



Sallie Mae's Response to
Request for Information for
AY 2012/13

SUNY College at Fredonia

February 17, 2012

Smart Option Student Loan[®] | Sallie Mae Tuition InsuranceSM | Upromise[®] |

Tuition Payment Plans

February 17, 2012

Sarah Miller
Financial Aid Counselor
SUNY College at Fredonia
215 Maytum Hall
Fredonia, NY 14063



Dear Sarah:

Thank you for the opportunity to answer your request for information on behalf of Sallie Mae[®]. It is a privilege to be considered for placement on SUNY College at Fredonia's private loan lender list for Academic Year 2012/13.

The innovative Sallie Mae Smart Option Student Loan[®] is designed to give students choices so they can balance their budget or maximize savings on the cost of their loan. It offers the option to defer or to make reasonable payments during school. With the Smart Option Student Loan[®] on your lender list, your students will benefit from:

- **Low rates:** Interest rates start at just LIBOR + 2% to 9.875% (APRs: 2.37% to 9.48%) and vary by repayment option
- **No origination or repayment fees**
- **Choice of repayment option:** Includes a Deferred Repayment Option that allows students to defer payments or pay any amount they want while in school and for six months after school, our popular Fixed Repayment Option, and the Interest Repayment Option.
- **Tuition Insurance Benefit:** For loans first disbursed between 7/1/12 and 10/31/12, Sallie Mae will provide tuition insurance to help your students and families protect their investment in higher education*
- **0.25 percentage point interest rate reduction:** Offered to students who are enrolled to make recurring, scheduled monthly payments by automatic debit*
- **Smart Reward[®] benefit:** Earns customers 2% of their scheduled monthly payment while in school as a reward in their Upromise[®] account when the payment is made on time with the Interest and Fixed Repayment Options*
- **Death and disability safeguard:** Allows for a waiver of the remaining loan obligation in the event of the student borrower's death or total and permanent disability*

**For additional information, please refer to the disclosures section at the end of this proposal.*

New for AY 2012/13! We plan to add fixed interest rate pricing options to our Smart Option Student Loan. The new fixed interest rate pricing will offer the same three in-school repayment options as our variable interest rate pricing options (interest, fixed, and deferred repayment), providing your students and their families with even more choice and flexibility in how they repay their education loan. I will share additional information with you as it becomes available.

In addition, **Sallie Mae Insurance ServicesSM** provides your school with access to insurance products that help protect your students' investment in education and ensure they are able to achieve their dream of a higher education. Sallie Mae Insurance Services offers the Student Protection PlanTM that includes:

- 100% tuition reimbursement, up to the policy limits, for covered medical reasons, including withdrawals due to mental or nervous conditions*
- Identity theft protection and resolution services, emergency medical evacuation insurance, extended warranty protection on merchandise purchased for college (coverage not available in Maine) and physical and virus protection for your students' PC (coverage not available in New York)*

**For additional information, please refer to the disclosures section at the end of this proposal.*

Sallie Mae is the No. 1 saving, planning, and paying for college company with a nearly 40-year track record of success. We are committed to providing your families with one of the most financially responsible private loans in the industry. We also provide a portfolio of education finance tools, college savings plans, tuition payment plans, insurance services, loan repayment solutions, and dedicated customer service to meet their needs at every stage of the higher education funding cycle.

If you have any questions about this proposal, please give me a call.

Respectfully submitted,



Stephanie Stock
Senior Account Executive
Sallie Mae



Sallie Mae reserves the right to modify or discontinue products, services, and borrower benefits at any time without notice. Applicants should check the Sallie Mae website (SallieMae.com) to obtain the most up-to-date product information.

Lender Contact Information

Lender Name: Sallie Mae

Borrower Contact: Borrowers with questions about their accounts can call Sallie Mae toll-free at 888-2-SALLIE.

School Contact: Financial aid office administrators with questions can contact Sallie Mae's CollegeServ[®] team at 888-2-SCHOOL.

Service

1. Is service a high priority to you as a lender?

Yes. Sallie Mae is the nation's no. 1 financial services company specializing in education. Serving 23 million customers, Sallie Mae offers innovative savings tools, tuition payment plans, and education loans that promote responsible financial habits and reward success. Our Call Center teams handle millions of inbound calls annually and receive exceptionally positive feedback from schools and borrowers. The correspondence processing staff is equally service-oriented.

Sallie Mae's philosophy is to ensure the ongoing satisfaction of our customers. We perform customer service surveys on a daily basis and use the survey information to address customer concerns and continually improve our level of service.

The surveys are conducted by our Consumer Service Center, which handles inbound inquiries from prospective and existing customers. Callers may respond to survey questions at the end of their telephone call. For example, callers will be asked to rate Sallie Mae on overall ability to answer and resolve the inquiry and the caller's satisfaction with the agent's service.

2011 Customer Service Survey Results*

Customer Satisfaction	93%
Issue Resolution	92%
Agent Communication	90%

*Source: 2011 Sallie Mae internal metrics

2. Do you service your own loans? If not, who services your loans?

Yes. Loans made by Sallie Mae Bank[®] are serviced by Sallie Mae.

3. Do you hold or sell loans after origination? If held, for how long? If sold, at what point after origination?

No. As a make-and-hold lender of student loans, Sallie Mae does not sell its private loans to other lenders. From time to time, Sallie Mae will securitize pools of loans in order to obtain economical financing. In those instances, the securitization should be seamless to the borrower because Sallie Mae would continue to service the loans.

4. Do you have a 24/7 service option for both borrowers in school and in repayment? If not, what is the availability to borrowers?

Yes. Borrowers can contact customer service via email, mail or by calling Sallie Mae toll free at 888-2-SALLIE. Representatives are available 8 a.m. to 9 p.m. ET, Monday through Thursday, and 8 a.m. to 8 p.m. ET Friday. Outside of our call center hours, borrowers may use Sallie Mae's online account management tool or Interactive Voice Response (IVR) system 24/7.

The IVR system presents an easy-to-use menu that enables a user-friendly customer experience. The new IVR system is speech-enabled for hands free service, and in some circumstances customers can simply say "agent" to speak with a representative.

Customers can use the IVR to:

- Access up-to-date loan information
- Update demographic information
- Make a payment
- Learn account-specific Information
- Receive information on various ways to delay a payment

In addition, Sallie Mae's online account management tool (available at SallieMae.com) gives borrowers secure, online access to their Sallie Mae-serviced loans 24/7. Borrowers can use this tool to:

- Access up-to-date loan information
- Change payment method
- Enroll in and discontinue automatic debit payments
- Modify automatic debit bank account information
- Schedule, modify, and delete payments online
- Send email to Sallie Mae's customer service department
- Update contact information
- Securely read Sallie Mae account email
- View borrower benefit eligibility
- Print tax and monthly billing statements
- Access Sallie Mae correspondence history for up to 12 months
- View answers to frequently asked questions

5. Do you have an assigned customer service representative to each school or region? If so, please provide this contact individual and phone number.

Your account representative, Stephanie Stock, will work closely with the team of regional CollegeServ experts assigned to your school. Your regional CollegeServ team will be familiar with your school's process and available to answer any day-to-day questions from members of your financial aid staff. Your CollegeServ team can be reached at 888-2-SCHOOL.

6. Are you an ELM member?

Yes. Sallie Mae is ELM's largest member and supports the ELM loan delivery and disbursement process for AY 2012/13.

7. Do you offer debt management counseling? If so, at what telephone number and/or website can borrowers access this benefit? Website address:

Yes. As the nation's leading saving, planning, and paying for education company, Sallie Mae is committed to educating borrowers about smart money management at every stage of the higher education life cycle.

- Long before college, Sallie Mae promotes financial literacy by helping families save through 529 college savings plans, high-yield savings accounts and CDs, and through our Upromise savings program.
- Then, when families plan how to pay for college, we recommend using free money first, such as scholarships and grants; exploring federal loans second; and filling any funding gaps with private education loans third.
- Through our marketing of the Smart Option Student Loan, Sallie Mae further promotes financial literacy by helping students understand the benefits of in-school payments, shorter repayment terms, and building credit histories.

To further educate students about smart money management, Sallie Mae provides the following financial literacy resources.

Online Resources

- **Smart Option Student Loan calculator at SallieMae.com/SmartCalc**
Using this calculator, students and families can estimate their monthly payments during the in-school and six-month separation periods as well as the monthly principal and interest payment after separation. This calculator shows students and families just how much they can save with the Interest or Fixed Repayment Option compared with the Deferred Repayment Option.* The calculator also provides an estimate of the total loan cost, as well as the length of the repayment term.
- **Education Investment Planner® at SallieMae.com/Invest**
Our Education Investment Planner, a free interactive tool at SallieMae.com/Invest, makes it easier for families and financial aid administrators to quickly estimate the total cost of college and find ways to save and pay for it. For parents of younger children, the Planner helps families project their savings against future education costs and compare their college savings plans with how the average American family pays for college. For college-bound families, the Planner provides cost-of-attendance estimates at more than 5,500 colleges and universities and explores a variety of funding options to help families meet the projected costs. The Planner can even help student and parent borrowers estimate what their monthly student loan payments might be after graduation.
- **BeDebtSavvySM at SallieMae.com/bedebtsavvy**
This educational website provides tips and guidance to help students and parents plan for college, including comparing schools, applying to schools, finding scholarships and grants, finding ways to pay, and more. It features a section on the ten rules of smart credit management, including maintaining a good credit rating, understanding credit reports, using credit wisely, and guarding against identity theft.

- **CollegeAnswer® at CollegeAnswer.com**
This financial literacy website provides saving, planning, and paying information to help students and their families prepare for college. The information is useful to anyone planning to attend college, from high school juniors to adults continuing their education.
- **Educational Videos:** Sallie Mae offers educational videos to help students and their families prepare for college. Each video clearly defines the five steps of saving, planning, and paying for college, and can be found at the below web links.

Investing for the Future

<http://www.salliemae-msgworx.com/Default.aspx?ModuleId=b47ab4d3-3803-e11b-5348-0ee950d2186b>

Selecting Your School and Determining Cost

<http://www.salliemae-msgworx.com/Default.aspx?ModuleId=d0cf24ea-6e57-45eb-d1e6-835d07358fd5>

Calculating Financial Need

<http://www.salliemae-msgworx.com/Default.aspx?ModuleId=f135c614-f16e-8faa-8060-bd879601a783>

Paying for Education

<http://www.salliemae-msgworx.com/Default.aspx?ModuleId=5d70c67c-b958-b595-15ac-e217cb2f6fb1>

**For financial calculations based on this loan program, please refer to the disclosures section.*

Research

As part of our commitment to financial literacy, we also ask the public about their experiences with saving, planning, and paying for college. Full reports are available for download at www.salliemae.com/howamericapays.

- Sallie Mae' ongoing study, How America Pays for College, provides a detailed picture of the many sources families rely on to pay for college. The 2011 survey, conducted by Ipsos Public Affairs, also reveals perceptions about the value of a college education at a time of rising college costs and economic recession.

In addition, at SUNY Fredonia's request, Sallie Mae can provide general debt counseling and credit education to students. This counseling is available regardless of whether SUNY Fredonia students take out private loans or purchase other products from Sallie Mae. We can also provide written presentations to your school on debt counseling and credit education topics that your school can provide to students.

Private Loan Products

1. ***Do you offer alternative loans? If not, who is your lending partner? Is SUNY Fredonia currently set up with your Alternative Loan product to certify before disbursing? If not, is this option available?***

Yes. The Sallie Mae Smart Option Student Loan is a private, credit-based, school-certified education loan for undergraduate, graduate, and health professional students. Its three repayment options, no origination and repayment fee pricing, and borrower benefits make it the “smart option” for students and families who have maximized grants, scholarships, and federal loans.

Sallie Mae considers loans ready for disbursement after receipt and approval of the school certification data.

2. ***Briefly highlight the alternative loan products that are offered, including tier pricing, interest rates, fees, etc.***

Choice of Repayment Option

With our three repayment options, students can select the option that works best for them while they are in school. Students can maximize savings on one loan by making payments during the in-school and separation periods, and defer payments on another loan to help maximize their cash flow.

- **Deferred Repayment Option – offers students flexibility with their payments***
Students have the option to defer payments while in school and for six months after school, to help them manage their cash flow. While they are in school, they will receive monthly statements to stay informed about their accruing interest, and have the option to pay any amount they want to help reduce the overall cost before their repayment term begins.
- **Fixed Repayment Option – can save students over 10% compared with the Deferred Repayment Option***
Students pay just \$25 a month in school and six months after school.* This option allows students to budget a low, fixed amount each month while taking advantage of a shorter repayment term.*
- **Interest Repayment Option – can save students over 20% compared with the Deferred Repayment Option***
Students pay interest in school and for six months after school, allowing them to take advantage of a shorter repayment term.

* For financial calculations and additional information, please refer to the disclosures section.



Competitive Pricing

Regardless of repayment option selected, borrowers will pay **no origination fee and no repayment fee**.

SMART OPTION STUDENT LOAN PRICING

Repayment Option	Interest Rate (without Cosigner)	Interest Rate (with Cosigner)	Origination/Repayment Fees
Deferred Repayment Option	1-Month LIBOR + 3% to 9.875% (APR: 3.29% to 9.48%)	The Cosigner Advantage Borrowers will receive a 0.50 percentage point reduction in interest rate except when receiving our lowest rate.	0%
Fixed Repayment Option	1-Month LIBOR + 2.5% to 9.375% (APR: 2.88% to 9.20%)		0%
Interest Repayment Option	1-Month LIBOR + 2% to 8.875% (APR: 2.37% to 9.23%)		0%

APRs and interest rates are variable and may increase after consummation. The 1-Month LIBOR effective on January 25, 2012, is 0.375%. Sallie Mae Smart Option Student Loans are made by Sallie Mae Bank®. Interest rates on loans with the Fixed and the Deferred Repayment Options are higher than rates on loans with the Interest Repayment Option. Origination fees mean application or disbursement fees.

THE COSIGNER ADVANTAGE

For Students	For Cosigners
<p>Lower rates: Borrowers will receive a 0.50 percentage point reduction in interest rate except when receiving the lowest rate.</p> <p>An additional reduction in interest rate can occur when cosigners have better credit than student borrowers.</p>	<p>A shorter commitment: Borrowers can apply for cosigner release* after they graduate and make just 12 consecutive payments of principal and interest. Most other loan providers require 24 to 48 consecutive payments of principal and interest.</p>
<p>Increased approvals: By applying with a cosigner students can increase their chance for approval.</p>	<p>An easy application process: Sallie Mae's new online application allows cosigners and students to apply during the same online session, or at different times, whichever is more convenient.</p>

* Please refer to the disclosures section for additional information.

Exclusive Borrower Benefits

- New Tuition Insurance Benefit* - exclusively with the Smart Option Student Loan**
 Sallie Mae's new Tuition Insurance Benefit with the Smart Option Student Loan covers up to \$5,000 of unrefunded tuition, room and board, and other fees if students need to withdraw from school for covered medical reasons such as:
 - Sports/athletic injury
 - Automobile accident
 - Unforeseen personal illness



- Mental or nervous disability

This benefit is provided at no cost with Smart Option Student Loans first disbursed between 7/1/12 and 10/31/12.

Borrowers attending degree-granting institutions are automatically enrolled in the Tuition Insurance Benefit beginning on the day of the first loan disbursement. Benefit must be activated in order to receive the full twelve months of coverage. Activation period ends four months after first loan disbursement. The Tuition Insurance Benefit covers up to \$2,500 per semester (\$5,000 total per policy) of payments of tuition, room and board, books, and fees that are lost if the student withdraws from school for a covered medical reason. Additional coverage is available for purchase.

- **0.25 percentage point interest rate reduction while enrolled to make scheduled monthly automatic debit payments.** The monthly payment must be successfully deducted on a monthly recurring basis from a designated bank account for the rate reduction to apply. The benefit is suspended during periods of forbearance and certain deferments.
- **Smart Reward[®]** - A 2% reward in the borrower's Upromise[®] account just for making on-time payments while in school with the Interest Repayment Option and Fixed Repayment Option.*

**Please refer to the disclosures section for additional information.*

Death and Disability Safeguard

This safeguard allows for a waiver of the remaining loan obligation in the event of the student borrower's death or total and permanent disability (i.e., if the student borrower is unable to work and earn money because of a condition that began or deteriorated after the date he/she obtained the Smart Option Student Loan). A cosigner will not be responsible for a loan that is waived for either death or disability. This feature is limited to the death or total and permanent disability of the primary borrower and is not available to residents of Alaska or Montana. Additional terms and conditions apply.

Eligibility

Regardless of enrollment status or program of study, the Smart Option Student Loan is available to a wide range of creditworthy students who can be:

- Enrolled full time, half time, or less than half time
- Enrolled in any program at your school. Students can be enrolled in a technical/trade program, a continuing education program, or an undergraduate or graduate program
- International with appropriate U.S. Citizenship and Immigration Service documentation (with an eligible U.S. citizen or permanent resident cosigner); International students must be attending a U.S. school. International students cannot apply for a loan if they attend a foreign school.
- Studying at Title IV-participating schools outside of the U.S.

Loan Limits

- **Minimum Loan Amount:** Applications are subject to a minimum loan amount of \$1,000.*
- **Annual Loan Limit:** Sallie Mae will fund education expenses as provided by your school in the school certification process. Sallie Mae has review processes in place to ensure aggregate



student loan borrowing is not excessive. Sallie Mae reserves the right to approve a lower amount than what the school has certified.

- **Aggregate Loan Limit:** Sallie Mae's Smart Option Student Loan has a program maximum of \$200,000. Student maximums (total debt level, including federal and private loans from all lenders) will vary by borrower and are determined through Sallie Mae's credit approval process based upon creditworthiness, including ability to repay.

**For financial calculations based on this loan program, please refer to the disclosures section.*

3. Do you offer Direct-to-Consumer Loans? If so, do you have the capability for these to be a non-option for college students unless directed by a financial aid officer?

While Sallie Mae does not currently offer a non-certified direct-to-consumer loan, we may direct market our school-certified Sallie Mae Smart Option Student Loan to your students.



ADDITIONAL INFORMATION

Sallie Mae Insurance ServicesSM

As the nation's leading saving, planning, and paying for college company, Sallie Mae understands the unique risks faced by today's college students and their families. Sallie Mae Insurance Services provides colleges and universities with access to insurance products specifically designed to help students mitigate risks. Together, we can help protect your students and ensure they are able to achieve their dream of a higher education.

Sallie Mae Insurance Services, along with our accredited underwriting carriers, offer the nation's first suite of comprehensive tuition protection products. When a student is forced to withdraw for medical reasons, our Tuition Insurance product reimburses for up to the total lost cost of attendance including tuition, academic fees, room, board, and other related expenses up to the policy limits. With annual coverage levels from \$10,000 to \$55,000, the product is among the most flexible in the nation. The policy provides 100% reimbursement, up to the policy limits, for all covered medical reasons, including withdrawals due to mental health conditions (with no hospital stay required).

In addition, all Sallie Mae Insurance Services Tuition Insurance Products come with the Student Protection Plan, a comprehensive bundle of benefits designed to provide peace of mind for college life. The Student Protection Plan includes:

- **Identity Protection and Resolution Services:** Includes credit card registration, Internet monitoring and identity theft/fraud support*
- **Travel Guard's Medical Evacuation Service:** Provides up to \$50,000 of coverage*
- **Extended Warranty Protection:** Increases the length of original manufacturer's warranty coverage for up to 5 years from original purchase for merchandise purchased for college (coverage not available in Maine)*
- **Personal Computer Protection:** Covers \$1,000 of physical damage and \$1,000 of PC virus coverage (coverage not available in New York)*

Our Tuition Insurance Product, including the Student Protection Plan bundle, is an affordable safeguard for your students and families. Annual costs range from less than \$200 to \$600 depending on the level of coverage selected. Sallie Mae Insurance Services is a service of Next Generation Insurance Group LLC, a licensed insurance producer.

Please contact your Sallie Mae sales representative to learn more about these innovative insurance solutions that Sallie Mae Insurance Services can provide to your families.

**Please refer to the disclosures section for additional information.*

DISCLOSURES

Savings are based on a typical loan to a freshman attending a degree-granting institution.

Deferred and Fixed Repayment Options: Unpaid interest will capitalize when the loan enters principal and interest repayment.

Tuition Insurance Benefit: Benefit is available with Smart Option Student Loans that first disbursed between 7/1/12 and 10/31/12. Borrowers attending degree-granting institutions are automatically enrolled in the Tuition Insurance Benefit beginning on the day of the first loan disbursement. Benefit must be activated in order to receive the full twelve months of coverage. Activation period ends four months after first loan disbursement. The Tuition Insurance Benefit covers up to \$2,500 per semester (\$5,000 total per policy) of payments of tuition, room and board, books, and fees that are lost if the student withdraws from school for a covered medical reason. Additional coverage is available for purchase. If the loan under which the benefit is provided is cancelled, the coverage provided by the Tuition Insurance Benefit will terminate. The Tuition Insurance Benefit is a group insurance policy with College Parents of America offered through Next Generation Insurance Group, LLC. Coverage is underwritten by Markel Insurance Company, Glen Allen, VA. The Tuition Insurance Benefit is provided at no charge to the borrower. Individuals cannot be enrolled in more than one Tuition Insurance Benefit at a time. In order to process and fulfill the Tuition Insurance Benefit, customer information will be shared with Next Generation Insurance Group, LLC, their underwriters, their service providers, and College Parents of America.

Cosigner Release: To qualify, borrowers must meet age of majority requirements, be a U.S. citizen or permanent resident, and meet the underwriting requirements when the release request is processed. Account must remain current while the request for cosigner release is processed.

Smart Reward: While a Upromise member, primary borrower (must be of age of majority - typically 18 years old) can earn reward into his or her Upromise account of 2% of the scheduled loan payment amount for each on time payment during the in school and separation periods. After two consecutive past due payments, the loan is no longer eligible for the reward. Benefit subject to the terms and conditions of the Upromise service (as may be amended from time to time), including without limitation, restrictions on conversion, transfer and redemption of rewards, reward denomination, including whether and under what circumstances the rewards have independent cash value, and terms relating to fees and/or the forfeiture of rewards. Upromise Accounts are not FDIC insured, carry no bank guarantee and may lose value.

Death and Disability: Sallie Mae Smart Option Student Loans waive the remaining loan obligation in the event of the student borrower's death or total and permanent disability (i.e., if the student borrower is unable to work and earn money because of a condition that began or deteriorated after the date he/she obtained the Smart Option Student Loan). A cosigner will not be responsible for a loan that is waived for either death or disability. This feature is limited to the death or total and permanent disability of the primary borrower and is not available to residents of Alaska or Montana. Additional terms and conditions apply.

Auto Debit: Recurring automatic monthly payments must be successfully deducted from designated bank account for rate reduction to apply. Benefit suspended during periods of forbearance and certain deferments.



Sallie Mae Insurance Services: Sallie Mae Insurance Services is a service of Next Generation Insurance Group LLC, a licensed insurance producer. Tuition Insurance is underwritten by Market Insurance Company, Glen Allen, VA.

Sallie Mae, Inc. is not a licensed insurance producer or insurance carrier. Insurance programs offered through Next Generation Insurance Group are underwritten by authorized insurance carriers. All insurance is subject to the terms and conditions of the actual policy purchased and will contain reductions, limitations, exclusions and termination provisions. Coverage may not be available in all states.

Emergency Medical Evacuation: For coverage details, please review the Travel Guard Policy (http://www.salliemaeinsurance.com/files/PDF/008663_CT_P1_0110_booklet.pdf)

Internet Fraud Monitoring: Internet Fraud Monitoring utilizes real-time, web-crawling technology to monitor chat rooms, websites and blogs where thieves trade and sell stolen credit/debit card data. Should we find any of the monitored cards on these web portals, Internet Fraud Monitoring automatically sends the insured an email alert, giving him/her the time needed to foil a thief's attempt to use the insured's credit information.

Identity Resolution Services: Should anyone in the insured's family become the victim of identity fraud, we will help him or her recover quickly. The insured will be assigned a dedicated caseworker who will work with him/her to restore the insured's family's identity, supporting the insured every step of the way. Plus, the insured will receive a customized kit filled with helpful information to help him/her recover even faster. Thanks to College Parents of America and GradGuard, the insured person and their family can be well on their way towards restoring his/her good name in no time.

Card and Document Registration: This service helps the insured's family to store information from credit cards, bank cards and important documents in one central location. Should the insured's registered items become lost or stolen, retrieving his/her data is just a simple phone call away...making those emergency situations a little less stressful.

Lost/Stolen Credit Card Assistance: If the insured or another member of their family discovers his/her credit cards are missing, call us immediately. We will notify all credit card issuers, cancel lost or stolen cards, and request that replacements be issued promptly. When the insured calls, he/she will be asked questions, such as name, address, and Membership Number. The insured will also be asked to verify credit card information. We will promptly mail the insured written confirmation of all credit card cancellations and all replacement requests.

Physical & Virus Protection for your PC: Insurance is underwritten by insurance company subsidiaries or affiliates of Chartis Inc. The description herein is a summary only. It does not include all terms, conditions and exclusions of the policies described. Please refer to Policy Number 916242 (the "master policy") for complete details of coverage and exclusions. The Summary of Benefits under the master policy will be available to the insured upon enrollment in the service. The summary of policy benefits, terms, conditions, exclusions, and limits of coverage set forth in the Summary of Benefits are subject to the terms of the master policy. Availability of coverage is subject to underwriting qualifications and state laws and regulations. Coverage is subject to actual policy language. NOTICE: Insurance coverage is not available to residents of the State of New York.

Extended Warranty: Extended Warranty applies to eligible products with a sales price of \$5,000 or less. Reimbursement for Extended Warranty per occurrence is up to the lesser of the actual repair cost or the original purchase price of the product. These benefits are not available to Maine residents. Extended Warranty protection runs concurrently with any warranty protection provided by the manufacturer and is in effect only while membership in the Student Protection Plan is active. Maximum 5 year warranty period. For a description of coverages and limitations thereof, please review the Extended Warranty Terms and Conditions, which are enclosed in the insured's membership materials.



Financial Calculations: The following loan examples use approximated numbers, are for informational purposes only, and are examples of loan terms available through the Sallie Mae Smart Option Student Loan. Examples assume a \$10,000 loan with two disbursements made to a freshman borrower at a degree-granting institution with no origination fee. Interest rates on loans with the Fixed and Deferred Repayment Options are higher than rates on loans with the Interest Repayment Option. APRs are variable and may increase after consummation.

Deferred Repayment Option

Lower Interest Rate Scenario: The APR is 3.29%. Repayment consists of 143 payments of \$96.28 per month, followed by one payment of \$95.20 after the 51-month in-school and separation periods (45 months in-school and six months of separation).

Higher Interest Rate Scenario: The APR is 9.48%. Repayment consists of 143 payments of \$171.86 per month, followed by one payment of \$162.96 after the 51-month in-school and separation periods (45 months in-school and six months of separation).

Fixed Repayment Option

Lower Interest Rate Scenario: The APR is 2.88%. Repayment consists of 51 fixed \$25/month payments during the in-school and separation periods, followed by 119 payments of \$95.05 per month and one payment of \$89.74.

Higher Interest Rate Scenario: The APR is 9.20%. Repayment consists of 51 fixed \$25/month payments during the in-school and separation periods, followed by 119 payments of \$166.67 per month and one payment of \$120.97.

Interest Repayment Option

Lower Interest Rate Scenario: The APR is 2.37%. Repayment consists of four full-interest payments of \$9.90 per month and 47 full-interest payments of \$19.79 per month during the in-school and separation periods, followed by 83 payments of \$129.46 per month and one payment of \$125.51.

Higher Interest Rate Scenario: The APR is 9.23%. Repayment consists of four full-interest payments of \$38.54 per month and 47 full-interest payments of \$77.08 per month during the in-school and separation periods, followed by 83 payments of \$162.76 per month and one payment of \$137.65.

Rates and fees shown are available for the Sallie Mae Smart Option. Interest rates are variable and may increase after consummation.

SALLIE MAE RESERVES THE RIGHT TO MODIFY OR DISCONTINUE PRODUCTS, SERVICES AND BENEFITS AT ANY TIME WITHOUT NOTICE. CHECK THE SALLIE MAE WEBSITE (SallieMae.com) TO OBTAIN THE MOST UP-TO-DATE PRODUCT INFORMATION.



DISCLAIMER

By submitting this proposal, Sallie Mae agrees only to the terms set forth in this proposal. Sallie Mae reserves the right to revise this proposal at any time. To the extent that items included in this proposal differ from the Request for Proposal, this proposal constitutes a counter-proposal with respect to the terms that differ. All intellectual property resulting from performing any work in connection with this proposal belongs to Sallie Mae. For purposes of this proposal, "Sallie Mae" means SLM Corporation® and its affiliates and subsidiaries.

The Sallie Mae logo, Sallie Mae, Sallie Mae Bank, Sallie Mae Smart Option Student Loan, Smart Option Student Loan, and Smart Reward are registered service marks of Sallie Mae, Inc. Upromise is a registered service mark of Upromise, Inc. SLM Corporation and its subsidiaries, including Sallie Mae, Inc., and Upromise, Inc., are not sponsored by or agencies of the United States of America.

Sallie Mae Smart Option Student Loans are made by Sallie Mae Bank®.

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SallieMae.com