

Lender Demographics	
Lender Name:	National City
Lender Code(s):	808877 - Under Grad; 808942 Grad
Non-profit or For-profit?	For Profit
Lender complete mailing address:	1900 East Ninth Street, Cleveland, OH 444114
Lender web address:	www.studentlender.com
Borrower hotline:	1-800-622-5097
FAA hotline:	1-800-622-5097
Who is Rush's account executive?:	Bryan Tillman
How long has this individual been with the lender?	Over 2 years
Primary contact phone:	312-338-5284
Primary contact email:	bryan.tillman@nationalcity.com
Customer Service	
Do your customer service hours of operation include nights and weekends? What are the hours of availability?	<p>Yes, our student loan partner, Great Lakes, has customer service hours that regularly include nights, with some areas available on weekends. For borrowers with loan origination questions and financial aid professionals, the standard hours of availability are 7:00 a.m – 8:00 p.m. M-F Central Time. Great Lakes' loan origination area does not divert call volume to a messaging system, but instead provides live agents to handle every borrower call. Great Lakes provides live agents that are physically located at multiple sites. This commitment to multiple locations provides both a deeper pool of representatives available to assist your students and a redundancy to ensure that Great Lakes is operational even in the midst of a weather emergency or other unplanned event. Their phone system automatically shifts and balances workload, because their areas operate as one virtual call center. That means Great Lakes is consistently here to assist your students.</p>
What other products (such as bank accounts, mortgages, etc.) does your lending institution offer?	<p>Creating Customers for Life – Financial Education and Products</p> <p>? Unlike other education providers, National City is a full service bank, therefore, we are committed to creating a customer for life. We recognize not only the importance of creating strong borrowers in order to build strong communities in the future, but we also accept the instrumental role that a strong financial entity can and must play in building those strong communities and financial customers.</p> <p>? We have the tools to help students master the fundamentals of money management, starting before they get to campus and supporting them throughout their college education and beyond.</p> <p>? And, as students' banking needs evolve, National City's products can help them on their journey from graduation to retirement:</p> <ul style="list-style-type: none"> - Free identity protection assistance for all student loan holders - Wide range of Checking, Savings & Money Market Accounts - No ATM fees - Certificates of Deposit, IRAs, and a full range of investment products - Auto loans - Credit Cards - Mortgage, Home Equity loans and lines - Estate management/Trust services - Parent PLUS loans when their children go to college - 529 Savings Plan - Wealth Management
What type(s) of web-based customer service options do you offer students?	<p>Great Lakes' website, www.mygreatlakes.org, offers web-based customer service options for students. Starting at the application stage, borrowers can access Great Lakes online application and Master Promissory Note (MPN) tool, FASTLoans. FASTLoans lets borrowers complete and sign their MPNs electronically. If the borrower is not comfortable with an e-signature option, s/he can print out the MPN to sign and mail back, or request a preprinted MPN be mailed to him/her for signature.</p>

	<p>Borrowers can access their application information via Great Lakes' website at www.mygreatlakes.org. Once the borrower logs into the borrower portal, Great Lakes will automatically present the individual with information about their loan application via their Applications In Progress (AIP) product. The opening page presents a snapshot of the borrower's situation, including the status of their credit check (if applicable). Borrowers can see the most recent application at the top of the page, with items that need their action marked in a bold color and tagged with an exclamation point icon. Great Lakes displays up to three detailed messages to help the borrower understand what specific action is required to let the application progress into a loan. Links are provided to encourage the borrower to email Great Lakes the missing information, as well as contact information such as their toll-free phone number and fax number.</p> <p>Borrowers can also access loan and account information using Great Lakes' <i>Internet Borrower Inquiry Service (IBIS)</i>, which is similarly part of the borrower portal at their website. IBIS displays data for borrowers such as current balance, interest rate, monthly payment amount history of payments made and deductible interest paid for tax purposes. In addition, borrowers can make online payments, request deferment and forbearance information and update their address.</p> <p>To augment this borrower-specific information, Great Lakes' website also has informative content such as payment calculators, explanations of the loan application process, and consolidation points to consider.</p> <p>In addition to the borrower products discussed above, Great Lakes offers multi-faceted debt management and financial literacy for borrowers. Many of these important tools, such as their Budget Manager or their on-line credit tool designed to show the impact of credit card usage, are web-based applications that are available on their website.</p>
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What is your abandonment rate on incoming calls from students and schools?	Great Lakes abandon rate is less than 2%.
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Do you offer combined billing for students with multiple loan types through your organization?	Yes, Great Lakes automatically combines all the similar loans owned by the same lender into one single account, thereby creating combined billing and servicing for all of the borrower's loans. In addition, if the borrower has more than one account serviced by Great Lakes (due to additional loans owned by another lender or a combination of Federal and private loans), the borrower can request combined billing for all of his/her loans even across multiple accounts.
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Is one of your call center representatives able to respond to all borrower questions?	Yes, Great Lakes' loan origination representatives can help a borrower with multiple lenders and various loans that range from still-in-processing to recently-disbursed. However for fully-disbursed loans that may be in statuses such as technical default, deferment or forbearance, the borrower needs to work with Great Lakes' Borrower Services Department. Borrower Services representatives are completely trained in the wide range of repayment options, including the various deferment options and payment plans, and can better serve borrowers in those situations.
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Educational Loan Products Offered	
Do you offer the following types of loans (yes/no)?	
<i>Federal Stafford</i>	Yes
<i>Federal Graduate/Parent PLUS</i>	Yes
<i>Federal Consolidation</i>	Yes
<i>Private Educational</i>	Yes
<i>Private Consolidation</i>	Yes
<i>Direct-to-Consumer Education</i>	Yes
<i>Residency Relocation</i>	Yes

Describe your student marketing activities, including products outside of students loans.	As a bank, we will occasionally market other bank products to our student borrowers.
If you offer direct-to-consumer loans, do you mandate counseling for the student about other loans (with better terms) that they may wish to consider first? Please explain.	Any time we direct market our private loan products, we advise the borrower to first apply for all grants, and exercise all federal loan options first.
Processing	
Do you originate, disburse, and service your loans, including life-of-loan servicing? If not, please explain.	Great Lakes will provide origination, guarantee, disbursement, and servicing for the loans. They are the one point of contact for the borrower throughout the life of the loan. We can facilitate ownership transfers (loan sales) through a contractual arrangement between ourselves and other lenders and still provide zero disruption from the borrower's perspective by keeping the loans serviced at Great Lakes.
What is your late payment policy? After how many days is a payment considered late?	National City Bank charges a late fee if the borrower's payment is more than 15 days past due. The amount of the late fee is prescribed by the promissory note. For the purposes of our borrower benefit programs, we consider a payment on-time if it is received within 10 days of its due date.
Will you provide a customized jump page for our institution? How long does this take?	All of the tools in the Great Lakes suite of FAST products are designed to work from your website, with customizable options (such as color choices and the ability to add your school logo) to help create a sense of continuity for the borrower experience. In addition the FASTChoice product provides embedded links from the lender list and loan comparison detail pages to let a borrower easily progress from the selection step directly to the application step. The link could be to FASTLoans or it could be directly to a lender's website. Set up for any of the FAST products is quick and easy, with options for on-site assistance plus ongoing support only a toll-free call away. We would be happy to discuss your specific needs and explore how to best meet those needs.
Do you participate in EFT through the ELM NDN?	Yes, Great Lakes participates electronically with the ELM NDN. We currently disburse loans via that particular Central Disbursing Agent (CDA), as well as several other CDAs. Great Lakes' goal is to accommodate the school's preference. We can and do work with any CDA that is CommonLine-compliant.
Can loans be certified through ELM?	Yes, loans can be certified through ELMNet. Again, Great Lakes' goal is to honor the school's preferred process. Great Lakes currently works with several different School Based Software (SBS) products, including ELMNet. Regardless of the chosen SBS, certification requests can be set up according to the preference of the school. Great Lakes offers everything from paper certification requests to electronic certification requests to suppressing the requests completely (frequently referred to as blocking). You can opt to only receive certification requests for certain loan types and suppress the remaining loan types. Or you can request delayed certification requests, so you receive a certification request only after Great Lakes has a completed MPN or only after a PLUS borrower has an approved credit decision. You can tailor the certification request piece of the process to best meet your business flow. Also of significance, Great Lakes fully supports automated change transactions as part of their electronic certification processing.

	Great Lakes also offers the option of using their SBS called ScholarNet. Via ScholarNet Great Lakes provides a secure, on-line environment for you to view and update loans. ScholarNet is a flexible, open, CommonLine-compliant tool that allows you to manage and exchange your FFELP and private loan data. While this School Based Software (SBS) product is provided by Great Lakes, it is completely open and neutral, providing you with the ability to send your data to any CommonLine-compliant lender, guarantor or service provider. It is also free, with no setup or usage costs for you, your lenders, or your service providers. Please grant us an opportunity to demonstrate the many features and robust functionality of this product.
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Please provide a listing of the guarantors you work with.	
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Do you allow students to e-sign their applications/promissory notes?	<p>Yes, students can e-sign their application/promissory notes. Great Lakes provides an on-line Master Promissory Note (MPN) tool called FASTLoans that makes it easy for students (and parents) to complete and sign their MPN. Key features include:</p> <ul style="list-style-type: none"> • A clean, easy-to-use interface that guides borrowers through the entire loan application process, from entering demographic information to signing an MPN • Flexible MPN signing options, from fully paperless e-signature (using the STAN process) to print and mail • A fast, convenient entrance counseling check and existing MPN lookup to identify potential issues and potential opportunities to streamline the process • Smooth integration with existing school processes and entrance counseling tools, including FASTFacts and Mapping Your Future entrance counseling • Integrated into the Grad PLUS and Parent PLUS version is the ability to use the instant credit component <p>For schools, FASTLoans offers you numerous benefits, beginning with simple online administration and the hands-on support of a dedicated product support team. Great Lakes provides customization options (available in all of the FAST products) that include the ability to customize FASTLoans with your school logo and colors, insert custom questions to gather information from borrowers about their needs and preferences, and more. You can also present different student populations with varied presentations of FASTLoans, each with its own list of lender options, look and feel, and customizations. We would be happy to expand upon the entire FAST suite of products, provide a hands-on demonstration, and answer any questions you may have regarding the various features.</p>
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Front-End Benefits

Describe the front-end benefits your lending institution provides to borrowers for each loan program.	
<i>Federal Stafford</i>	see below
<i>Federal Graduate/Parent PLUS</i>	see below
<i>Federal Consolidation</i>	n/a
<i>Private Educational</i>	If borrowers choose either interest-only or immediate repayment, then (depending on the particular loan program) they may receive a fee discount and/or an interest rate discount.
<i>Private Consolidation</i>	n/a
<i>Direct-to-Consumer Education</i>	same as federal
<i>Residency Relocation</i>	n/a

<p>Do you charge an origination fee? Do you charge the default fee? Do you have any fees on any of the loan products available to students?</p>	<p>National City Stafford Loans are truly Zero Fee: ? 0% Federal Origination Fee ? 0% Federal Default Fee/Guarantee Fee ? 0% Application Fee ? 0% Processing or Online Application/E-Sign Fee Parent & Grad PLUS ? 0% Default Fee ? 3% Origination Fee ? Fixed 7.65% Rate on Grad Plus - Life of the Loan</p>
Repayment Benefits	
<p>Describe the repayment benefits your lending institution provides to borrowers for each loan program.</p>	
<p><i>Federal Stafford</i></p>	<p>National City Stafford Loans are truly Zero Fee: ? 0% Federal Origination Fee ? 0% Federal Default Fee/Guarantee Fee ? 0% Application Fee ? 0% Processing or Online Application/E-Sign Fee ? 0.3% Rate Reduction for ACH enrollment ? 0.6% Rate Reduction for ach enrollment after 24 on time payments ? Free Identity Theft Protection Assistance for all borrowers In this ever changing student lending arena, National City is committed to providing the best solutions, therefore, we are offering a NO FEE STAFFORD program for the 2008-09 school year.</p>
	<p>As the law changes over the next four years, and front end fees paid by National City are reduced by legislation, we commit to adding additional back-end borrower benefits to further provide Purdue University and its students the best financial solution possible.</p>
<p><i>Federal Graduate/Parent PLUS</i></p>	<p>? Up to 5% principal reduction credited 1% every 12 months for the first five years of the loan(Parent PLUS) ? Borrowers will qualify for savings even if they miss a payment ? 0% Default Fee ? 3% Origination Fee ? Fixed 7.65% Rate on Grad Plus - Life of the Loan</p>
<p><i>Federal Consolidation</i></p>	<p>n/a</p>

<p style="text-align: center;"><i>Private Educational</i></p>	<ul style="list-style-type: none"> • ACH interest rate reduction – borrowers can lower their interest rate by 0.25% by electing to have payments automatically deducted from a bank account. • Cosigner release – once borrowers make the initial 48 payments on time and meet a creditworthiness test, the borrower may request that the cosigner be released from the loan (not available for the Continuing Education loan). • No prepayment penalties and minimum monthly payments as low as \$25. 																		
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<p style="text-align: center;"><i>Direct-to-Consumer Education</i></p>	same as federal products																		
<p style="text-align: center;"><i>Residency Relocation</i></p>																			
<p>What percentage of borrowers receive the repayment benefits you identified above?</p>	100%																		
<p>How do borrowers lose your advertised benefits?</p>	They do not. National City benefits do not run off.																		
<p>Do you offer rehabilitation for those borrowers who lose their benefits because of late payments?</p>	We don't need to because our benefits do not run off.																		
<p>Do you guarantee the repayment benefits for the life of the loan?</p>	Yes																		
<p>Should a borrower request deferment, forbearance or extended repayment, are borrower benefits affected? Please explain.</p>	No.																		
Stability																			
<p style="text-align: center;"><i>If you sell your loans, please explain how often, when and generally to which organizations loans are sold.</i></p>	<p>National City prefers to add loans to its portfolio; however we reserve the right to sell loans if appropriate. In all cases, all loans remain life-of-loan with the original servicer if they are sold. Past purchasers of our loans at auction have been Citi, and Sallie Mae.</p>																		
<p>What is your default rate for the last 5 years?</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;"><u>Great Lakes</u> <u>Borrower Cohort</u> <u>Default Rates</u> (all <u>schools)</u></th> <th style="text-align: center;"><u>U.S.D.E. National</u> <u>Borrower Default</u> <u>Rates</u></th> </tr> </thead> <tbody> <tr> <td>FY2005</td> <td style="text-align: center;">2.7%</td> <td style="text-align: center;">4.6%</td> </tr> <tr> <td>FY2004</td> <td style="text-align: center;">2.9%</td> <td style="text-align: center;">5.1%</td> </tr> <tr> <td>FY2003</td> <td style="text-align: center;">3.3%</td> <td style="text-align: center;">4.5%</td> </tr> <tr> <td>FY2002</td> <td style="text-align: center;">4.1%</td> <td style="text-align: center;">5.2%</td> </tr> <tr> <td>FY2001</td> <td style="text-align: center;">4.0%</td> <td style="text-align: center;">5.4%</td> </tr> </tbody> </table> <p>As you can see from the data, Great Lakes outperforms the national average in terms of default prevention. Great Lakes builds upon its previous successes and explores new default prevention options, allowing them to improve their cohort default rate year after year.</p>		<u>Great Lakes</u> <u>Borrower Cohort</u> <u>Default Rates</u> (all <u>schools)</u>	<u>U.S.D.E. National</u> <u>Borrower Default</u> <u>Rates</u>	FY2005	2.7%	4.6%	FY2004	2.9%	5.1%	FY2003	3.3%	4.5%	FY2002	4.1%	5.2%	FY2001	4.0%	5.4%
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What type(s) of default prevention programs do you offer?	Great Lakes is deeply committed to default prevention, as evidenced by their Voluntary Flexible Agreement. Please see the attached materials for more information.
How many years has your organization been lending to student borrowers?	Since the inception of the FFEL Program over 40 years ago.
Please list any mergers or acquisitions your institution has been a part of for the last five years.	none that affected our student lending business
Terms	
<i>Please describe your interest capitalization policy for all loan programs offered.</i>	For all federal loans, We capitalize interest once at repayment. We do not capitalize interest during a deferment or forbearance. We capitalize accrued interest as part of the processing to create a new payment schedule. For Stafford loans, a new schedule is required at the end of a forbearance, deferment, or grace status as the borrower enters repayment status. One exception to this rule is when we create a new payment schedule due to an interest rate change. Under those circumstances, they do not capitalize interest.
<i>Federal Stafford</i>	<i>see above</i>
<i>Federal Graduate/Parent PLUS</i>	
<i>Federal Consolidation</i>	
<i>Private Educational</i>	
<i>Private Consolidation</i>	
<i>Direct-to-Consumer Education</i>	
<i>Residency Relocation</i>	
Do you offer cosigner release?	Yes, once borrowers make the initial 48 payments on time and meet a creditworthiness test, the borrower may request that the cosigner be released from the loan.
Describe the repayment plans you offer student borrowers.	Standard repayment term of 20 years (subject to a minimum monthly payment amount of \$25), and 25 years for loans of \$40,000 or more.
Is there a pre-payment penalty for any of your loan programs? If yes, please explain.	No.

<p>Please list your tiering structure when determining a student's credit-based loan interest rate. Please provide information related to what percentage the majority of health professions students fall in each category.</p>	<p>Please see the attached Pricing Chart for tiering structure with rate and fee information.</p> <p>Undergraduate Credit Tier Distribution Tier 1: 16.01% Tier 2: 20.38% Tier 3: 13.60% Tier 4: 9.47% Tier 5: 7.75% Tier 6: 5.54% Creditworthy Student 16.69% Expanded tier 1 4.02% Expanded Tier 2 4.07% Expanded Tier 3 2.48%</p> <p>Graduate Credit Tier Distribution Creditready Student: 19.79% Tier 1: 8.44% Tier 2: 8.71% Tier 3: 7.92% Tier 4: 3.69% Tier 5: 4.75% Tier 6: 4.49% Creditworthy Student 35.62% Expanded tier 1 3.43% Expanded Tier 2 2.11% Expanded Tier 3 1.06%</p> <p>CEL Credit Tier Distribution Tier 1: 27.65% Tier 2: 50.69% Tier 3: 8.99% Tier 4: 12.44%</p> <p>HPL Credit Tier Distribution Creditready Student: 3.90% Tier 1: 14.55% Tier 2: 14.81% Tier 3: 10.39% Tier 4: 8.05% Tier 5: 8.05%</p>
<p><i>Private Educational</i></p>	
<p><i>Private Consolidation</i></p>	
<p><i>Direct-to-Consumer Education</i></p>	
<p><i>Residency Relocation</i></p>	<p>see above</p>
<p>Do you cap the interest rate on your non-federal credit-based loans? If yes, what is the cap?</p>	<p>The maximum interest rate is regulated by the Ohio state usury law: Rate cannot exceed 25% per year. This does not include fees.</p>

2008-09 Rush University Preferred Stafford Lender List - Cost of Borrowing

Please use the following assumptions when calculating the costs below:

- 3 disbursements of equal amounts made on 9/1/08, 1/1/09, and 4/1/09
- estimated interest rate of 6.8% in-school (unsubsidized) and repayment (sub + unsub)
- grace period begins 6/1/09 (following graduation)
- repayment begins 6 months later (12/1/09)
- Automatic Benefits require no action by you to enable
- Optional Benefits require action by you to initiate and then maintain
- these benefits are for loans disbursed during 2008-09

Subsidized Stafford			
Lender	Loan Amount	Deducted Fees	Amount Received
National City	\$5,500	\$0	\$5,500
National City	\$8,500	\$0	\$8,500

Automatic Benefits		
Monthly pymt	# months	Total
\$63.29	120	\$7,594.80
\$97.82	120	\$11,738.40

New ACH Benefit		
Monthly pymt	# months	Total
0.30% Rate reduction w/ACH		
0.60 Rate reduction afte 24 on time payments w/ACH		
Optional Benefits		
\$62.45/\$61.08 after 24	120	\$7,490/\$7,330
\$96.52/\$94.40 after 24	120	\$11,582/\$11,328

Unsubsidized Stafford			
Lender	Loan Amount	Deducted Fees	Amount Received
National City	\$5,000	\$0	\$5,000
National City	\$10,000	\$0	\$10,000
National City	\$30,000	\$0	\$30,000

Automatic Benefits		
Monthly pymt	# months	Total
\$61.45	120	\$7,374.00
\$122.91	120	\$14,749.20
\$368.72	120	\$44,246.40

New ACH Benefit		
Monthly pymt	# months	Total
\$60.24/59.42	120	\$7,229/\$7103
\$109.52/\$108.03	120	\$13,142/\$11,831
\$328.56/\$324.09	120	\$39,427/\$38,891

Graduate PLUS Loan			
Lender	Loan Amount	Deducted Fees	Amount Received
National City	\$10,000		\$10,000

Fixed 7.65%		
Monthly pymt	# months	Total
\$132.21	120	\$15,865.20

N/A		
Monthly pymt	# months	Total
		\$0.00