

Nelnet Loan Services, Inc. (Nelnet) successfully completes system conversions

Nelnet recently announced the successful completion of system conversion projects for the company's loan generation and loan servicing businesses. The first conversion, completed in January, transferred Nelnet's student loan servicing functions from the UNISTAR servicing system to the Nservice system. In March, the company's full service loan generation business was converted from the UNISTAR system to a new platform titled Ngenius.

Combined, the conversions impacted 1.3 million borrower accounts totaling more than \$11 billion, 186 unique lender IDs, 3,000 schools, and 31 guaranty agencies.

The two large scale conversions were conducted to provide Nelnet with several system enhancements, including: superior long-term loan servicing and generation platforms; expanded customer service and change responsiveness; and improved integration to the Internet. In addition, Nelnet is positioned to establish single databases for its servicing and loan generation businesses, accessible throughout all of the company's servicing centers. The new seamless system will allow Nelnet personnel to provide assistance to borrowers, schools, lenders, and guarantors, regardless of location.

Combined, the conversions impacted 1.3 million borrower accounts totaling more than \$11 billion, 186 unique lender IDs, 3,000 schools, and 31 guaranty agencies. The planning

and preparation for both projects began at the end of 2000, continued for 15 months, and involved approximately 250 Nelnet staff members.

"The size and scope of both conversions required thousands of hours of planning, research, testing, and communication with all involved parties," commented Don Bouc, President of Nelnet Corporation and the company's chief spokesperson. "Both conversion teams did a phenomenal job in assuring successful and timely conclusions to the projects. In addition, I'd like to publicly thank our customers for their valuable input and assistance in these system changes."

Currently, conversion team members continue to respond to customer inquiries regarding the new system and finalize remaining project details, while all Nelnet offices move forward in utilizing the expanded service capabilities now available.

Additional information regarding Nelnet's services is available at www.nelnet.net.



dream learn grow

nelnet update

a newsletter for schools

**1
Nelnet completes
successful conversions**

**2
Nelnet introduces E-Sign
Nelnet hosts
premier event**

**3
Nteract**

**4
upcoming conferences
contact numbers**

**5
business partner
support rep highlight**



Nelnet introduces Electronic Signatures

Effective April 15, 2002, Nelnet will incorporate electronic signatures into its online borrower initiated application, available for Stafford loans.

Unique to the industry, Nelnet will offer both PIN-less and PIN processes to capture an electronic signature. The PIN-less process will rely on existing processes and controls to authenticate the identity of a borrower. The PIN process will utilize the NCS Pearson/FAFSA PIN.

"The integration of electronic signatures demonstrates Nelnet's commitment to providing the latest in technology resources, while expediting the loan process for borrowers and schools alike," said Don Bouc, President of Nelnet Corporation and the company's chief spokesperson.

Under the Electronic Signatures in Global and National Commerce Act (E-Sign Law), an electronic signature is an "electronic sound, symbol, or process attached to or logically associated with a record and executed or adopted by a person with the intent to sign the record." Effective October 1, 2000, the E-Sign Law and UETA (Uniform Electronic Transactions Act) allowed electronically signed ("dry") documents to be enforced just as "wet" signed paper documents.

"We expect a positive impact on schools in that there will be an opportunity to eliminate the handling of paper loan documents," commented Bouc. "E-signatures streamline the disbursement process for borrowers without foregoing existing and proven processes."

Presently, Nelnet will only incorporate e-signatures with the online generation of an electronically signed MPN for FFELP loans. This process will be available through www.nelnet.net (or links to www.nelnet.net) for schools and lenders that choose to participate.

Nelnet hosts premier industry event

Nelnet recently held its User Group Conference in Jacksonville, Fla. at the Sea Turtle Resort. The event was held April 18-19 and included presentations and sessions on new products, current events, training, and updates.

The conference began with Jim Van Horn conducting introductions and a welcome. The Federal Update was then presented by Elise Nowikowski, interviewed by Lisa Simms-Thomas. Topics included disbursement exemptions, Master Promissory Notes, E-Signatures, negotiated rule making and interest rates.

Laura Backus and Beth Henry presented Nelnet's spring releases, including Ninteract and its increased functionality as well as a comprehensive update on E-Signatures. The morning wrapped with Don Bouc, President of Nelnet Corporation, giving a corporate update.

In the afternoon, Jim Grace presented Nconcert, Nelnet's Web-based financial aid delivery and management solution. He presented an overview of the product and explained the benefits of the product, including the provision of efficiency, customization, and simplicity.

Kareena Salter presented a demonstration of nelnet.net. She walked through Nelnet's Web site and its features, including the different sections for schools, borrowers, and lenders, and the section for online product "tours."

Melissa Marks then presented an interactive demonstration of @theU (www.attheu.com), Nelnet's Web site that offers college prep and financial aid information, and a unique loyalty program. This site highlights earning credits from

cont'd on page 3



cont'd from page 2

online purchases, which can be used towards paying down a current or future student loan.

The User Group Conference was not all business, and on Thursday evening, Jim Van Horn hosted a special evening event. This included food and fun, and gave attendees the chance to discuss the industry and its current climate in a more relaxed atmosphere.

Friday began with an overview of the CommonLine Release 5 by Angie Nickel and Kareena Salter. Current and enhanced functionalities were explained. Ms. Salter then gave an update on SASFAA (Southern Association of Student Financial Aid Administrators), reviewed objectives and goals from the 2001 User Group Conference, and outlined this year's priorities.

The conference was concluded with an open discussion held to identify and clarify enhancement requests and ideas for the evolution of Nelnet's products and services. Feedback will be evaluated and incorporated into planning and development initiatives.

For detailed information on Nelnet's products and services, please visit www.nelnet.net.

Nelnet offers Nteract

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.

Navigating through Nteract is easy. You can quickly access any function or find the information from Nteract's home page, including:

- application processing
- loan inquiry & tracking
- change transactions
- customized reporting
- file transfers
- Title IV calculator
- online help

Stay tuned for the next part of the Nteract series...



upcoming conferences

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

TASFAA	April 21-24	Memphis, TN	Memphis Marriott
VASFAA	April 21-24	Norfolk, VA	Marriott Waterside
CAFAA	April 24-26	Grand Junction, CO	Adams Mark
NeASFAA	April 24-26	Kearney, NE	Holiday Inn
AASFAA	May 7-11	Gulf Shores, AL	White Sands Resort
GASFAA	May 14-17	St. Simons Island, GA	King and Prince
EASFAA	May 19-22	Boston, MA	Boston Park Plaza Hotel
NCHELP	May 19-22	Ft. Lauderdale, FL	Hyatt Regency Pier 66
OASFAA	May 22-24	Aurora, OH	Betram Inn
FASFAA	June 5-7	Sanibel Island, FL	Sanibel Resort
New Aid	June 16-21	Greenville, SC	Furman University
MASFAA	June 19-21	Biloxi, MS	Grand Casino
New Aid	June 23-25	Jackson, MS	Millsaps College
MSFAA	June 23-26	Alma, MI	Grand Travers Resort
NASFAA	July 21-24	New Orleans, LA	New Orleans Marriott & Sheraton New Orleans
FAPSC	July 29 - August 2	Ft. Lauderdale, FL	Marriott Marina

Nelnet contact information

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

tulsa

school hotline 800.788.1881
 fax 800.588.8640

st. paul

school hotline 888.242.0096
 borrower inquiries 888.486.4722
 fax 888.624.0044

payment mailing addresses

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 P.O. Box 2970, Omaha, NE 68103-2970

borrower inquiries on the Web

www.nelnet.net

@theU

www.attheu.com

Nelnet Business Partner Support Representative Highlight

The Business Partner Support team would like to ensure that you are familiar with the services that they provide for you, your school, and your students. In order to introduce the different members that you'll be working with, Nelnet Update will highlight one representative in each issue.

Kareena Salter, Business Partner Support Representative

Kareena works as a Business Development Officer for Nelnet's Product Support team. Her role includes acting as the front line between Nelnet's school clients and Nelnet. This includes managing relationships, promoting Nelnet products, and providing product training. She and her team also support the product sales and product implementation teams, install products at client sites, conduct on-site client visits, and represent Nelnet at state, regional, and national conferences, and industry related events.

"We have combined talent from leading edge secondary markets, servicers, and origination teams," states Ms. Salter, "to form an exceptional organization with knowledge and technology that will empower us to demonstrate to both our current and future customers that Nelnet meets expectations consistently, and with quality."

Ms. Salter explains that she and the team support existing relationships with Nelnet schools by providing on-going product training, annual process mapping, process identification, and/or product resolution.

Team initiatives include the development of regional product User Group conferences, the effective communication to internal and external partners, and conducting on-site visits. These activities keep the team informed of Nelnet's clients' needs and expectations, which ultimately creates a satisfied customer.

Ms. Salter says, "I believe that we are the premier educational finance company because we involve our client base in the product development process. We keep our borrowers informed, and we lead by example and deliver service."

As a member of the Business Partner Support team, she says service is her priority. She recognizes that school clients want follow up and notes that schools often share their appreciation of accurate and timely communication.

Kareena Salter is a graduate of the University of Georgia, where she received her B.A. in Psychology. She has been with Nelnet since 1998, where she started as a Business Development Officer managing the Georgia territory and portions of South Florida. Prior to joining Nelnet, she worked in the Human Resources department of Barnett Bank in Jacksonville, Florida.

Ms. Salter will help represent Nelnet at the NASFAA conference this July, so look for her at the Nelnet booth...