

FINANCIAL AID MANUAL		NUMBER Section III	PAGE # App 11
SECTION SELF Loan Program	DATE July 2015		

SELF Loan Servicing Appeals Process

To ensure quality service to you, we have selected Firstmark Services as our agent to service your SELF Loan. If you have a question about your SELF Loan, please contact Firstmark Services through one of the methods listed below:

Borrower Number: 1-888-295-0713 Monday through Friday 7:00 a.m. to 8:00 p.m. Central Time
E-mail: customer.service@firstmarkservices.com
Fax: 1-866-258-9222

Mailing Address: Firstmark Services
Attn: Private Loans
PO Box 82522
Lincoln NE 68501-2522

Payment Address: Firstmark Services
P O Box 2977
Omaha, NE 68103-2977

Internet: www.firstmarkservices.com

If you have concerns about your SELF Loan which you are unable to resolve with Firstmark Services, you are encouraged to utilize the following Appeals Process:

Send a letter to: Minnesota Office of Higher Education
SELF Loan Department
P O Box 64449
Saint Paul, MN 55164

Include: Date
Name, Address, and Phone Number
Parti ID
Summary of the issue with your SELF Loan

Firstmark Services and the Minnesota Office of Higher Education Appeals Team will jointly review your letter. You should receive a response within three weeks unless additional time is needed to research your appeal. The response will be from either Firstmark Services or the Office of Higher Education. It is important to both the Office of Higher Education and Firstmark Services that your SELF Loan is properly serviced.

Thank you for using the SELF Loan to assist in funding your education.