



The Student Loan Corporation

Education Financing Solutions

Presented to:

Niagara University

Niagara University, New York

July 2010

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1. Overview

Mission Statement

"We are committed to building a better future by providing unparalleled solutions that enable students and their families to finance the education of their choice."

Citi – A Trusted Lender

When you work with Citi, you choose a globally recognized brand with a presence in over 100 countries worldwide and over 50 years of experience and innovation in education financing for students and their families. We currently service more than \$42 billion in education loan assets. Citi's subsidiary, The Student Loan Corporation, serves approximately 2.1 million customers at schools nationwide. The products and services we offer schools and their students help ensure the availability of – and affordable access to – high quality education and help make the dream of a higher education a reality for families across the country.

What Makes Citi Unique

We have helped millions of students and their families afford a college education. As one of the nation's leading originators and holders of student loans, we offer a full suite of private CitiAssist® Loans. Our core strengths offer distinct advantages in supporting you and your student's financial needs:

- **We are a Stable Market Leader**
Citi is recognized as one of the first banks to finance higher education, beginning in 1958. Our 50 plus years of service exemplifies our continued commitment to providing essential education financing to students and their families.
- **We Provide Comprehensive Financing Solutions**
We help students meet their total cost of education with a full suite of private loan options. We remain committed to helping reduce students' overall cost of borrowing by maintaining an auto-debit interest rate reduction and offering a variety of programs to help borrowers manage their student loan debt responsibly.
- **We Promote Responsible Borrowing**
We believe that the certification process for student loans is important. We work closely with schools to ensure that students borrow only what they need. In doing so, students can responsibly manage the cost of their education.
- **We Take Pride in Providing Exceptional Customer Service**
Our customers are always our main focus. We believe that delivering high-quality, personal service via dedicated and highly-trained experts is paramount. As a result, we consistently achieve high satisfaction ratings from both schools and customers.

SLC Code of Conduct

We adhere to our own Student Lending Code of Conduct as well as a Code of Ethics and Citi's Code of Conduct. To find more information on our code of conduct you can go to www.studentloan.com/codeofconduct.htm.



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2. Customer Service for Schools



Dedicated to Your School's Success

Our team of professionals is committed to being a trusted resource to you and your students from application through repayment.

Dedicated Account Manager

- Laura Worley, your school's dedicated Citi Account Manager, is your advocate within our organization. She is your main point of contact for communication regarding new processes, products and initiatives and escalation of outstanding issues.

Phone: 1-(716) 625-6700

E-mail: laura.m.worley@citi.com

Priority Services Representatives

- Available Monday through Friday 8:00 a.m. to 8:00 p.m. ET at 1-(800) 846-1290 or via e-mail at priority.services@citi.com
- Representatives have an average of 10 years experience at Citi
- Experienced staff is cross trained to avoid use of temporary staff during peak season
- Provide assistance with online services (including faaonline.com)

Servicing Standards

- Schools calling the Priority Services Unit always speak with a live representative
- Phone calls to Priority Services are answered in 25 seconds on average
- E-mails received from schools are answered within one day on average
- Our overall customer satisfaction rating for the past 3 years has remained around 90%

Marketing Materials

- Brochures specific to undergraduate and graduate students available online at www.studentloan.com/brochures
- Tools available on www.studentloan.com including calculators, loan advisors and loan comparison guides

FAAOnline

- View and update certification information
- Information and reports on alternative loan certification, and pending disbursements
- Information on products and services, as well as industry and business updates

Landing Page

- A custom URL that you can link to your school's website for easy navigation
- Students will see information specific to your school
- Seamlessly links to online applications, information on loan counseling, debt management and other education finance resources



3. Customer Service for Borrowers



Dedicated to Your Students' Success

We realize that your students have worked very hard to get to where they are and their unique needs require special attention. We provide personalized support and financing solutions that are designed to meet all of their needs, now and in the future.

Customer Service Representatives

- Available Monday through Friday 8:00 a.m. to 11:00 p.m. ET at 1-(800)-STUDENT. Accessible via e-mail at student.loans@citi.com
- Representatives have an average of 7 years experience at Citi
- Experienced staff is cross trained to avoid use of temporary staff during peak season
- Bilingual Customer Service Representatives for Spanish speaking students and families

Servicing Standards

- The majority of e-mails are responded to in less than 48 hours on average
- During our last peak season, calls were answered within 16.7 seconds on average
- Our overall customer satisfaction rating for the past 3 years has remained around 90%

Fast and Easy Online Processes at Studentloan.com

- Online application and E-signature for CitiAssist Loans
- Online statements, account management and pay online capabilities
- Variety of payment and financing calculators for borrowers to determine the costs of education
- Repayment – Repaying 101, payment plan options, debt management information, auto debit and pay online
- Online advisors designed to provide a succinct overview of the student loan and repayment processes in an interactive and engaging manner

Financial Services for Students

- Student checking – Citi Debit MasterCard with ATM access and no Citibank ATM usage fees
- Thank You Rewards – Our no fee rewards program where points can be used to pay down student loan debt
- Online banking – Students and parents save time and money with free online access
- Student credit card – Fully equipped with access to tools and information on how to use credit wisely
- Identity Theft Solutions – Our borrowers are automatically eligible for free help in recovering from incidents of identity fraud



4. Information Security/Privacy Policy/Marketing Practices



Dedicated to Your Student's Security

We have administrative, technical and physical safeguards in place to protect the security, confidentiality and integrity of our customer's information.

Security Policy Initiatives

- Controls access to and use of information to authorized individuals
- Protects information, regardless of format (electronic, paper-based, etc.)
- All web sites are secured using Secure Sockets Layer (SSL) encryption
- All information is kept strictly confidential
- Citi Privacy Promise conforms to federal and state regulations for protection of student data

Sharing of Borrower Information

- We may sell customer contact information (public information only) to contracted vendors for the purpose of marketing relevant third party products/services
- In instances where direct marketing tactics do involve sharing of customer information with a third party, all customers that have restricted Non-Affiliate Information Sharing are excluded

Continuation of Business

- Continuity of business procedures are regularly tested and monitored by auditors and regulatory compliance experts
- Loan data, reports, and critical information are backed up in remote locations to reduce the risk of data loss
- All critical functions have multiple levels of redundancy to minimize business disruption

Privacy Notice

- Our Privacy Notice can be found at www.studentloan.com/privacy
- New customers are provided with our Privacy Notice as a standard part of the application process, as well as on an annual basis
- The Privacy Notice allows borrowers the option to opt out of information sharing and solicitation

Marketing Practices

- Schools can opt-out of both student loan and 'other product' marketing through their Account Manager
- Special product offers are marketed to our customers based on relevancy to their future financial needs
- Borrowers are advised of additional banking resources through e-mail, web banners, statement inserts and/or telemarketing
- Once a customer opts-out of our marketing promotions, their name will not be sold or shared with an affiliate party



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5. Debt Management and Financial Literacy



Dedicated to Financial Management

We remain committed to supporting you and your students with affordable student loan options. A critical part of this is providing financial literacy and default management programs to help educate borrowers on fiscal responsibility from the time they take out a loan through repayment.

Outreach Campaigns

We know how important it is to help students successfully navigate repayment to keep their credit intact and to prevent defaults. We have two customer service units that are dedicated exclusively to borrower outreach prior to and during repayment.

- *The Education Unit* focuses on assisting borrowers entering repayment for the first time, or coming out of a deferment or forbearance period, and proactively educates them on repayment and repayment options.
- *The Student Assistance Unit* contacts borrowers who are seriously delinquent in an effort to prevent default.

Financial Literacy

- Extensive Financial Literacy Workshops - Introduction to Financial Services, Basic Banking Service, Money Management, Savings & Investing and ABC's of Credit
- www.students.usecreditwisely.com - This interactive website provides students with education tools for budgeting practices, the basics of credit reports and how to protect themselves from identity theft. Additionally, the site offers the Credit-ED Challenge, a free one-hour, interactive, financial education workshop that cuts to the chase on credit issues that students need to know.
- www.credit-edadministrator.com - Citi sponsored website that provides you with financial education tools to educate your students on the need for responsible money management.

School Assistance

- Your Citi Account Manager is available to provide one-on-one debt counseling to students
- Citi monitors and contacts borrowers who may be at risk of becoming delinquent or defaulting on their loan(s)



6. Private Loan Programs

CitiAssist[®] Undergraduate and Graduate Loans

We offer students a variety of private loan solutions with competitive rates, money-saving benefits and a great variety of features to make repayment easier.

Borrower Benefit

- 0.25% interest rate reduction for borrowers who have their loan payments automatically withdrawn through our auto-debit payment program and agree to only receive electronic statements
- Borrowers need to complete and submit an application for Citi's auto-debit program and continue to make payments through the auto-debit program to retain this benefit
- Borrowers must make and have their payments posted to their account no later than the scheduled due date. Payments posted after the due date will result in the termination of the benefit.
- For the latest information on our CitiAssist Loan borrower benefits, please visit www.studentloan.com

Borrower Eligibility

- For full-time, half-time or less than half-time students
- International students are eligible with a U.S. citizen or permanent resident co-signer
- Satisfactory academic progress not a condition of lending

School Certification

- Required for Undergraduate and Graduate Loans
- We offer schools choices as to when the certification request will be generated, including a 'Cert Last' option which ensures all activities have been completed and required documentation received before the school certification request is issued

Private Loan Reauthorization

- Citi supports federally mandated regulations including providing students with three new disclosures: Application Disclosure, Approval Disclosure and Final Disclosure
- Borrowers must complete a self-certification form and submit it to the lender prior to disbursement
- As stated in the regulations, lenders must provide a three-business day 'right to cancel' period after customer receipt of final disclosure. Loan funds will be disbursed after the end of the cancellation period.

Competitive Interest Rates and Fees

- Interest rates are indexed to 3-month LIBOR and are adjusted quarterly
- Interest rates range from 3-month LIBOR plus 3.25% to 3-month LIBOR plus 11.00%¹
- Based on the applicants' credit scores
- Loan fees of 0.00% or 3.00%
- No repayment fees, no pre-payment penalties
- Please check www.studentloan.com for most current interest rates and fees

APR

- Monthly payment and APR examples can be found at www.studentloan.com in our interest rate section

¹ For applications received on or after June 19, 2010



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Co-signer Requirements

- Co-signer required for students who are not at least 18 years of age (19 in Alabama and Nebraska, 21 in Mississippi and Puerto Rico)
- For students meeting these age requirements, co-signers are not required, but students who do not have an established credit history can apply with a qualified co-signer to assist with approval and potentially qualify for a lower interest rate

Co-signer Release Option

- A co-signer may be released from the loan if the student borrower has made the first 24 consecutive payments by the due date, is creditworthy and is a U.S. citizen or permanent resident at the time the release is requested

Loan Minimum

- CitiAssist Loans have a one time minimum of \$1,000. The \$1,000 minimum applies to the first CitiAssist Loan only. No minimums apply on subsequent CitiAssist Loans.
- For our current CitiAssist Loan borrowers, we will honor loan requests below the \$1,000 minimum -- as long as their CitiAssist Loans (New Request + Previous Loans) meet or exceed the \$1,000 minimum

Annual and Aggregate Loan Limits

- On an annual basis, students can borrow up to the total cost of education less any financial aid they may have received
- The aggregate limits for CitiAssist Loans are as follows:

Loan Type	Aggregate Loan Limit
Undergraduate	Up to \$120,000
Graduate	Up to \$150,000

Fast Application Processing

- Borrowers and co-signers (if applicable) applying online at www.studentloan.com will receive a response in less than 3 minutes²

Flexible Repayment Options

- Borrowers have the choice to make payments while in school or during grace without any penalty for prepayment. We encourage borrowers to make payments prior to repayment as a way to reduce the total amount of interest and the total cost of the loan.
- CitiAssist Loans have the following repayment terms:

Loan Type	In-school Period	Grace Period	Standard Repayment Term
Undergraduate	Up to 10 years	6 months	15 years
Graduate	Up to 4 years	6 months	20 years

Single Billing Statement

- Borrowers with Citi-serviced FFELP and private loans benefit from a single, combined billing statement

² The three-minute response is for applications submitted Monday to Friday from 7:00 a.m. to 11:00 p.m. E.T.



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Interest Capitalization

- Interest is capitalized once at repayment and at the end of any deferment or forbearance period

International Student Services

- International students are eligible with a U.S. citizen or permanent resident co-signer
- All applications are considered prior to submission of immigration documentation
- International students must have a U.S. address in order to apply online at www.studentloan.com
- International students can make loan payments online, regardless of their location globally



7. Loan Processing and Servicing

Processing and Servicing Options

Citi offers a single point of contact for the school and borrowers, best in class customer service and combined billing for borrowers with both Citi-serviced FFELP and CitiAssist Loans.

Loan Process Flows

- We support a variety of borrower initiated processing flows for CitiAssist Loans.
- We can work with your school to analyze your current process for optimum loan processing. Please contact your Citi Account Manager to discuss options.

Fund Transfer Methods

- CitiAssist Loan funds can be disbursed through Citi EFT
- Schools can initiate return of funds direct to Citi or via their data router
- Return of funds can be handled via Citi auto debit, wire transfer or paper check

Delivery Systems

- Citi is a member of ELM Resources, a not-for-profit, mutual benefit corporation. We are a founding member of ELM and have been an ELM lender partner for the past 15 years. A member of Citi's management team is on the ELM Board and works closely with ELM to insure client needs are being met.
- We exchange data files with ELM continuously throughout the day. We do not submit information over the weekend.
- Schools can exchange files directly with Citi. In addition, we work with ELM, Sallie Mae's Open Net system, Great Lakes Higher Education Corporation ScholarNet System and other electronic systems

Servicing and Selling of Loans

- Our general practice is to service our loans in house, for the life of loan
- On occasion, we securitize student loan assets as a means of accessing competitive financing rates in the market and providing an alternative source of funding.



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8. Lender Contact Information and Online Connections

Lender Name: Citibank, N.A. Lender Code: 826878	
Contacts for Borrowers	Contacts for Financial Aid Professionals
Citi Customer Service P.O. Box 6191 701 East 60th Street, North Sioux Falls, South Dakota 57117	Citi Priority Services P.O. Box 6152 701 East 60th Street, North Sioux Falls, South Dakota 57117
Phone 1-(800) STUDENT	Phone 1-(800) 846-1290
Fax 1-(605) 357-2013	Fax 1-(800) 845-6664
E-mail student.loans@citi.com	E-mail priority.services@citi.com
Web www.studentloan.com	Web www.faaonline.com
Hours M-F 8:00 to 11:00 p.m. ET	Hours M-F 8:00 to 8:00 p.m. ET

Your Citi Account Manager	
Name	Laura Worley
Address	19 Applefield Dr Williamsville, NY 14221
Phone	1-(716) 625-6700
E-mail	laura.m.worley@citi.com

Website Links	
General Information	www.studentloan.com
College Planning	www.studentloan.com/plan
Student Loan Advisor	www.studentloan.com/studentloanadvisor
Loan Comparison Tool	www.studentloan.com/loancomparison
Online Applications	www.studentloan.com/apply
Budget Tools	www.studentloan.com/tools
Payments	www.studentloan.com/pay
Account Management	www.studentloan.com/manage
Financial Aid Management	www.faaonline.com
Marketing Brochures	http://www.studentloan.com/brochures
Code of Conduct	http://www.studentloan.com/codeofconduct
Financial Education	www.financialeducation.citi.com and www.credit-edadministrator.com
APR Examples	www.studentloan.com (access APR information from our home page)
Application Disclosure Forms	www.studentloan.com/appdisclosures



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Appendix A: General Terms and Conditions

We reserve the right to modify or discontinue benefit programs as well as loan terms and conditions at any time. Any termination or modification of the benefit programs or loan terms and conditions will not affect the terms of loans previously made.

For CitiAssist Loans, the interest rate and fees charged are based on the applicants' credit scores and other factors. Students may apply for a loan on their own. However, if a student does not have an established credit history they may apply with a qualified co-signer to increase their chances for approval or potentially receive a lower interest rate. International borrowers must always apply with a U.S. citizen or permanent resident co-signer. Co-signers may be released from a loan if the borrower has made the first 24 consecutive monthly payments by the due date, is creditworthy and is a U.S. citizen or permanent resident at the time the release is requested.

Our auto-debit payment program provides a 0.25% interest rate reduction during repayment when a borrower enrolls in the program and agrees to receive only electronic statements. To retain this borrower benefit and avoid late fees, the borrower must make and have their payments posted to their account no later than the scheduled due date. Any payment posted after the due date will result in the termination of such benefit.

Borrowers may apply online at any time. The three-minute response is for applications submitted Monday to Friday from 7:00 a.m. to 11:00 p.m. E.T. Additional documentation and data verification may be requested for loan approval.

The interest rate reduction does not apply during periods of deferment or forbearance and automatically terminates upon loan delinquency, default or for payments returned due to insufficient funds or other reason.

Specific terms and conditions apply, visit www.studentloan.com or call us at 1-(800) 846-1290 or 1-(800) 967-2400.

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Appendix B: Private Loan Application Disclosure Forms

In compliance with the Title X of the Higher Education Opportunity Act, lenders are required to provide schools with whom they have a Preferred Lender Arrangement, information that is contained on their Private Loan Application and Solicitation Disclosure forms. We are providing this information so that you will have it available should your school choose to have (or determine that they have) a Preferred Lender Arrangement for which disclosure is required.

If you have a preferred lender arrangement, our updated Application and Solicitation Disclosure forms can be found at www.studentloan.com/appdisclosures. This URL links directly to our most current forms. We encourage you to use this link as it will provide you and your students with current forms, alleviating the need for a school to post disclosure forms.

A Preferred Lender Arrangement is not required, but having an arrangement can assist your students by eliminating confusion, and helping them to narrow their choices to those lenders that provide the best loan programs and services for them.

For more information regarding Preferred Lender Arrangements, please feel free to contact your Citi Account Manager.