

**Nelnet, Inc. introduces new corporate identity**

Nelnet, Inc. (National Education Loan Network) recently introduced a new corporate identity program to underscore its integrated approach to student loan services. The company's new look comes on the heels of recent announcements regarding the selection of Nelnet as the official name for the student loan organization formed through the consolidation of ClassCredit, EFS, Guarantec, InTuition, MELMAC,

NHELP, and UNIPAC.

**our vision...  
to make  
educational  
dreams  
possible.**

Responding to increased demand for financial assistance and continued

technological advances in the application, guarantee, and disbursement of funds, Nelnet also introduced a comprehensive set of Internet-based, open system products.

"Our goal is to simplify the financial aid process for all Nelnet customers," commented Don Bouc, President of Nelnet. "This theme of simplicity is reflected through user-friendly products, our transition to uniform systems in each of our locations, and the concise new design of our Web site and informational materials." The company's seamless approach to service is represented by a green circle encompassing the "n" of

Nelnet's new logo. Nelnet's products have also been titled with the letter "n" and feature a similar circular graphic in their logos to signify their relationship to the company. They include: Nconcert, a financial aid delivery and management system; Ntrust, a comprehensive centralized disbursement service; Ninteract, a student loan delivery and reporting system; and Nterchange, an inquiry function for loan disbursement and repayment status information.

With over \$8 billion in total assets, Nelnet originates in excess of \$2 billion in student loans for itself and its service partners annually. The company owns over \$7.5 billion, and services more than \$18 billion in student loans. Nelnet ranks among the nation's leaders in terms of total student loan assets managed.

Please visit [www.nelnet.net](http://www.nelnet.net) for additional information.



dream learn grow

# elnet update

a newsletter for schools

1  
new brand identity

2  
on the move

3  
on the Web

4  
product line

5  
upcoming conferences  
contact numbers

6  
product support for  
schools



### Nelnet on the move

Nelnet, Inc. recently announced its acquisition of EFS, Inc., an Indianapolis-based student loan organization and parent company of EFS Services and EFS Finance Company. EFS joins NELnet's existing lines of business in student loan generation, secondary market activities, and loan and guarantor servicing. EFS will maintain its Indianapolis headquarters; Garrett Varner, former EFS Chief Financial Officer, will serve as President of the Indiana subsidiary.

"EFS and its leadership share Nelnet's commitment to providing high quality service to schools, students, and lenders," said Don Bouc, Nelnet President. "Incorporating their outstanding servicing capabilities into Nelnet's integrated system will provide greater efficiencies and opportunities for the clients of both organizations."

EFS' origin in student lending dates back to 1980. The company originates over \$300 million in student loans for itself and its servicing clients, owns \$2.5 billion, and services an additional \$1 billion in student loans. EFS' total assets under management equal \$3.5 billion.

"EFS is pleased to become a part of Nelnet. With a continued increase in college enrollment and greater demand for financial aid, we believe Nelnet is taking the right steps to simplify the process for everyone involved," stated John Wiczorek, current Chairman and Chief Executive Officer of EFS. "EFS looks forward to offering our clients the expanded products and services available through Nelnet."

Nelnet also recently announced its merger with IFA (Idaho Financial Associates), an Idaho-based student loan servicing software development company.

"As an IFA customer, we've experienced the quality of the company's software products first-hand," said Bouc. "Incorporating this type of technology into Nelnet's integrated system allows us to provide greater efficiencies and opportunities to the clients of both organizations, and ultimately to the schools and students we serve."

IFA's origin in student lending software dates back to 1988. The company currently holds software contracts with 14 clients nationwide and supports over \$17 billion in student loan servicing operations. IFA will maintain its Boise headquarters; Larry Arguinchona will continue to serve as President of the Idaho subsidiary and will join Nelnet's Board of Directors.

"Joining Nelnet allows IFA to expand its resources and services to clients, while maintaining the integrity of our business model," commented Arguinchona. "In turn, I believe the IFA products and services complement Nelnet's goal of simplifying the student lending process."

Nelnet offices are located in Denver, CO; Jacksonville, FL; Lincoln, NE; Phoenix, AZ; Portland, ME; St. Paul, MN; and Tulsa, OK. The company recently added a Washington, DC location to enhance communication with student loan organizations, Congress and the Administration, student organizations, and the higher education community.

Previous Nelnet expansion activity includes the acquisition of NEBHELP (Nebraska's former secondary market organization) in 1998, consolidations with UNIPAC Service Corporation, InTuition, Inc., and ClassCredit in 2000, and the acquisitions of MELMAC, Inc. (a subsidiary of Maine Education Loan Marketing Corporation) and Guarantec, LLP in 2001.



Winter 2002

## what you'll see

Nelnet's new corporate identity has changed the look of nearly all our communications. The branding initiative includes not only graphic elements, the logo, and product names, but also simple written references to Nelnet.

Previously, the Nelnet name was written as "NELnet." This has changed and will be written as Nelnet; similarly, when referencing Nelnet products including Nconcert, Ntrust, Nteract, Ngenius, and Nservice, the N is capitalized and the following letters lowercase.

You'll see our communications reflecting our tagline, "Dream. Learn. Grow." You'll see our materials reflect our commitment to simplicity. And you'll see that while our corporate identity has changed, our commitment to our customers is steadfast.

If you have any questions regarding the new corporate identity, please contact Sheila Odom, corporate communications director, at 402.458.2329, or [nelnetcommunications@nelnet.net](mailto:nelnetcommunications@nelnet.net).

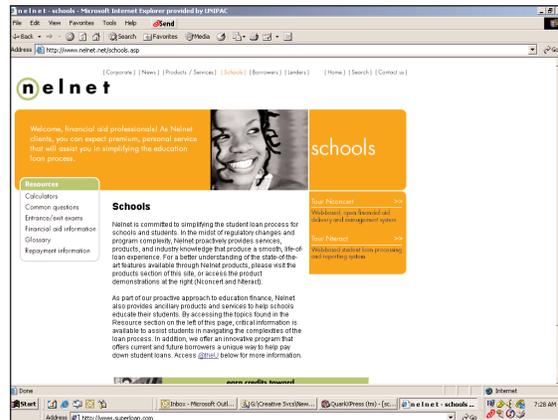
## check us out on the Web!

Nelnet is committed to simplifying the student loan process for schools and students. In the midst of regulatory changes and program complexity, Nelnet proactively provides services, products, and industry knowledge that produce a smooth, life-of-loan experience.

As part of our proactive approach to education finance, Nelnet also provides ancillary products and services to help schools educate their students. Topics in the Resource section of the Web site provide students with assistance on understanding the loan process.

For a better understanding of the state-of-the-art features available through Nelnet products, please visit the products section of [www.nelnet.net](http://www.nelnet.net) and access the Nconcert and Nteract product demonstrations.

## www.nelnet.net



### new product names

Nelnet's new visual identity and integrated services carry through to product offerings. Nelnet's products have also been titled with the letter "n" and feature a similar circular graphic in their logos to signify their relationship to the company. They include:

## **n**concert<sup>SM</sup>

**Nconcert** is a Web-based open financial aid delivery and management system designed to reduce paperwork, streamline the approval process, and improve communication between a financial aid office and its students. The software seamlessly unites financial aid offices, lenders, students, secondary markets, and servicing companies, which reduces turnaround time and eliminates the confusion faced by many students.

## **n**teract<sup>SM</sup>

**Nteract** is a Web-based student loan origination system designed to integrate the entire student loan process and improve coordination and communication between financial aid offices and lenders. The software provides the financial aid administrator with a complete solution for processing application certification, initiating change transactions, and can serve as a comprehensive loan delivery tool.

## **n**trust<sup>SM</sup>

**Ntrust** is a Centralized Disbursing Agent (CDA) service that is provided by Nelnet, free of charge, to eligible educational institutions. On behalf of Nelnet's lender partners, Ntrust provides a flexible and comprehensive solution for receiving student loan funds, reports, and CommonLine data files. Additionally, Ntrust acts as the single point of contact for all of a school's electronic loan application processing needs and provides "real-time" loan and disbursement adjustment processing.

## **n**genius<sup>SM</sup>

**Ngenius** is the origination and disbursement engine that supports Nconcert and Nteract. Its comprehensive table-driven system simplifies critical administrative functions for schools, borrowers, and lenders.

## **n**service<sup>SM</sup>

**Nservice** is Nelnet's servicing product for FFELP and non-FFELP loans. Nelnet's servicing provides flexible servicing options including:

- a wide variety of borrower benefit programs
- billing statement messaging
- retroactive processing
- automatic interest rate updates
- mass transaction entry/importation of data
- 799 reporting
- comprehensive accounting/reconciliation reporting

### upcoming conferences

The following is a tentative schedule of upcoming state, regional, and national conferences:

<b>SASFAA</b>	February 17-20	Louisville, KY	The Galt House
<b>LASFAA</b>	March 14	Alexandria, LA	
<b>DE-DC-MD ASFAA</b>	March 14	Frederick, MD	Hood College
<b>AASFAA</b>	March 20-22	Tucson, AZ	Sheraton Tucson Hotel & Suites
<b>KASFAA</b>	April 3-5	Topeka, KS	
<b>OASFAA</b>	April 3-5	Tulsa, OK	
<b>WASFAA</b>	April 7-9	Boise, ID	
<b>IASFAA</b>	April 10-12	Des Moines, IA	
<b>ILASFAA</b>	April 14-17	Decatur, IL	Decatur Holiday Inn
<b>NeASFAA</b>	April 24-26	Kearney, NE	Holiday Inn
<b>AASFAA</b>	May 7-11	Gulf Shores	White Sands Resort
<b>FASFAA</b>	May 14-17	St. Simons Island	King and Prince
<b>EASFAA</b>	May 19-22	Boston, MA	Boston Park Plaza Hotel
<b>OASFAA</b>	May 22-24	Aurora, OH	Betram Inn
<b>RMASFAA</b>	May 31- June 7	Colo. Sprgs., CO	
<b>FASFAA</b>	June 5-7	Sanibel Island, FL	Sanibel Resort
<b>NASFAA</b>	July 21-24	New Orleans, LA	

### nelnet numbers

#### denver

school hotline	800.375.7013
borrower inquiries	888.486.4722
fax	877.290.4584

#### jacksonville

school hotline	800.524.2502
borrower inquiries	800.228.5931
fax	904.281.7004

#### lincoln

school hotline	800.755.7858
fax	888.274.9876

#### st. paul

school hotline	888.242.0096
borrower inquiries	888.486.4722
fax	888.624.0044

#### tulsa

school hotline	800.788.1881
fax	800.588.8640



Winter 2002

### **Nelnet announces product support department for schools**

Nelnet recently announced the formation of a Product Support department for the loan generation business. Jolynn Snyder has been appointed Director of Product Support and heads the new department. Product support coordinates the installation, training, and ongoing support of the company's loan generation products for the school community. Product support consists of three teams:

**Business Partner Support:** Business Partner Support Representatives work closely with schools with which Nelnet has an existing relationship. They work to ensure that the school is effectively using the product line and satisfied with Nelnet service, to suggest additional products to existing schools, and to assist Product Sales with new schools as needed.

**Implementation and Technical Support:** This team coordinates and manages the installation of Nelnet products in the school, conducts product issue research and resolution on behalf of the schools, and works closely with Process Engineering on more global, complex product issues.

**Documentation and Training:** This team translates internal product and process guidelines from business specifications into user documentation and trains internal staff on new or enhanced products and functionalities.

The creation of the Product Support department reflects Nelnet's commitment to simplifying education finance for schools and students. If you have any questions about the Product Support department, please contact Jolynn Snyder at [jolynn.snyder@nelnet.net](mailto:jolynn.snyder@nelnet.net).