational materials and expert advice.

### Because we're dedicated to schools, students, and parents.

The mission of SunTrust Education Loans is to provide financial services that meet the needs, exceed the expectations, and enhance the lives of our colleagues, clients, and community. For 45 years, SunTrust Education Loans has proudly provided education-financing services to students and parents. In 2009, we originated over \$1.4 billion in education loans.

Headquartered in Atlanta, SunTrust Banks, Inc. is the nation's seventh largest commercial banking organization, serving a broad range of consumer, commercial, corporate, and institutional clients. The company operates an extensive branch and ATM network throughout the Southeast and Mid-Atlantic states and a full array of technology-based, 24-hour delivery channels. SunTrust Bank also serves clients in selected markets nationally. With our industry experience, our proven capabilities, and our commitment to excellence, SunTrust has the ability to fulfill the needs of your students and parents.

## RFI Responses

SunTrust partners with four (4) servicing entities and nine (9) guarantors. These relationships allow us to offer a variety of education financing solutions to your institution. SunTrust is proposing Methodist University continue with a federal loan process flow using Education Credit Management Corporation (ECMC) as your guarantor and Affiliated Computer Services (ACS) for servicing. The SunTrust lender code for this process is 819873. We are certain you will continue to find this flow to be a favorable one, providing your borrowers and staff an efficient, professional process from start to finish. However, if you are interested in discussing other processing options, please contact Janet Sain.

In addition to federal loans, SunTrust offers our Academic Answer® Loan, a competitive private education loan to help students fill the gap if federal loans, scholarships, and grants don't cover all of their college expenses. SunTrust always recommends that students apply for federal Stafford and PLUS loans prior to applying for any private student loans. SunTrust has partnered with American Education Services (AES), one of the nation's leading private loan service providers, to originate and service our Academic Answer Loan. AES has been servicing loans since 1972, and they are the second largest FFELP servicer. As of December 31, 2009, AES services \$20.5 billion in private loan assets. The Academic Answer Loan is easy to process through your current system, as we offer multiple certification and disbursement options.

### Lender Information

#### **1. Please attach your organization's mission statement and history in the student / parent loan field.**

The mission of SunTrust Education Loans is to provide financial services that meet the needs, exceed the expectations, and enhance the lives of our colleagues, clients, and community.

At SunTrust Education Loans, our employees strive to exceed expectations and be markedly superior every day in their interactions with each other, with schools, and with borrowers by providing exceptional customer service. SunTrust employees at all levels treat others with respect and take ownership to ensure that problems are resolved and questions are answered promptly. These are the company's values, but employees also experience this attitude firsthand in the way SunTrust treats them.

SunTrust Education Loans is the 10th largest federal education lender for campus-based loans and a leading provider of private education loans. We have proudly provided education-financing services to students and parents for 45 years. We market undergraduate and graduate loans to college and university financial aid offices both in and out of our Mid-Atlantic and Southeast footprint. Our loan volume in 2009 was over \$1.4 billion.

#### **2. Which types of loan program do you offer?**

SunTrust Education Loans offers federal Stafford and PLUS loans, as well as our Academic Answer Loan, a private education loan.

#### **3. Please provide the current default rate of your federal loan portfolio (Stafford, plus and alternative).**

SunTrust does not track cohort default rates by individual federal loan product. The 2007 national average originating cohort default rate for SunTrust, across all servicing partners, is 9.7%. 2007 is the most recent year for which cohort default rates are available from the Department of Education.

Based on the number of borrowers who have defaulted, the current default rate for our Academic Answer loan is less than 3%. Academic Answer was launched in October 2006, and the majority of our borrowers are in a deferred repayment status.

*Default rate information for the Academic Answer loan is proprietary and confidential and should not be distributed outside of your institution.*

#### **4. Please provide your approval rating for your credit-based loan programs.**

PLUS Loans: The PLUS approval rate is 80% and this is an overall rating across all lenders for which ACS originates loans.

Academic Answer Loan: For applications received through the school channel from July 1, 2008 through June 30, 2009, the overall approval rate for the Academic Answer loan is 72.3%.

For cosigned applications received through the school channel from July 1, 2008 through June 30, 2009, the approval rate for the Academic Answer loan is 82.4%.

*Approval rate information for the Academic Answer loan is proprietary and confidential and should not be distributed outside of your institution. Due to ongoing program and underwriting changes, future approval rates may vary. The figures shown are based on the current underwriting structure in place as of October 2009.*

*SunTrust approval rates cannot be directly compared to approval rates from other lenders unless the methodology behind the calculations is the same. The SunTrust Academic Answer loan approval rate is calculated based on each borrower. For example, if a borrower is not initially approved on his/her own and later adds an eligible cosigner, SunTrust calculates this as one complete application, thus producing a 100% approval rate.*

#### **5. Do you service your own loans? If not, please indicate all services you have contracted.**

SunTrust currently partners with four servicers:

- Affiliated Computer Services (ACS)
- American Education Services (AES)
- Nelnet
- Sallie Mae

#### **6. Please list the guarantor agencies with which you have partnerships.**

SunTrust partners with nine different guarantee agencies, and your school has the option to choose the guarantor for your processing flow.

Following is the list of guarantors we partner with:

American Student Assistance (ASA), Education Credit Management Corporation (ECMC), Office of Student Financial Assistance, Florida (OSFA), Georgia Student Finance Commission (GHEAC), Nebraska Student Loan Program (NSLP), Pennsylvania Higher Education Assistance Agency (PHEAA), Texas Guaranteed Student Loan Corporation (TG), Tennessee Student Assistance Corporation (TSAC), and USA Funds (USAF).

## **Borrower Services**

### **1. What are your customer service call center hours for borrowers?**

SunTrust Education Loan Specialists (ELS) are specifically trained to assist with student and parent questions about loan products, originations and servicing. Their goal is to assist all borrowers with a commitment to listen first and then provide excellent service. We are proud to offer ELS staff that can provide assistance to Spanish-speaking borrowers, too. SunTrust specifically addresses Spanish-speaking borrowers by making Spanish versions of electronic and print materials readily available to borrowers. In all of our client interactions, we strive to follow these simple principles: Think like a customer and simplify the financial aid process.

Education Loans Specialists: 800.552.3006, Monday - Friday, 8:30 a.m. – 5:30 p.m. Eastern Time

#### **ECMC**

Borrowers and schools may contact ECMC's Customer Support Department for questions regarding loan originations and disbursements.

ECMC Customer Support Department: 888.775.ECMC (3262), Monday-Friday, 9:00 a.m. - 5:30 p.m. Eastern Time

#### **ACS**

In addition, borrowers can also contact our servicing partner, ACS, for loan questions. Borrowers can reach a live representative who will answer general account and/or loan questions. Borrowers can also access the Interactive Voice Response (IVR) system 24/7.

ACS contact number for borrowers: 800.835.4611, Monday-Friday, 8:00 a.m. - 11:00 p.m. Eastern Time

### **2. What is your primary method of communication with students? (i.e. via mail to permanent address, email, and phone?)**

Our servicing partner, ACS, communicates with students through a variety of methods including email, phone, regular mail, and fax.

### **3. What borrower benefits do you offer on your federal loans?**

Under the proposed federal loan processing flow, SunTrust currently offers Stafford, Parent PLUS, and Grad PLUS borrowers a 0.25% interest rate reduction for automatic payments. The 0.25% interest rate reduction for automatic debit of monthly payments is guaranteed for the life of the loan, as long as the borrower signs up for and continues to make on-time payments via automatic debit throughout repayment.

### **4. Describe the services you provide to help students monitor borrowing and manage loan debt.**

SunTrust Education Loans offers borrowers a wealth of information through our comprehensive selection of high quality, easy-to-read debt management materials. These materials address the financial aid process, repayment, and contact information. We also offer guidelines and tips on credit, budgeting, and identity theft through printed brochures and on our Web site, [suntrustededucation.com](http://suntrustededucation.com).

SunTrust Bank can provide your school with a complete line of default management materials for your students, including:

- Debt Management Borrower Folder – allows students to maintain a portfolio of all promissory notes; correspondence from their lender, servicer, or school; disclosure statements; and copies of Entrance and Exit materials

- Repayment Chart – helps students estimate the monthly payments on their loans and details repayment options available
- Entrance/Exit Interview Form – 3-part carbonless forms that can be used to inform students of their rights and responsibilities
- NSLDS/Ombudsman Postcard with tear-out wallet card – provides a quick and easy way to give students information on how to access the National Student Loan Data System for their complete loan history and describes what the Federal Student Aid Ombudsman is and how to reach their office by phone, mail, or online

In addition, SunTrust is proud to offer a series of six Financial Aid Podcasts to help educate students and parents on the financial aid process. Accessible on our Web site, [suntrusteducation.com](http://suntrusteducation.com), and on iTunes®, the podcasts provide information on the different education loan products available and also offer tips on money management.

SunTrust also works closely with and is a proud supporter of Mapping Your Future, a public-service, nonprofit Web site providing college, financial aid, and financial literacy information and services to students, families and schools. MYF offers convenient Online Student Loan Counseling that enhances the loan management education of the student by actively involving them in the counseling – making it an important default prevention tool.

In regards to private loans, SunTrust encourages students to consider all aid alternatives including scholarships, grants, and federal student loan programs before applying for private loans. Federal student loans, like the Stafford and PLUS loan, offer lower interest rates and an overall lower cost of borrowing. We have added “speed bumps” to the Academic Answer loan section of our Web site so, when a borrower begins to apply for a private loan, a pop-up window appears with the following language:

“Please Note: SunTrust recommends you consider all aid alternatives including grants, scholarships, and federal loans, prior to applying for private student loans.”

Borrowers must check that they have read this statement before they can continue the loan application process. In addition, we have added this recommendation to all our private loan marketing materials and posted it in other key locations on our Web site. Our Education Loan Specialists are also trained to encourage borrowers who call our customer service number to maximize their federal loan eligibility prior to considering a private loan.

##### **5. Please describe any financial advising services you provide to students regarding financial literacy / planning.**

SunTrust realizes the importance of educating students about all of their options to assist them in making smart fiscal decisions that can influence future life decisions, such as when to buy a home or start a family. In addition to the printed materials mentioned in Question 4 above, we have developed debt management tools to supplement information provided by Methodist University. These tools, available at [suntrusteducation.com](http://suntrusteducation.com), include the following topics:

- Tax Benefits for Education
- Credit Smart
- Identity Theft
- Organizing Records and Budgeting
- 20 Ways to Have More Money
- What are You Spending?

**6. Do you defer payments automatically until graduation for the PLUS / Grad PLUS?**

Parent PLUS borrowers have to request a deferment before it would be applied their Parent PLUS loans, based on the current regulations. Grad PLUS borrowers will be considered in-school as long as they enrolled at least half-time; therefore, their payments are deferred automatically. Once the in-school deferment has ended the loan will automatically go into repayment.

**7. Do you offer life-of-loan services to your borrowers?**

No, SunTrust Education Loans sold 2008-2009 FFELP loans to the U.S. Department of Education for our ACS-serviced loans. The Department decides who will be servicing these loans, and ACS is not one of the servicer options.

**8. Do you sell your loans? If so, how are students notified? Do their borrower benefits remain in effect with the new holder?**

As part of the Ensuring Continuing Access to Student Loans Act, the U.S. Department of Education announced a program that allowed lenders to sell FFELP loans to the Department. SunTrust sold 2008-2009 academic year FFELP loans to the U.S. Department of Education for our ACS-serviced loans. The borrowers received a welcome letter introducing the U.S. Department of Education as their lender. The 0.25% interest rate reduction for automatic debit of monthly payments remains in effect as long as the borrower signs up for and continues to make on-time payments via automatic debit throughout repayment.

**9. Do you solicit student / parent borrowers for other products that you may offer?**

At SunTrust, we recognize the sensitive nature of our borrowers' financial information, and we take appropriate precautions to protect their privacy. SunTrust does not sell, trade or otherwise make our student loan borrower information available to outside parties. Our borrowers' information would be available for SunTrust affiliate marketing (i.e. Mortgage, Retail) unless the borrower has "opted out". A copy of SunTrust's privacy policy is mailed to borrowers annually. In addition, SunTrust will never send unsolicited e-mails asking clients to provide, update, or verify personal or account information, such as passwords, Social Security numbers, PINs, credit or Check Card numbers, or other confidential information.

**Private / Alternative Loans****1. What private / alternative loan product(s) do you offer?**

SunTrust Education Loans proudly offers our Academic Answer® Loan, a competitive private education loan option to help students fill the gap if federal loans, scholarships, and grants don't cover all of their college expenses. SunTrust always recommends that students apply for federal Stafford and PLUS loans prior to applying for any private student loans. With our Academic Answer Loan, students can borrow up to the cost of education minus other financial aid received. The Academic Answer Loan is also easy to process through your current system due to multiple certification and disbursement options.

**2. Do you offer loans to assist students with past due balances?**

No, the Academic Answer loan cannot currently be used for past due balances.

**3. Please provide the credit scoring and other assessment devices used to determine eligibility. Please also include interest rate tiers for your private loan programs(s). How frequently does the interest rate change? Is there an interest rate cap?**

Although our credit criteria is proprietary information, we do require that the student or cosigner have 36 months of credit history with three trade lines (either open, paid, or closed), none of which can be an authorized user account or deferred student loan. At least one of these trade lines must be designated as an installment or mortgage loan. In addition, borrowers cannot have had a prior student loan default.

The Academic Answer Loan interest rate is based on the one-month London Interbank Offered Rate (LIBOR) Index plus a margin ranging from 4.00% to 11.25% for undergraduate students and from 3.50% to 10.75% for graduate students. The one-month LIBOR index is 0.250% as of February 1, 2010. The variable interest rate and APR may be higher depending on the borrower's credit history. The APR will increase or decrease if the one-month LIBOR Index changes. Using the borrower's or cosigner's credit history, a tier is assigned to determine the APR on the loan. The variable interest rate changes monthly, and there is no interest rate cap.

The tiers offered for undergraduate students for the 2009-2010 academic year are as follows:

With a cosigner

- Tier 1: 1-month LIBOR + 4.00%
- Tier 2: 1-month LIBOR + 5.25%
- Tier 3: 1-month LIBOR + 6.75%
- Tier 4: 1-month LIBOR + 8.50%
- Tier 5: 1-month LIBOR + 10.25%

Without a cosigner

- Tier 1: 1-month LIBOR + 6.00%
- Tier 2: 1-month LIBOR + 7.25%
- Tier 3: 1-month LIBOR + 8.75%
- Tier 4: 1-month LIBOR + 10.50%
- Tier 5: 1-month LIBOR + 11.25%

The tiers offered for graduate students for the 2009-2010 academic year are as follows:

With a cosigner

- Tier 1: 1-month LIBOR + 3.50%
- Tier 2: 1-month LIBOR + 4.75%
- Tier 3: 1-month LIBOR + 6.25%
- Tier 4: 1-month LIBOR + 8.00%
- Tier 5: 1-month LIBOR + 9.75%

Without a cosigner

- Tier 1: 1-month LIBOR + 5.50%
- Tier 2: 1-month LIBOR + 6.75%
- Tier 3: 1-month LIBOR + 8.25%
- Tier 4: 1-month LIBOR + 10.00%
- Tier 5: 1-month LIBOR + 10.75%

#### **4. What is the standard repayment for your alternative loans (# of years)? Do you provide hardship deferment / forbearance options?**

The standard repayment term is up to 15 years. Borrowers can request forbearance when experiencing a financial or personal hardship. The forbearance period is up to 12 months and is offered in six-month intervals. To qualify for forbearance, the borrower or cosigner must complete a Forbearance Request Form and define the hardship that inhibits them from repaying their loan.

**5. What are the front-end and back-end fees on your private loans?**

Our Academic Answer loan currently has no origination or repayment fees. Late fees may be assessed if the payment is not received within 15 days of the due date. Late fees will not exceed 5% of the monthly payment and can be assessed every month when payments are not received within 15 days of the due date.

**6. Please describe any benefits offered. (Please include all stipulations and qualifying criteria, as well as number and percentage of borrowers who actually qualify for the benefits.)****Academic Answer offers the following benefits:**

- Graduation Reward - \$300 principal reduction per loan at graduation (When a borrower takes out one Academic Answer Loan each year for four years, they receive a \$1,200 principal reduction with proof of graduation.) Proof of graduation must be submitted within 90 days. Copy of diploma or final transcript are acceptable proof.
- 0.25% interest rate reduction for automatic debit of monthly payments from a checking or savings account
- Cosigner release option is available upon request after 48 consecutive on-time principal and interest payments are made; student must meet credit criteria at time of request

Our Academic Answer loan was launched in October 2006. Therefore, we do not have sufficient data to provide a valid percentage of borrowers receiving the benefits. If the Academic Answer loan is consolidated prior to receiving the principal reduction, the benefit will be lost. If the Academic Answer loan is consolidated after receiving the principal reduction, the benefit will not be lost. The ACH benefit will be lost upon consolidation.

**7. Do you have an insurance and disability clause to your private loan programs?**

No

**8. Do you offer any special loan repayment options? (i.e. extended or graduated repayment).****Please describe.**

Yes, SunTrust offers flexible repayment options including:

- Standard Repayment - interest and principal payments begin 30 to 45 days after the final disbursement
- Deferred Repayment - principal and interest payments begin six months after graduation, separation from school, or dropping below half-time status
- Interest-Only Repayment - interest payments begin 30 to 60 days after first disbursement; principal payments will begin six months after graduation, separation from school, or dropping below half-time status

**9. Do you offer private loan consolidations? If so, what is used to determine the interest rate?**

No

**10. Do you offer e-signature for your private loans?**

Yes

**11. Do you offer special programs / loans for half-time and / or less than half-time students?**

The Academic Answer loan is available to students who are enrolled at least half-time. We do not currently provide private loans to students enrolled less than half-time.

**12. Do you offer loans for students that are in non-degree / non-credentialed programs?**

No. Borrowers must be enrolled in a Title IV eligible program and be degree-seeking to be eligible for the Academic Answer loan.

**13. Do you offer loans for international students? What eligibility criteria are required?**

Yes, international students are eligible for Academic Answer; however, they are subject to the same eligibility requirements and credit criteria as any other borrower. An Academic Answer applicant must be a U.S. Citizen or Permanent Resident with a Social Security number.

**14. Describe process and timeframe for guarantee and approval responses after loan certifications are submitted.**

Borrowers may receive an immediate credit approval online. This indicates that an applicant's credit report has been reviewed and meets the minimum credit criteria but is pending review of required documentation, including certification by the student's school. The approval time is dependent on how timely the borrower returns requested documentation and how quickly the school provides certification. Our Academic Answer loan also requires supporting documentation such as income verification in order to be approved.

After school certification has been received, the new Approval Disclosure will be mailed to both the borrower and cosigner and both must accept it within 30 calendar days by phone or fax. Prior to the first disbursement, the Final Disclosure will be mailed to both the borrower and cosigner, and they have the right to cancel their loan within three (3) business days. If no cancellation is received within this timeframe, the loan disbursement will be released.

Our service partner, American Education Services (AES), will load approval information to ELM daily. AES runs batches at 7:00 a.m., 10:00 a.m., 2:00 p.m., 5:00 p.m., and overnight. These batches load incoming data and send outgoing CommonLine files.

**15. Are you a member of ELM Resources?**

Yes, SunTrust has been a full ELM partner since 1995. We are able to work efficiently in an ELM processing environment with the capability to process both federal and private loans, as well as disbursements and file transfers.

**16. Please provide the name and contact information for the person with which to follow-up for additional questions.**

Janet Sain, SunTrust Account Representative  
Tel 336.831.3137  
Fax 413.376.2850  
janet.sain@suntrust.com

## Academic Answer Loan from SunTrust

### Eligibility

- Undergraduate and graduate students must be enrolled at least half-time at an approved school.
- Satisfactory Academic Progress is not required in order to qualify.
- Students must be enrolled in a Title IV eligible program.
- Students whose permanent residences are in the following states are not eligible to apply: TX, IA, IL, WA, WI. In addition, cosigners who are permanent residents of IL are not eligible.
- The Academic Answer loan cannot currently be used for past due balances.

### Interest Rates and Fees

- Interest rates are tiered, based on the one-month London Interbank Offered Rate (LIBOR) Index plus a margin, and adjust monthly.
- The 1-month LIBOR index is 0.250% as of February 1, 2010.
- Rates range from 1-month LIBOR plus 4.00% to the 1-month LIBOR plus 11.25% for undergraduates and from 1-month LIBOR plus 3.50% to the 1-month LIBOR plus 10.75% for graduate students.
- There are no origination or repayment fees.
- Late fees may be assessed if the scheduled payment is not received within 10 days of the due date. Late fees will not exceed 5% of the monthly payment and can be assessed every month when payments are not received within 10 days of the due date.

### Borrower Benefits

- Graduation Reward - \$300 principal reduction **per loan** at graduation
- 0.25% interest rate reduction for automatic debit of monthly payments from a checking or savings account
- Cosigner release option available upon request after initial 48 consecutive on-time principal and interest payments; student must meet credit criteria at time of decision

### Loan Limits

- Annual minimum: \$1,001 in all states except AK (\$5,001), CO (\$3,001), NM (\$2,501), OK (\$4,401), RI (\$5,001), and SC (\$3,301)
- Annual maximum: Cost of attendance less aid
- Academic Answer loan aggregate debt limits are:
  - 1st year undergraduate = \$25,000
  - 2nd year undergraduate = \$50,000
  - 3rd year undergraduate = \$60,000
  - 4th year undergraduate = \$60,000
  - 5th year undergraduate = \$60,000
  - Graduate = \$100,000 (*includes undergraduate and graduate Academic Answer loan debt*)
- Total aggregate debt limits (*includes all student loan debt and any unsecured, deferred consumer debt*) are as follows:
  - 1st year undergraduate = \$25,000
  - 2nd year undergraduate = \$50,000
  - 3rd year undergraduate = \$75,000
  - 4th year undergraduate = \$100,000
  - 5<sup>th</sup> year undergraduate = \$100,000
  - Graduate = \$150,000

### Application

- Borrowers and cosigners, if applicable, apply online at [suntrustededucation.com/academicanswer](http://suntrustededucation.com/academicanswer).
- The required *Application and Solicitation Disclosure (ASD)* is presented to the student borrower and cosigner, if applicable, electronically (*effective 2/11/2010*).
- Preliminary credit decision is available within seconds.
- If credit approved, the required *Applicant Self-Certification Form (ASCF)* is presented to the student borrower electronically (*effective 2/11/2010*).
- The student borrower may e-sign both the Promissory Note and required *Applicant Self-Certification Form (ASCF)*. The cosigner, if applicable, may e-sign the Promissory Note.

### Credit Approval

- A cosigner is not required; however, it may increase the likelihood of approval and help the student qualify for a lower interest rate.
- Income verification may be required. The student is not required to have income as long as a cosigner has income. A debt-to-income ratio is calculated prior to final approval.

### School Certification

- School certification is required. The student borrower must complete and submit the *Applicant Self-Certification Form (ASCF)*, along with any other required documentation, before final loan approval can be issued. School certification is requested after the loan receives final approval.
- Complete school certification online via ELM, eCourier, OneLink, or a variety of other options.
- Our servicing partner, AES, supports both CommonLine v.4, CommonLine v.5 and CommonRecord

### Loan Acceptance

- After school certification has been received, the required *Approval Disclosure (AD)* will be mailed to both the student borrower and cosigner, if applicable, and both must accept it within 30 calendar days by phone or fax. SunTrust plans to present the *Approval Disclosure (AD)* electronically in April 2010.

### Disbursements

- Upon the proactive acceptance of the Approved loan terms by both the student borrower and cosigner, if applicable, the required *Final Disclosure (FD)* will be mailed to both the student borrower and cosigner, if applicable. SunTrust plans to present the *Final Disclosure (FD)* electronically in April 2010.
- Upon receipt of the *Final Disclosure (FD)*, the student borrower and cosigner, if applicable, will have three business days to cancel or rescind the loan. Loan cancellation requests must be submitted in writing. SunTrust must wait until this three-day period has expired before disbursement of funds can take place.
- A loan may have up to four disbursements. Disbursement amounts do not have to be equal.
- Funds can be sent to the school via EFT, Mastercheck, or co-payable check mailed to the school.
- Loan cancellation is possible after funds have been disbursed. Either the school, the student borrower, or the cosigner must return the funds within 30 days of the disbursement date to cancel the promissory note and avoid any interest or other charges.

### Repayment Options and Terms

- Flexible repayment options include deferred principal and interest repayment, interest-only repayment, or immediate repayment.

- Repayment begins six months after graduating, withdrawing from school, or dropping below half-time status.
- Repayment term is up to 15 years (*effective for applications received on or after 2/11/2010*).
- \$50 minimum monthly payment is required.
- There is no prepayment penalty.
- Forbearance option is available.
- Borrowers can securely access loan and account information using the Account Access portal at [www.aessuccess.org](http://www.aessuccess.org). Upon successful log-in, borrowers may access the following:
  - current balance
  - interest rate
  - monthly payment amount
  - payment history
  - deductible interest paid for tax purposes
  - no fee on-line payment service
  - downloadable forms
  - update address information

### Reporting

- Schools can securely access a variety of reports through PageCenter, a free online tool offered by our servicing partner, AES. Several options are available regarding:
  - Application reports
  - Certification reports
  - Approval Disclosure reports
  - Final Disclosure reports
  - Disbursement reports
  -

Contact Janet Sain for details on how you can sign up for PageCenter

## Exceptional resources and customer service

SunTrust can offer your school's staff and students many exceptional resources and outstanding customer service.

### Campus Solutions

SunTrust takes pride in the specially-trained Campus Solutions (CS) team established to assist our school clients. CS team members have first-hand knowledge of the inner workings of a financial aid office. They work closely with each school to understand their unique set of needs and assist in implementing customized solutions. CS representatives are responsible for setting up and monitoring your school's preferred process flow. They also provide solutions to your school when issues arise by taking responsibility for problem resolution on your behalf.

Our CS team members are responsible for day-to-day processing questions and monitoring your school's preferred process. They are available Monday through Friday and can assist with:

- Resolution of disbursement issues and incomplete applications
- Generation of school reports
- Assistance with loan processing
- Management of relationship between school, guarantor, and servicer

### Education Loan Specialists

We have a team of friendly, knowledgeable Education Loan Specialists (ELS) who are specifically trained to assist with student and parent questions about loan products, origination, and servicing. They can fully explain the financial aid process and help your students navigate a myriad of complicated educational options. Their goal is to assist your school's borrowers with a commitment to listen first and then provide excellent service. We are proud to offer an ELS staff that can provide assistance to your Spanish-speaking borrowers, too. In all our client interactions, we strive to follow these simple principles: Think like a customer and simplify the financial aid process.

The ELS Group is available to assist your school's student and parent borrowers Monday through Friday from 8:30 a.m. to 5:30 p.m. ET. Borrowers can call toll-free at 800.552.3006 and will be connected with a live

representative in one easy step. SunTrust's average hold time for customer service calls is less than 60 seconds, and our call abandonment rate is less than 6%. All SunTrust Education Loans customer service calls are received in the U.S.

### SunTrust Education Loans Web Sites

SunTrust offers a comprehensive education loan Web site that provides valuable information to borrowers and financial aid officers. Following is a sample of resources available at [suntrusteducation.com](http://suntrusteducation.com):

- Information about all of our loan products and services, including borrower benefits
- Online applications for both Federal and private loans
- Informative financial aid podcasts
- Budgeting and planning tools, including calculators
- Glossary of financial aid terms
- Online scholarship search links
- Money management tips

The SunTrust Education Loans Web site can specifically address the SunTrust borrower benefits and application process set up for Methodist University students. A link back to your Web site can also be added.

In addition, SunTrust maintains a Web site dedicated to high school students – [oftocollege.info](http://oftocollege.info) – which offers:

- Printable college-bound calendar
- Links to scholarship sites including an online application for the SunTrust Off To College Scholarship Sweepstakes<sup>SM</sup>
- Federal and private loan options

The home page of this high school site showcases monthly tips to keep students on track with college applications and financial aid. From this site, students and parents can email questions to a SunTrust Education Loan Specialist (all emails are answered

within one business day). SunTrust has also created a companion site – [aluniversidad.info](http://aluniversidad.info) – that offers the same information in Spanish.

### **SunTrust Podcasts**

SunTrust Education Loans offers a series of informative financial aid podcasts to help students learn about the financial aid process. Each podcast is approximately six minutes long and is available on the SunTrust Education Loans Web site for students and parents to either listen to on their computer or download onto an iPod® or MP3 player. The podcasts are also available at no charge on iTunes®. The majority of students today own an MP3 player, and podcasts (audio clips) are an easy way to deliver important information to students in a popular medium they are comfortable using.

The podcast episodes include:

- Planning for college
- Paying for college
- Federal Student Loan Program
- Private loans
- Debt and credit
- Student loan repayment

### **The SunTrust Off To College Scholarship Sweepstakes<sup>SM</sup>**

For the past five years, SunTrust has offered the Off To College Scholarship Sweepstakes program. The Sweepstakes offers high school seniors the opportunity to register online to win a \$1,000 scholarship. A winner is chosen every two weeks from October through May. Over sixty winners have been selected over the past three years from across the U.S.

There is no fee to enter the sweepstakes, and eligibility is not based on GPA or financial need. No loan application is necessary to enter or win. Students may enter by completing an entry form on the SunTrust Education Loans [oftcollege.info](http://oftcollege.info) Web site (entries can also be submitted by mail).

Complete details about our Off To College Scholarship Sweepstakes can be found at [oftcollege.info](http://oftcollege.info).

### **Debt Management and Entrance/Exit Counseling**

SunTrust Education Loans is committed to keeping delinquency and default rates at a minimum, and SunTrust exceeds all Federal requirements for default prevention. SunTrust provides a comprehensive selection of Debt Management materials in print and online.

They contain valuable information regarding loan repayment, budgeting, identity theft, and tips on saving.

SunTrust also works closely with and is a proud supporter of Mapping Your Future, a public-service, nonprofit Web site providing college, financial aid, and financial literacy information and services to students, families, and schools. MYF offers convenient integrated Online Student Loan Counseling that enhances the loan management education of the student by actively involving them in the counseling, making it an important default prevention tool.

### **Product Brochures and Educational Materials**

SunTrust can provide your students with a complete line of high quality, easy-to-read educational materials about federal and private student loan products, loan repayment, and debt management.

### **Student Banking**

SunTrust offers free student banking, and with nearly 1,700 retail locations, SunTrust Bank is easily accessible to your students.

SunTrust Bank will offer free checking accounts to your students (with a valid student ID). This account features:

- Free SunTrust Visa® Check Card with SunTrust Rewards
- Personal Savings account with no monthly maintenance fee
- Free Online Banking with Bill Pay
- Free Mobile Banking
- Free automated and personal telephone banking
- Free use of more than 2,500 SunTrust ATMs

- Overdraft protection from another SunTrust account or credit card
- Discounted identity theft protection and credit monitoring

**Please note:**

*SunTrust is committed to supporting a viable Federal Family Education Loan Program, and we are choosing to respond to your request for information regarding federal loans. However, with so much uncertainty regarding Congressional action related to the FFELP and the existence of the U. S. Department of Education's Loan Purchase Program beyond July 1, 2010, a final decision regarding SunTrust FFELP lending for the 2010-11 academic year has yet to be made. We will inform you once decisions are finalized. The SunTrust federal loan benefits contained in this proposal are effective for all loans with first disbursements on or after June 9, 2008.*

*This proposal contains information on private loans and nothing herein shall be construed as an offer or commitment on the part of SunTrust to make FFELP loans available to or on behalf of students at Methodist University. SunTrust has made no such offer or commitment to Methodist University, and SunTrust retains complete authority and discretion with regard to whether or not to provide FFELP loans to or behalf of students of Methodist University, and/or on what terms it may provide such loans.*

*The contents of this proposal are confidential and contain information that is proprietary to SunTrust Banks, Inc. Methodist University agrees that this proposal and its contents shall be maintained in confidence and may only be disclosed to employees of Methodist University who need to know this information for the purposes of evaluating this proposal. This proposal cannot be released beyond your institution unless so required by state or other applicable law. Before release, SunTrust requests notification so that opportunities for redaction are available to SunTrust under the prevailing status.*

## Meet Your SunTrust Team

Janet Sain is an Assistant Vice President with SunTrust Education Loans and the Account Executive for Methodist University. Janet has worked in the student loan industry for over 21 years. In addition to her role as Financial Aid Director at ECPI College of Technology in Greensboro, Janet has served in various leadership roles with NASFAA, SASFAA, and NCASFAA. She has been honored with the SASFAA Distinguished Service Award for her years of dedication to the Association.

Supporting Janet is Jeanne Holmes, regional sales manager. Based in Prince George, Virginia, she has been in the financial aid industry for 28 years. Prior to joining the SunTrust team, Jeanne worked at Educational Credit Management Corporation (ECMC) as an Account Executive, and she also has prior institutional financial aid experience.

Tonya Smith is your school's Campus Solutions representative. Based in Richmond, Virginia, Tonya has been with SunTrust Education Loans since 1998. In 2003, she was recognized for her outstanding customer service by receiving the department's highest award. She will be responsible for setting up your school's process and assisting with any day-to-day processing questions.

Drawing on the experience of our entire team, SunTrust offers a strong and flexible support network to meet your needs.

## Contact Information



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