

COMMON MANUAL

Policy Changes Approved December 16, 2004

Unified Student Loan Policy

The nation's guarantors provide the following summaries to inform schools, lenders, and servicers of the latest *Common Manual* policy changes. These changes will appear in the manual's next annual update in July 2005. These changes will also be incorporated into the December 2004 *Integrated Common Manual*. The *Integrated Common Manual* is available on several guarantor websites, and it is also available on NCHelp's website at www.NCHELP.org in the e-library. Please carefully note the effective date of each policy change.

NSLDS Reporting

The *Common Manual* has been updated to remove specific references to the National Student Clearinghouse and to recognize that other entities may also offer the service of providing student enrollment status changes for schools.

Affected Sections:	4.8	Student Enrollment Status Reporting
	4.8.B	Reporting Student Enrollment Status Changes to the Lender or Guarantor
	4.8.C	National Student Clearinghouse
	9.1	Verifying Enrollment
	10.1.B	Documentation Required for Authorized Deferment

Effective Date: Enrollment reporting by schools beginning February 1997.

Basis: None.

Resolving Delinquency That Precedes Certain Forbearances

The *Common Manual* has been revised to state consistently that a lender may grant an administrative forbearance to resolve an outstanding delinquency that precedes any of the following:

- An administrative forbearance granted due to a military mobilization, a local or national emergency, or a natural disaster.
- A mandatory administrative forbearance granted due to exceptional circumstances—a military mobilization, a local or national emergency, or a designated disaster area.

Revised policy cross-references subsections 10.19.K and 10.21.B for information about forbearance eligibility associated with the aforementioned events, and enhances regulatory citations that support the policy language.

Affected Sections:	10.19.F Delinquency before a Deferment or Certain Forbearances
Effective Date:	Administrative forbearance granted by the lender on or after July 1, 2003, unless implemented by the lender no earlier than November 1, 2002.
Basis:	§682.211(f)(2); §682.211(f)(11); §682.211(i)(2).

Endorsers of Delinquent Loans

The *Common Manual* has been revised to remove references to a "delinquent endorser" or an "endorser's delinquency." Instead, the manual consistently refers to the "endorser of a delinquent loan."

Affected Sections:	11.4	Due Diligence Requirements
	11.7.D	Endorser Address Skip Tracing Requirements

Effective Date: 11.8.B Endorser Telephone Skip Tracing Requirements
Retroactive to the implementation of the *Common Manual*.
Basis: §682.411(n).

Exceptional Performer Definition

The *Common Manual* has been revised to include a general definition of "Exceptional Performer" in appendix G. The definition reads as follows:

Exceptional Performer: A designation conferred upon a qualified lender, servicer, or guarantor by the Department of Education for an exceptional level of performance in servicing FFELP loans, if the lender, servicer, or guarantor requests such status and meets all statutory and regulatory requirements. See section 3.9 for more information.

Specific details regarding the eligibility criteria and benefits of such a designation are found in *Common Manual* section 3.9, "Exceptional Performer Designation."

Affected Sections: appendix G
Effective Date: Retroactive to the implementation of the *Common Manual*.
Basis: §682.415; DPL FP-04-04