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TO: Directors of Financial Aid
Public and Private/Independent Institutions of Higher Education

FROM: DeCha Reid
Director, Financial Aid Services

DATE: June 19, 2018

RE: College Access Loan (CAL) Update

This memo is a follow-up to our memo on June 15, 2018 regarding an issue with the College Access Loan (CAL) application process. The Texas Higher Education Coordinating Board (THECB) has researched and resolved this issue. This will require THECB to perform system maintenance on Thursday, June 21, 2018 between the hours of 12:00 AM and 7:00 AM. During this time, students will be unable to access their account online, initiate loan applications, and make payments. In addition, institutions will be unable to access the system to certify loans. We apologize in advance for any inconvenience this may cause.

For questions regarding this memo, institutions should contact Financial Aid Services at (844) 792-2640 and students should contact Borrower Services at (800) 242-3062.

cc: Charles W. Puls, Deputy Assistant Commissioner
Rinn Harper, Director, Borrower Services