

Lowest  
Interest  
Rates Ever!

# TERI On Track

Fall 2001

A Newsletter for Providers of Education Assistance

## TERI and FMER Remember

**I**n the wake of the recent tragic events, our hearts and prayers go out to all the families, friends and associates of the thousands of innocent victims. These have been sad days for all of us, and certainly may prove to be one of the worst tragedies in our lifetimes. While we are thankful that all TERI and FMER employees are safe, we know that many have suffered the loss of family and friends, and that has had a profound effect on all of us.

Special loan servicing guidelines have been put in place to assist those affected by the tragedy. Student borrowers from the five New York City boroughs (Brooklyn, The Bronx, Manhattan, Staten Island, and Queens), New York suburbs, the area around the Pentagon and certain communities in the Pennsylvania area are eligible for special loan repayment provisions. Forbearance may be granted for borrowers who were less than 60 days delinquent on September 11, 2001. Students should contact their lender or servicer for additional details.



## TERI Education Loans:

### Helping students at Boston University along the path to education goals

**A**nother financial aid award and student loan processing season is in the books and we can take pride in the job we have done helping students seek higher education. Several members of Boston University's financial assistance staff recently talked to On Track about how TERI Education Loans assisted in that effort.

**BOSTON  
UNIVERSITY**

Boston University's Executive Director of Financial Assistance, Barbara Tornow, cited pricing and personalized service as the driving factors behind BU's use of TERI Education Loans. "We are all about getting the best deal for the student and TERI offers great rates." Tornow went on to list several other factors that set TERI Education Loans apart. "There are two other things that are critical to me, technology and personalized service and TERI excels at both."



Barbara Tornow

***"We are all about getting the best deal for the student and TERI offers great rates."***

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**TERI Education Loans** *continued*

TERI invites students to apply via the phone and web (paper applications are also available). In addition, online services such as status check and certification are available to



schools.

The priority service department at TERI Education Loans offers Tornow and her staff the personalized service that they desire. As a TERI Board Member, Tornow appreciates the extra level of attention. "My Board affiliation does come in handy but I am sure TERI staff is responsive to other financial aid administrators." TERI's ongoing support of the Higher Education Information Center is another factor that Tornow appreciates. "It is pleasing to know that TERI uses some of its financial and management resources to support education causes that deal with early awareness, especially for disadvantaged students, and other issues that are important to me." Tornow cited TERI's Acting

President Ann Coles as a leader in this field. "Ann's guidance has kept the focus on information and education finance and that is very different from other alternative loan companies."

Lori Zarkower and Lucinda Lee are BU's Associate Director and Senior Assistant Director of Financial Assistance, respectively. Zarkower likes the fact that TERI keeps financial aid administrators in the loop. "BU likes to certify loans to prevent over-borrowing and TERI lets us do that." She noted, that is not always the case, "Competitors of TERI will lend thousands of dollars to students with no knowledge of other

financial resources, and that is not a good thing."



Lucinda Lee

***"BU likes to certify loans to prevent over-borrowing and TERI lets us do that."***



Lucinda Lee

***"...students appreciate the multiple ways to apply for a TERI Education Loan product."***

According to Lee, students appreciate the multiple ways to apply for a TERI Education Loan product. "Students have crazy schedules and they like to be able to apply and check their status at any hour of the day or night." Financial aid administrators work long hours too and often benefit from 24/7 online certification.

Lee was enthusiastic about TERI's online status-check, a capability that, assuming a loan is in conditional pre-approval status, offers a precise reporting of what documents are needed to move a student to final approval. "Most providers simply list missing information in general terms while TERI Education Loans goes one step

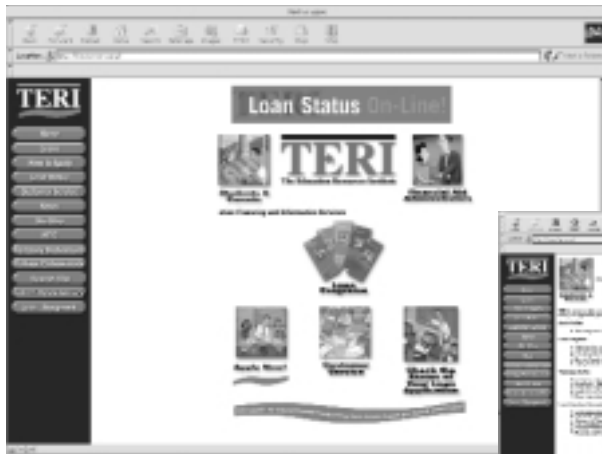
**Parker** accepts position at education foundation

In August it was announced TERI President Tom Parker had accepted a senior level position with the Nellie Mae Education Foundation. He departed TERI at the end of August. Parker has been a fixture at TERI since its inception in 1985. Parker said his decision to leave TERI was particularly difficult because he had overseen exceptional growth. "From our first loan disbursement in November of 1985 to today's cumulative guarantee total of nearly \$4 billion—it has been mind boggling growth." In a farewell memorandum to staff, Parker acknowledged his confidence in TERI and its employees by saying, "As I leave I want you to know how proud I am of you—I leave knowing that TERI is in good hands."



further by identifying needed documents." Financial aid administrators or students simply need to visit TERI.org, enter the student's social security number and date of birth and the current loan status is presented.

TERI's responsiveness was also noted by Zarkower, "Last year Barbara made suggested changes to TERI's brochures and web presentation that, she felt, would assist in the loan closing process." The suggested changes were made and, "closing timelines improved and BU was able to register students in a more timely fashion." Lee described this as grassroots responsiveness and cited another example, "When TERI began online certification we made some recommendations that were accepted and implemented—I met with TERI technical staff and found them to be most receptive."



Lee reports hearing praise of TERI's web site from several families. "The information presented is clear, the online application is an easy 4-step process that guides families from start to finish in approximately 5-7 minutes." TERI's web design makes it virtually impossible for

## Coles named acting president

On the heels of Tom Parker's departure, Ann Coles was named acting president of TERI. She joined TERI at its inception in 1985 and has served as senior vice president since 1991. She is a nationally recognized leader in the college access field. Coles stated, "I assumed this responsibility knowing full-well that TERI is well positioned for the future thanks to the hard work of the board, senior management and staff." Coles serves on the boards of The College Board and the Boston Plan for Excellence in Public Schools. She holds a doctorate from the Harvard Graduate School of Education.



Ann Coles

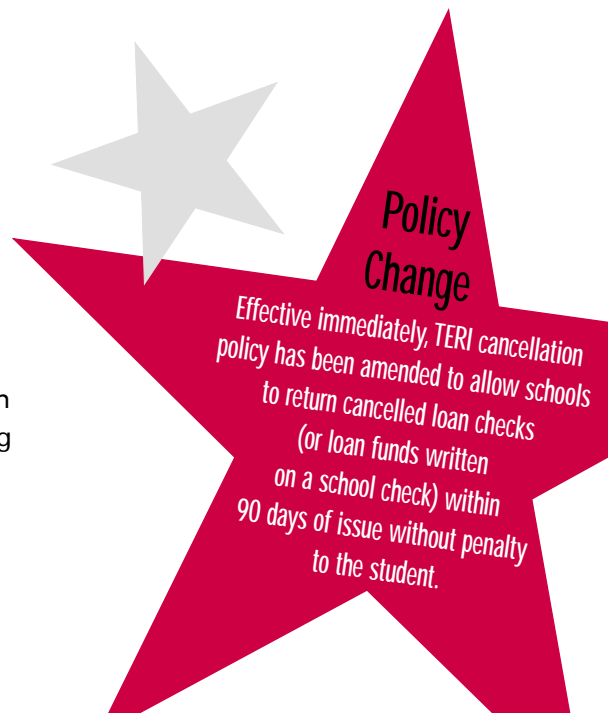
students and families to apply for the wrong product. "I particularly like the qualification portion of the online application. It is designed to make sure students apply for the correct product and in the end saves them time."

Finally, because TERI is not involved in the FFELP program, TERI representatives do not question BU's partici-

clusively on alternative loans and welcomes participation from schools in both the FFELP and Direct Lending Programs.

On Track appreciates the time with Barbara Tornow, Lori Zarkower and Lucinda Lee and wishes them continued success in our common endeavor—helping students along their path to educational goals.

pation in Direct Lending. This is of particular interest to Tornow. "When we discuss business with TERI there is never an underlying suggestion to get out of this program or that program and I appreciate that." TERI focuses



### Policy Change

Effective immediately, TERI cancellation policy has been amended to allow schools to return cancelled loan checks (or loan funds written on a school check) within 90 days of issue without penalty to the student.

## Loan volume reaches new heights

From July 1st through August 31st disbursements have increased by a whopping 162% compared to the same period in 2000. The disbursement activity covers loans



Ralph James

marketed through industry partners, as well as products

carrying the TERI Education Loans brand.

Ralph James, First Marblehead Education Resources (FMER) President, noted the accomplishment, "When you combine

the volume promoted through the TERI Education Loans brand with that of other private loan programs we facilitate, you begin to realize the strength of this new organization and its employees." FMER was created when First Marblehead Corporation purchased the operating assets of TERI in June of this year.

TERI Acting President Ann Coles agreed, "The growth in loan program activity is critical to TERI and its lenders and it assures our continued support of information services programming."

TERI continues to promote its Higher Education Information

Centers as a national model for the dissemination of education related information. In addition, TERI is administering the Pathways to College Network, a

national coalition, with other major non-profit organizations and educational institutions.



PATHWAYS  
to COLLEGE  
NETWORK

## In the Lender's Corner

To date several lenders have taken advantage of the benefits available from TERI's lender specific web application. The lender specific application process can help in several ways:

- ✓ Allows specific branding on the lender site.
- ✓ Lender selection is limited to one institution—yours!
- ✓ As third-party sales opportunities arise you are ready with a lender specific web application that can be branded in any way you like.
- ✓ Tracking is easy with TERI's lender specific application. Tracking codes are assigned and easy-to-understand reports are generated.

For more information please contact John Volpini, Vice President for Business Development, at (800) 255-TERI, extension 4250.



## Interest Rate Update

TERI Education Loans interest rates are at an all time low! For example, Low Rate ALP interest rates are set at 5.5% effective 10/1/01.

Visit [TERI.org](http://TERI.org) today for more interest rate news!