

for school administrators on issues affecting the financial aid community

accessupdate



A Message from the President ...



Christopher Chapman

Dear School Administrators:

I'm very pleased to be writing to you from my desk at Access Group, where I'm getting settled and more comfortable every day. As many of you may know, my family and I have moved to the Wilmington area from California, so we are getting an unaccustomed taste of winter weather.

Despite the cold outside, I've received a warm welcome from Access Group employees and the many school administrators and staff I've met at various events. From my first discussions with Access Group, it was clear to me that the company lives its nonprofit mission every day and that every employee tries to be a living example of the company's strong values and history of service.

In the past year, the student loan industry has undergone great changes, including legislative and financial challenges that have and will continue to change the way the industry does business. Access Group is well prepared to meet those challenges, with a solid financial base and a 25-year history of providing quality loan programs, outstanding customer service, and valuable education and training for students and school administrators. At a time when others are reducing access, dropping programs or leaving the student loan business entirely, Access Group remains firmly committed to its mission: providing broad access to education through affordable financing. It is a tradition of leadership and integrity that I have no doubt will help us reach even greater heights in the future.

I look forward to meeting many of you in the weeks and months ahead, and to hearing your thoughts about our programs and your suggestions for continued improvements. We appreciate the opportunity to continue serving you and your students, and together, I know we will successfully meet the challenges ahead.

Best wishes,
Christopher P. Chapman
President and Chief Executive Officer

Access Group Kicks Off New Brand Campaign

In the coming weeks, you'll notice that Access Group has a new look for its online and print advertising, student brochures and other materials. This exciting new look is part of the brand campaign Access Group is rolling out this month, and is the result of extensive internal and external research.

The goal of the new campaign is to boost awareness of Access Group's unique position in today's competitive student loan marketplace. The new advertising will appear in national online and print venues, including online banner ads, social networking Web sites, student-focused magazine, and on-campus advertising.

The new campaign, entitled "No Worries," was developed in response to research findings that showed that students want a student loan company that understands their needs, is easy to do business with and provides a "worry free" experience during the student loan process. It also focuses on Access Group's nonprofit mission and our goal to help students become wiser borrowers.

The new "No Worries" campaign is youthful, warm and personal, featuring typical student profiles and detailing students' dreams, aspirations, concerns – and how Access Group can help take the worries off their shoulders. According to Vice President of Communications Pat Curry, "We're very excited about this new campaign and the way it reflects what employees and current customers already know and feel about Access Group: that it's a caring, customer-oriented company that works hard to serve student loan borrowers."

To view the new advertisements, we invite you to go to AccessGroup.Org and click the "Student Loans, No Worries" icon in the bottom right-hand corner.

Access Group Invites You to Our Spring Workshops

Whether your school is new to our loan programs or a long-time participant, you and your staff are invited to attend an Access Group workshop in your area. The workshops will provide the training you need to keep your offices running smoothly and better serve your students.

These free training sessions, which will take place around the country throughout the month of March, typically begin at 10 a.m. and conclude at 3 p.m. and include continental breakfast and lunch.

Attend an educational Access Group workshop to learn more about these topics:

A Time of Change and Transition: An Industry Update

- Update on recent regulatory and legislative activity affecting student loans
- Recent financial trends in the credit markets and their impact on student loan providers
- Likely impacts of these changes on you and your students

Products and Services Training

- Accessing the information you need from Access Group
- Responses to your inquiries about Access Group
- Review of our loan programs and processing options
- Updates on Access Group's future initiatives

New Loan Repayment Options for Borrowers – Understanding IBR and Public Service Loan Forgiveness

- In-depth overview of the new federal student loan repayment programs (created by CCRAA)
- Illustrations of how these new programs may benefit your students and alumni
- Strategies your students should consider to successfully manage loan repayment

Don't wait! Register online at www.accessgroup.org/workshops or call your account executive at 800-227-2151 for more information.

Another Educational Opportunity from Access Group

In late March, Access Group will offer a Webinar presented by Vicki Shipley, Senior Advisor with NCHELP, partner with XSS Partners and member of the negotiated rulemaking committee. Ms. Shipley will provide an update on Reauthorization of the Higher Education Act and the recent round of negotiated rulemaking related to the College Cost Reduction and Access Act of 2007. More information to come!

2008 Workshop Schedule

March 4	Wayne State University Oakland Center Farmington Hills, MI
March 5	Florida International University College of Law Miami, FL
March 5	University of Dayton Dayton, OH
March 5	Marriott Metro Center Washington, DC
March 6	Sammy's University Club Cleveland, OH
March 6	Vanderbilt University Nashville, TN
March 11	Hilton University of Houston Houston, TX
March 12	University of Richmond School of Law Richmond, VA
March 13	New York Law School New York, NY
March 19	Parker College of Chiropractic Dallas, TX
March 25	Southwestern Law School Los Angeles, CA
March 26	University of San Francisco School of Law San Francisco, CA
March 26	Batterymarch Conference Center Boston, MA
March 27	Loyola University Chicago Chicago, IL

School Services Pilots Telephone Upgrade

On February 1, financial aid offices in the SASFAA and WASFAA regions began participating in a pilot upgrade of Access Group's toll-free phone line for school administrators.

To streamline the flow of calls and more quickly connect callers with their dedicated account executives, Access Group has programmed the area codes of the SASFAA and WASFAA regions into our telephone tables.

As a result, an FAA who calls from either of those regions will automatically be routed to the internal account executive partnership serving his/her school. All the caller has to do is remain on the line.

FAAs who wish to speak with someone other than their internal account executive partnership can bypass the automatic routing system by simply pressing "0" and entering the extension of the Access Group staff member with whom they wish to speak. Or, the caller still has the option of entering the digits that correspond to the first three letters of the staff member's last name.

After the pilot program is completed and evaluated, Access Group plans to launch this new telephone upgrade for school administrators in all regions of the country by early spring 2008. Watch for an announcement in the coming weeks!

Looking Ahead to Access Group's 2008 Conference ...

What do you want to learn about at the conference?

The 2008 Conference Planning Committee would like to hear from you. Have you heard of a great presenter who you'd like to see at the conference? Do you have a great idea for a session you'd like to present? Are there topics you'd like to see covered?

Go online today and submit your suggestions at www.accessgroup.org/conf2007.



Borrower Education

What Does Access Group Offer for Exit Counseling?

As you prepare for exit counseling, Access Group reminds you of the resources we offer online and in print:

- **Online Exit Counseling Session** Specifically intended for graduate and professional student borrowers, our exit counseling session complies with federal requirements and offers graduating students 24-hour access so they can complete the session online without additional visits to your office. You can choose from a standard version, which includes only what is required by federal regulations, or the expanded version, which includes information about private loans and credit.

To set this up for your school, choose "Entrance/Exit Counseling" from the eAccess global navigation.

- **Standard and Expanded Exit Counseling PDFs** are available at AccessGroup.Org to be viewed or printed for handouts. From our home page, click "Financial Aid Administrators," then "Online Loan Counseling" from the left menu. At the bottom of this page are links for downloading both versions.
- **Exit Counseling Booklet**, "Be A Wise Borrower ... A Guide to Repaying Student Loans" contains helpful information about loan repayment. Order a supply at AccessGroup.Org to supplement your exit counseling efforts.



3-Month LIBOR for First Quarter 2008

The current index effective for January, February and March 2008 is **5.131%**.

Access Group's private loan interest rates vary quarterly, based on the 3-month LIBOR (London Interbank Offered Rate) on the last business day of the second month of the prior calendar quarter.

The effective 3-month LIBOR index is posted on AccessGroup.Org. Click "Interest Rates" for the LIBOR index and for our interest rate comparison calculator, which you or your students can use to compare interest rates based on LIBOR, Prime or 91-day T-bill indexes.

Interest rates for Federal Stafford Loans and Federal PLUS Loans are also posted on the Interest Rates page, along with a link to our Federal Loan Interest Rate poster.

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800-227-2151
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Customer Contact Center
800-282-1550

AccessGroup.Org
FederalConsolidation.Org
NeedAccess.Org

**Federal Stafford Loan
and Federal PLUS Loan**
Lender Code: 808851

To subscribe to an electronic version of this newsletter, e-mail your name and your school's name to your internal account executive or to schoolservices@accessgroup.org.



Monthly Planner



Access Group staff will be attending these late winter meetings:

February 27	Consumer Bankers Association 2008 Private Loan Workshop	Arlington, VA
March 1 – 3	Pre Law Advisor's National Council Board Meeting	Philadelphia, PA
March 2 – 4	NACUBO Student Financial Services Conference	New Orleans, LA
March 5 – 7	New Mexico Association Student Financial Aid Administrators Conference	Las Cruces, NM
March 10 – 12	Education Finance Council Annual Meeting	Henderson, NV
March 12 – 16	American Medical Student Association Annual Convention	Houston, TX



Students have hopes.
We help make them
come true.

