

Lender/Loan Name _____

Preferred Lender Scorecard			
	Priority	Score	Composite Score
Cost to Student			
APR to borrower	5		
Fees	5		
Up front borrower benefits	5		
Repayment benefits	5		
Options to customize the loan*	4		
Service relationship with student			
Meets industry standards for customer service	4		
Life of loan servicing	3		
Value added services**	5		
Online chat option	2		
Loan processing			
Scholar Net participant	4		
Effectiveness of FAO customer service reps	4		
Access/stability of funding sources	4		
Length of time in the industry	3		
Experience with organization & lender reps	3		
Loan flexibility			
Cosigner release option	2		
No SAP requirement	3		
Less than half time eligible	4		
Forgiveness for death of primary borrower	5		
Additional deferment & forbearance options	4		
Past due balance eligible	2		

*ex. fixed & variable rates, repayment options, choice of repayment term

**default management, budget, study and/or career tools, proactive communications, etc.

Volume/Rank _____ # of students _____

Comments _____
