

UNIVERSITY OF LOUISIANA MONROE

Dear Borrower:

University of Louisiana Monroe (ULM) is pleased to announce that as of September 1, 2008, the billing for your **Federal Perkins Loan, Health Professional Student Loans (HPSL) and A/R Prior Debts** will be handled by **Educational Computer Systems, Incorporated (ECSI)**. ECSI is a billing service provider for the university, **not a collection agency**. We believe this change is a benefit to both borrowers and University of Louisiana Monroe.

One of the many exciting features of the ECSI service is that you will now have improved access to your account(s) on the internet. ECSI's website is <http://www.ecsi.net>. Through this site, you will be able to verify when your payments have been received, update address and phone information, verify account balances, obtain loan payoff amounts, sign-up for electronic billing, and make your payments. You may also download various forms such as *deferments*, *forbearance requests*, etc. for your Federal Perkins Loan. Your five-digit security code will be included on the first invoice from ECSI and will allow **only you** to access your confidential account information.

With ECSI, you will be billed on the 15th of each month with your payment due on the 1st of the month. If you are using the EFT option, you may choose an alternate payment draw date. If you do not choose to pay on-line at <http://www.ecsi.net>, please be sure to make your **check or money order** payable to University of Louisiana Monroe and return your payment to the following address: **ECSI, 181 Montour Run Road, Coraopolis, PA 15108** (a return envelope will be included with your invoice from ECSI).

Always be sure to write your account number on your check or money order. **Do not** send your payment directly to ULM. If at any time you think you are eligible for a deferment, cancellation, or postponement on your Federal Perkins Loan, please check the appropriate information on the back of your payment notice and mail it to the address listed above. Any payments or documentation already mailed to ULM will be forwarded to ECSI for processing.

During this conversion period we would like to update your records with current data. We would appreciate it if you could take a few minutes to update your information either by filling out the information on your return payment stub, or by making changes on-line or over the phone. We will be working very closely with ECSI to ensure a smooth transition. If you have any questions regarding your statement, please contact ECSI directly at 888-549-3274 or by email at cservice@ecsi.net. In the event you need further assistance, you may always contact Sara Ross for A/R (Prior Debt) at 318-342-5114 or by email at ross@ulm.edu; or Neva Hall for loans at 318-342-5121 or by email at nhall@ulm.edu.

Thank you for your patience and understanding as we strive to improve our service to you.

Sincerely,

Diane Singletary
Controller

Controller's Office • 700 University Ave. • Monroe, LA 71209-2200
Phone: (318) 342-5100

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