

<b>FINANCIAL AID MANUAL</b>		NUMBER Section III	PAGE # App 1
SECTION <b>SELF Loan Program</b>	DATE July 2015		



## Who to Contact

**Minnesota Office of Higher Education 651-642-0567 or toll free at 1-800-657-3866**

*Monday through Friday 8:00 a.m. to 4:30 p.m.*

**Fax Number 651-642-0570    selfloan.ohe@state.mn.us**

- Questions on the status of the loan prior to approval.
- Questions on Deny and Send Back letters.
- Changes in loan applications prior to approval (loan amount, grade level, disbursement dates, etc.)
- Borrowers or co-signers with questions about the program or loan application.

**Sheila Price    651-355-0602**

**Marilyn Kosir    651-355-0600**

- Request user id and password and questions about online counseling.
- Set up EFT.
- Special report requests.

**School Hotline 1-888-756-0075 (Schools ONLY please)**

*Monday through Friday 7:30 a.m. to 4:00 p.m. Central Time*

**Fax Number 1-800-451-2528    schools@firstmarkservices.com**

- Cancellation, re-issue, or re-instatement of disbursements subsequent to approval of the loan.
- Reduction of loan disbursements subsequent to approval of loan.
- Status changes (for schools that do not participate in the National Student Clearinghouse).
- Questions on EFT or check disbursements or rosters.
- Set up online application process.
- Set up response files or questions on response files.

**Firstmark Services Borrower Line toll free at 1-888-295-0713 (Automated 24 hours)**

*Representatives are available: Monday through Friday 7:00 a.m. to 8:00 p.m. Central Time*

*Borrowers can also look up information on their loan via the web site [www.firstmarkservices.com](http://www.firstmarkservices.com)*

- Borrowers or co-signers with questions on Firstmark billing statements.
- Opt-out of e-correspondence.

## Who Does What

### Office of Higher Education

- Review, process and approve applications.
- Send letters to borrowers, co-signers and/or schools on denied or incomplete applications.
- Send letters to schools if pending disbursements are held due to delinquency.
- Train school staff in certifying applications.
- Send disclosure statements to borrowers.

### Firstmark Services

- Send disbursements by check or EFT to the school.
- Bill borrowers, track graduation date, update loan status and perform diligence activities.
- Report borrower and co-signer information to the credit bureaus.
- Check disbursements held due to delinquency to see if eligible for re-issue.