

Happy
New Year!

TERI On Track

Holiday Edition 2001

A Newsletter for Providers of Education Assistance

Priority Service

Offering high quality assistance to school financial aid administrators, that is what Priority Service at TERI Education Loans is all about. For years now financial aid administrators have called 1-800-TERI-FAO (837-4326) to get answers and assist students. This edition of On Track will acquaint you with Priority Service representatives and offer a partial list of services offered.

✓ Tel: 1-800-TERI-FAO (837-4326)
email: priserv01@teri.org
fax: 617-350-6013

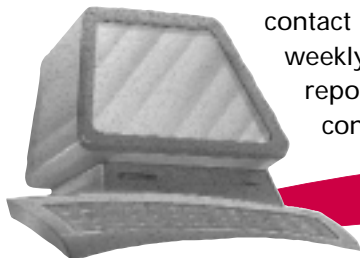
✓ Live Customer Support available
8 am to 8 pm ET
Mon—Thurs and
until 5:30 ET
on Friday



✓ Problem resolution and
exception processing requests

✓ Loan disbursement changes
and refunds

✓ Sign up for online certification,
edit school contact info,
weekly school reports, EFT
contracts



✓ School FAA/Lender Marketing
Rep Service Support Team

Kelly



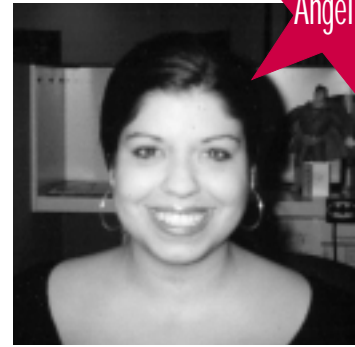
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Program Enhancements

First Marblehead Education Resources and TERI are gearing up for the 2002-03 academic season with a new array of technology-based improvements.

- ✓ Credit decision time will be shortened
- ✓ TERI Education Loans has added a save feature to the web application making the process even easier
- ✓ Promissory notes will be downloadable and printable

1-800-TERI-FAO (837-4326)

TERI Helps Cities Establish College Access Centers

Over the past five years, with major funding from the Wallace Reader's Digest Fund, TERI has helped six cities establish community-based college access centers. Public libraries provide space for centers in San Francisco, Washington, DC, and Charlotte, North Carolina. In Milwaukee, Wisconsin, the University of Wisconsin-Milwaukee operates a virtual center accessible at branch libraries and six high schools. The Louisville, Kentucky center is administered by a higher education consortium and located at Jefferson Community College. The center serving St. Louis, Missouri, operates as a program of the Urban League of St. Louis.

Modeled after TERI's Higher Education Information Center in Boston, the new centers provide free admissions, financial aid, and career counseling services to those who are the first in their families to attend college. The centers operate in partnership with community

agencies, organizations, and associations, as well as colleges, businesses, corporations, and the federal government. The centers' impact is widespread, based on



Students reviewing potential colleges at the Higher Education Information Center in Boston

the numbers of students and adults served and the resulting increase in the college-going rate.

Based on the success of these centers, TERI has launched a major initiative to encourage many more cities to establish college access centers. In September Dr. Ann Coles, TERI's acting president and senior vice president for college access services, discussed the center concept with the board of the

California Student Aid Commission, the agency that oversees state financial aid programs in California and with the Ohio College Access Network. She gave similar presentations in November to the 40 members of the College and Center Readiness Network of Chicago and in early December to a group of 30 convened by the Minnesota Higher Education Services Office.

The presentations were received with great enthusiasm, and TERI staff is now providing information needed for these groups to explore the center model further. To help people interested in establishing centers, TERI has also developed a replication guide, providing a blueprint for creating a center, and a toolkit with an extensive array of materials to use in a new center. In addition, TERI is organizing a national campaign to build support for long-term public and private funding of community-based college access centers.

Why Our Customers Prefer TERI Education Loans:

- ✓ Low Rates
- ✓ Excellent Service and Well Trained Staff
- ✓ Online Services — application, loan status, information, automatic emails for loan decision and missing information

While PLUS loans contain some competitive features, do they allow options that could be important to your students and parents? TERI Education Loans offer:

- ✓ Real Loan Deferral — no payments are due until 6 months after graduation with additional forbearance and graduated repayment options that remain available to help students in need of further assistance
- ✓ Students Learn Responsible Borrowing and Establish Good Credit History—the TERI loan allows the parent to list the student as the primary borrower, teaching the importance of debt management at an early age
- ✓ Extended Repayment Terms—up to 25 years to repay with no prepayment penalty

Interest Rates

(as of 12/1/01)

TERI Rate 4.50%

[Prime - .50%]