

West Hills Community College District

STUDENT LOAN DEFERMENT PROCESSING

West Hills Community College District participates in the National Student Clearinghouse, located in Herndon, Virginia. Several times each academic term, the college submits a report of students' enrollment status to the Clearinghouse which, in turn supplies verification of enrollment to lending agencies.

Most lenders and loan servicing organizations participate in the Clearinghouse also participate in our paperless deferment process. With this process, no paper forms need to be completed by either students or schools – the student simply calls his or her servicer to request a deferment. The servicer then posts a deferment to the student's account after the student's verbal order is matched against the Clearinghouse electronic data verifying in-school status. A list of participating student lenders is available at www.studentclearinghouse.org/gls/lenders_servicers.htm.

West Hills Community College District does not provide this information directly to lending agencies. If you registered late or had an exception processed to your term registration, this information may not be reported until our next Clearinghouse submission.

If you receive a collection letter from a servicer, you should:

- Call your lending agency to see if they received a deferment form from the Clearinghouse **after** they sent you the collection letter.
- If after calling your servicer it still appears that your deferment was not processed, call the Clearinghouse at 703-742-4200. A Clearinghouse representative can verify the date they received the deferment form, when the deferment was certified, when your enrollment status was certified, and to which lenders and guarantors your deferrable status was reported.
- If an emergency exists (e.g., you are being threatened with default), the Clearinghouse can intervene on your behalf by faxing another enrollment certification to your servicer. Further, it will work with your servicer to ensure that the form is processed on a high-priority basis.

If you need assistance, email service@studentclearinghouse.org

National Student Clearing House Participating Servicers

The organizations below financially support the Clearinghouse and receive enrollment information directly from us.

Their financial support allows us to provide service without charge to schools and students.

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| <u>AES</u> (formerly Student Loan Servicing Center) | 1-800-233-0557 |
| <u>Affiliated Computer Services (ACS)</u> (was Academic Financial Services Association or AFSA) | 1-800-835-4611 |
| <u>Citibank Student Loan Corporation</u> | 1-800-967-2400 |
| <u>EFS Services, Inc.</u> (now part of Nelnet) | 1-800-635-1867 |
| <u>Intuition, Inc.</u> (now part of Nelnet) | 1-800-874-3150 |
| <u>Nelnet</u> (formerly UNIPAC, Denver; UNIPAC, Lincoln; and UNIPAC, St. Paul, MN) | federal loans: 1-888-486-4722 private loans: 1-888-538-7378 |
| <u>Sallie Mae Loan Servicing Centers</u> | 1-888-2SALLIE |
| <u>Wachovia Education Finance</u> | 1-877-689-0763 |
| <u>Wells Fargo Education Financial Services</u> (formerly Norwest Student Loan Servicing) | 1-800-658-3567 |
| <u>William D. Ford Direct Loan Program</u> | 1-800-848-0979 |

Other Servicer Participants

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| <u>Access Group, Inc.</u> | 1-800-282-1550 |
| <u>ACS — Campus Based Loan (Perkins)</u> (formerly AFSA) | 1-630-620-2700 |
| <u>Alaska Commission on Postsecondary Education</u> | 1-800-441-2962 |
| <u>ALL Student Loan Servicing Corporation</u> | 1-888-271-9721 |
| <u>American Student Loan Services</u> | 1-800-575-1099 |
| <u>Arkansas Rural Endowment Fund</u> | 1-800-232-5505 |
| <u>Arizona Higher Education Loan Authority</u> | 1-800-835-4611 |
| <u>Auburn University - Perkins Loans</u> | 1-334-844-4634 |
| <u>Brazos Higher Education Service Corp.</u> | 1-800-453-0841 |
| <u>Campus Partners</u> (formerly AMS Servicing Group) | 1-800-334-8609 |
| <u>CFS-SunTech</u> | 1-800-489-5005 |
| <u>CLC Servicing</u> (subsidiary of College Loan Corporation) | 1-800-951-4252 |
| <u>College Foundation Incorporated</u> (North Carolina) | 1-800-722-2838 |
| <u>College Loan Corporation</u> | 1-800-226-5534 |
| <u>Connecticut Assistance for Loan Servicing</u> (CALs) | 1-800-678-2257 |
| <u>Eastern Washington University</u> (Perkins) | 509-358-6372 |
| <u>Edamerica (Edsouth)</u> | 1-800-337-6884 |
| <u>Educational Computer Systems, Inc.</u> (ECSI) | 1-800-549-3274 |
| <u>Education Services Foundation</u> | 1-877-322-1619 |

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| Finansure Student Loans | 480-222-6345 |
| <u>GCO Servicing</u> | 1-800-528-9447 |
| <u>Georgia Student Finance Commission</u> | 1-800-776-6878 |
| <u>Goal Financial</u> | 1-888-696-5867 |
| <u>Graduate Leverage</u> | 1-888-350-8488 |
| <u>Herring National Bank</u> | 1-800-687-9753 |
| <u>HSBC Bank USA</u> | 1-866-705-9301 |
| <u>Illinois Designated Account Purchase Program</u> | 1-800-366-5755 |
| <u>Iowa Student Loan Liquidity Corporation</u> | 1-800-243-7552 |
| <u>K2 Financial</u> | 1-866-523-4626 |
| <u>LoanStar Systems, Inc.</u> (Greater East Texas Servicing Corp.) | 1-800-829-4599 |
| <u>Minnesota State Colleges & Universities</u> <u>(MNSCU)</u> - Perkins Loans | 1-651-917-4700 |
| <u>Missouri Higher Education Loan Authority</u> (MOHELA) | 1-800-666-4352 |
| <u>My Rich Uncle</u> | 1-888-697-4248 |
| <u>My Student Benefits</u> | 1-888-702-0289 |
| <u>National Education Servicing, LLC</u> | 1-800-345-4325 |
| <u>New Jersey - CLASS Loans</u> | 1-800-792-8670 |
| <u>New Mexico Education Assistance Foundation</u> (Perkins Loans) | 1-800-279-5063 |
| <u>Oklahoma Student Loan Authority</u> | 1-800-456-6752 |
| <u>Panhandle Plains Student Loan Center</u> | 1-800-736-5727 |
| <u>Pennsylvania Higher Education Assistance Agency</u> | 1-800-233-0557 |
| <u>Philadelphia Federal Credit Union</u> | 1-800-832-7328 |
| <u>Pickett & Hatcher Educational Fund</u> | 706-327-6586 |
| <u>Regions Bank</u> (formerly First Alabama) | 1-800-422-7404 |
| <u>San Angelo National Bank</u> | 1-915-659-5812 |
| <u>South Carolina Student Loan Corporation</u> | 1-800-347-2752 |
| <u>State University of New York</u> - Student Loan Servicing Center | 1-518-525-2626 |
| <u>Student Assistance Foundation of Montana</u> | 1-800-852-2761 |
| <u>Student Lending and Consolidations</u> | 1-800-591-1363 |
| <u>Student Loan Finance Corporation</u> | 1-800-592-1270 |
| <u>Student Loan People, The (Kentucky HESLC)</u> | 1-800-693-8220 |
| <u>Student Loans of North Dakota</u> | 1-800-472-2166 |
| <u>Sun Trust</u> | 1-800-457-8243 |
| <u>Texas Higher Education Coordinating Board</u> | 1-800-242-3062 |
| Town and Country Bank (IL) | 1-217-222-0015 |
| <u>University Accounting Service</u> | 1-800-558-7700 |
| University of North Carolina - Chapel Hill (Perkins) | 1-919-962-6824 |
| <u>Utah Higher Education Assistance Authority Loan</u> <u>Purchase Program</u> | 1-800-418-8757 |
| <u>Utah Valley University</u> (Perkins) | 1-801-863-8611 |

Vermont Student Assistance Corporation

1-800-798-VSAC

Wyoming Student Loan Corporation

1-800-999-6541

Participating Guarantors

The guaranty agencies below financially support the Clearinghouse and receive enrollment information directly from us. Their financial support allows us to provide service without charge to schools and students. Many of our participating guarantors are also [Total Enrollment Reporting Process \(TERP\) participants](#).

American Student Assistance
Massachusetts
District of Columbia
California Student Aid Commission
Colorado Student Loan Program
Connecticut Student Loan Foundation
Direct Loan Program (William D. Ford)
Education Assistance Corporation
South Dakota
Educational Credit Management Corporation
Oregon
Virginia
Finance Authority of Maine
Florida Office of Student Financial Assistance
Georgia Higher Education Assistance Corporation
Great Lakes Higher Education Corporation
Minnesota
Ohio
Puerto Rico
Wisconsin
Illinois Student Assistance Commission
Iowa College Student Aid Commission
Kentucky Higher Education Asst. Authority
Kentucky
Alabama
Louisiana Office of Student Financial Assistance
Michigan Higher Education Assistance Authority
MOSTARS - Missouri Student Loan Program
Montana Guaranteed Student Loan Program
National Student Loan Program, Inc.
New Hampshire Higher Education Assistance Foundation
New Jersey Higher Education Student Assistance Authority
New Mexico Student Loan Guarantee Corp.
New York State Higher Ed. Services Corporation
North Carolina State Education Assistance Authority
Northwest Education Loan Association
Washington
Idaho
Oklahoma Guaranteed Student Loan Program

Pennsylvania Higher Education Assistance Agency
Pennsylvania
Delaware
West Virginia
Rhode Island Higher Education Asst. Authority
Student Loan Guarantee Foundation of Arkansas
Student Loans of North Dakota
Tennessee Student Assistance Corporation
Texas Guaranteed Student Loan Corporation
USA Funds
Alaska
Arizona
Hawaii
Indiana
Kansas
Maryland
Mississippi
Nevada
Wyoming
Utah Higher Education Assistance Authority
Vermont Student Assistance Corporation