

# **ATTENTION STUDENT LOAN RECIPIENTS**

## **UNIVERSITY OF CENTRAL ARKANSAS**

### **Office of the Registrar**

The University of Central Arkansas participates in the National Student Loan Clearinghouse located in Herndon, Virginia. Three times a semester (after the add/drop period, at midterm and after finals) the University submits a report of students' enrollment status to the Clearinghouse which, in turn, supplies verification of enrollment to lending agencies. All deferment loan forms are forwarded to the Clearinghouse. UCA does not supply this information directly to lending agencies.

If a student has registered late or has had an exception processed to the term registration, this information may not be reported until the submission of the next tape. The Clearinghouse asks that if a student receives a collection letter from a servicer, the student do the following:

1. Call the lending agency to see if a deferment form was received between the time the Clearinghouse supplied the information and the lending agency sent the collection letter.
2. If, after calling the servicer, it still appears that the deferment has not been processed, the student may call the Clearinghouse at (703)742-7791 and ask for a Student Service Representative. The representative will verify the date on which the deferment form was received by the Clearinghouse, the date the deferment was certified and mailed, the enrollment status that was certified and where the forms were sent.
3. If an emergency exists -- for example, the student is 150 days delinquent and being threatened with default -- the Clearinghouse will intervene on the student's behalf by faxing another enrollment certification to the servicer. Further, it will work with the servicer to ensure that the form is processed on a high-priority basis.