Connecticut Student Loan Foundation

LOAN SERVICING RFP - RESPONSE TO QUESTIONS

Question	Response
1. Who is currently servicing these loans?	Edfinancial Services, LLC. is the current servicer.
2. What system are the loans being serviced on and who maintains that system? -and- Which Nelnet servicing system is your current servicer, Edfinancial, using?	Currently, Edfinancial services its loans on Nelnet's SLSS system. Nelnet services its own portfolio on the same system, but has a separate region that Nelnet maintains for Edfinancial.
3. In the Proposer Description and Experiences, what loan application processing times are referenced with the level of service data?	New applications are not received under the program, so loan application processing times are not applicable.
4. In the Servicing Loans, Servicing System, Procedures, etc. section, electronic payments are mentioned along with online, telephone and mail payments. Does electronic payment mean ACH payments?	Yes
5. Will CLSF accept a SOC 1 type 2 report instead of both a SOC 1 and SOC 2 report?	Yes
6. Which specific data is requested for the Monthly Loan Tapes and transaction data?	Total interest, daily monetary transactions, fees reconcile, interest reconcile, new consolidation fee, principal reconcile, redemption, refund reconcile and lender daily cash. Most reports have an identifier of "lender summary or total". Please see here for additional data.