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## Memorandum

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

From: DeChà Reid  
Senior Director III, SFAP Operations

Date: June 29, 2023

Subject: ALERT: MOVEit DMZ Service Interruption - Impact on State Loan Programs

We apologize for the inconvenience caused by the interruption of MOVEit DMZ services, which resulted in a halt on all institutional access to loan rosters. We understand that this technical issue prevented institutions from being able to strictly comply with the Timely Distribution of Funds Requirements in [Texas Administrative Code \(TAC\), Title 19, Part 1, Section 22.2 \(1\)](#).

MOVEit is now operational, and THECB is in the process of uploading all disbursement rosters into the LOAN\_OUTPUT folder in [MOVEit DMZ](#). When ALL distribution rosters are available, THECB will send a separate communication updating all institutions of this.

Once this communication is received, the institutions must promptly move to comply with Rule 22.2. In this limited circumstance, the deadlines in Rule 22.2(1) that usually run from the receipt of funds will now be triggered by receiving access to the distribution rosters. Specifically, institutions must disburse funds within 3 business days of receiving notice from THECB that all distribution rosters are available. If an institution complies with these instructions, THECB will consider it to be in compliance with Rule 22.2(1).

For questions, please call Financial Aid Services at 844-792-2640 or [CONTACT US](#) (select "Financial Aid Question" as the Contact Reason).