

February 9, 2011

## CSAC/EdFund borrower contact information

In an ongoing effort to provide superior service to students and borrowers during the transition from CSAC/EdFund, we would like to take this opportunity to ensure that you have the appropriate contact information.

### **Borrower inquiries**

Below is a list of ECMC telephone numbers that can be provided to borrowers whose loans were originally guaranteed by CSAC/EdFund.

- Delinquent borrowers: 1-800-298-9490
- Defaulted borrowers: 1-800-367-1590
- General borrower questions: 1-877-233-3863

### **For school questions**

If you have any questions about the transition of the CSAC/EdFund portfolio to ECMC, please do not hesitate to contact an ECMC representative at 1-866-222-2680 or [schoolservices@ecmc.org](mailto:schoolservices@ecmc.org).

### **Cal Grant inquiries**

Students or families with questions about Cal Grants or how to apply can find information or reach the California Student Aid Commission at:

- [www.calgrants.org](http://www.calgrants.org)
- [www.csac.ca.gov](http://www.csac.ca.gov)
- [studentsupport@csac.ca.gov](mailto:studentsupport@csac.ca.gov)
- 1-888-224-7268

Thank you for your continued partnership in creating a positive student and borrower experience.

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Effective November 1, 2010, Educational Credit Management Corporation (ECMC) became the designated guaranty agency for the California Student Aid Commission (CSAC) Federal Family Education Loan (FFEL) Program portfolio serviced by EdFund.