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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: August 9, 2018

RE: Loan Application Electronic Signature Process Maintenance

This memo is to make you aware of a planned system maintenance beginning at 8:00 p.m. CST, August 10, 2018 to 8:00 p.m. CST, August 12, 2018. This will impact the loan application e-signature function for borrowers. Institutions will still be able to login to view and certify loan applications during the maintenance period.

Messaging has been provided to borrowers on the HHLoans Website (Home Page, Apply for a Loan Page, and HelmNet Welcome Page):

"Loan Application Electronic Signature Process Maintenance: Beginning at 8:00 p.m. CST, August 10, 2018 to 8:00 p.m. CST, August 12, 2018, customers will be unable to electronically sign loan applications due to system maintenance. During this period, you may Save and Exit your application, returning after 8:00 p.m. CST, August 12, 2018 to complete and electronically sign your application."

For questions regarding this memo, please contact Financial Aid Services at (844) 792-2640. Students may contact Borrower Services at (800) 242-3062.

cc: Charles W. Puls, Deputy Assistant Commissioner