



Private Student Loans

PRODUCT OFFERING 2024–2025



Anne Traverso

Senior Director, Campus Relationships

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203.867.5359



3/1/2024

Mark Zaffalon
State University of New York at Fredonia
280 Central Avenue
Fredonia, NY 14063

Dear Mark,

Thank you for including us in your lender review process.

SoFi is on a mission to help people reach their ambitions through financial independence.

Everything we do is geared toward helping our members get their money right—from the way our products are designed to the educational resources we provide. We're constantly innovating to give our members what they need to make smart money moves.

As you review our private student loan program, here are some highlights to consider:

- 1. Speed** — Our student loan application is entirely online, making it easy to access. The application is quick and easy and guides borrowers through the process of choosing a loan that's well-suited to their unique financial situation.
- 2. Benefits** — We take pride in our no-fee approach and ACH interest rate deduction.¹ We also offer a discount for families with multiple children in school at the same time² and a Continuing Scholar Discount for repeat borrowers.³
- 3. Flexibility** — Applicants in their final year of a graduate, MBA, or law program can use a signed offer of employment as proof of income,⁴ while graduate health professionals benefit from an extended nine-month grace period to support their transition from education to practice.
- 4. Resources** — We provide debt management and financial literacy tools that help borrowers make good decisions. The SoFi Paying for College Hotline connects students and their families with specialists at no cost. All questions are welcome.
- 5. International Students** — International students, including DACA students, who have current visas, a Social Security Number (SSN) or Individual Tax Identification Number (ITIN), and a U.S. address may apply for a SoFi Private Student Loan without a U.S. cosigner.

Thank you for considering SoFi as a valued partner.

SoFi was founded in 2011 by a group of Stanford students who developed an innovative lending platform which connected recent grads with alumni. By 2012, SoFi introduced student loan refinancing, becoming the first company to refinance federal and private student loans.

In 2019, we expanded our product line to include private student loans for undergraduates, graduates, MBA students, law students, students of graduate health programs, and parents.

We are now one of the largest providers of student loans and student loan refinancing in the United States and a nationally chartered bank serving more than 6 million members with a range of financial services—from checking and savings accounts to investing products and home loans.



Contact Page & Lender Information



Lender Name: SoFi Bank, N.A.

Program Name: SoFi Private Student Loans

Lender Code: 423587

Guarantor Code: 355

Name	Code	Code Name
SoFi Bank, N.A.	56B	SoFi Private Student Loan for Undergraduates
SoFi Bank, N.A.	57B	SoFi Private Student Loan for Graduates
SoFi Bank, N.A.	64B	SoFi Private Student Loan for Graduate Certificates
SoFi Bank, N.A.	63B	Health Professions Loans
SoFi Bank, N.A.	58B	SoFi Private Student Law & MBA Loan
SoFi Bank, N.A.	59B	SoFi Private Student Loan for Parents

LENDER ADDRESS

Operations Headquarters:

SoFi Bank, N.A.
2750 E Cottonwood Parkway Suite 300
Cottonwood Heights, UT 84121

Corporate Headquarters:

234 1st Street
San Francisco, CA 94105

CUSTOMER SERVICE CONTACT

Students:

Telephone: 855-456-7634

Email: customersupport@sofi.com

Phone and Live Chat Hours:

Monday-Thursday, 5am-7pm PT

Friday-Sunday, 5am-5pm PT

Borrower Account Access: www.sofi.com

Schools:

SoFi offers schools a dedicated Campus Relationship Team, which serves as the single point of contact for loan processing questions. The team is available Monday through Friday, from 9am - 7pm ET.

Phone: 833-289-7634

Email: schools@sofi.com

Web: <http://sofi.com/fao>

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BORROWER MUST BE:

- Enrolled at least half-time in a degree or graduate certificate program
- The age of majority in their state of residence, otherwise an age of majority cosigner is required
- A U.S. citizen, or a Permanent or Non-Permanent Resident alien with current documentation and a U.S. address. For International Students, a U.S. cosigner is not required
- Employed or have sufficient income from other sources (the borrower or cosigner must have positive income)
- Note: Satisfactory Academic Progress is not required

COSIGNER INFORMATION

Cosigners are not required. However, we recommend students consider adding a qualified cosigner as it may improve their chances of approval and help them qualify for a lower interest rate. Loan eligibility also depends on a number of additional factors, including financial history, credit score, and monthly income vs. expenses.



Product Overview



	Undergraduate	Graduate (Including Graduate Certificate)	Specialty (MBA/Law)	Health Professions	Parent
Grace Period	6 months			9 months	None
Loan Minimum	\$1,000				
Annual / Aggregate Loan Limits	Cost of Attendance less other financial aid received as certified by the school. There is no aggregate loan limit or maximum loan amount.				
Repayment options	Immediate, Interest Only, Partial Interest, Full Deferment				Immediate, Interest Only
Repayment terms	5, 7, 10, and 15* years				
Credit Term	First disbursement must be scheduled within 210 days of credit pull				
Offer Letter as proof of income	N/A	Signed offers for employment may be submitted as proof of income for applicants enrolled in their final year of MBA, Law, and Graduate School. The start date on offer letters must be within 90 days of the application date for graduate students or one year for MBA and Law students. ⁴			N/A
Borrower Benefits	<ul style="list-style-type: none"> • 0.25% Autopay interest rate reduction.¹ • Continuing Scholar Discount for repeat borrowers.³ • Family Rate Discount for cosigners taking out private loans for multiple student borrowers. The family discount is applied to second and subsequent private student loans that have the same cosigner after the second loan is funded.² • 0.125% SoFi Member Discount for members with additional financial products at the time of application.⁵ • SoFi offers our members SoFi Rewards, which are earned based on their activity in the app or on our website. Rewards points may be used to pay down a SoFi student loan.⁶ 				

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	Undergraduate	Graduate (Including Graduate Certificate)	Specialty (MBA/Law)	Health Professions	Parent
Past Due Balance	Up to twelve months (or 365 days)				
Cosigner Release	Available for borrowers who have completed 24 months of on-time principal and interest payments. Borrowers must also meet the credit criteria on the original loan to qualify. ⁷				
Deferment	<ul style="list-style-type: none"> • In-School Deferment: 54 months • Return-to-School Deferment: 36 Months • Military Deferment: 54 Months • Disability Rehabilitation Deferment: 1 year • Residency Internship Deferment: 48 Months 				N/A
Forbearance	<p>Forbearance is granted in up to three-month increments for up to 12 months over the life of the loan. SoFi offers the following types of forbearance:</p> <ul style="list-style-type: none"> • Natural Disaster or Local Emergency Forbearance • Administrative Forbearance • Death and Disability Forbearance • Hardship Forbearance 				
Permanent Disability and Death Forgiveness	In the unfortunate event of a student's death, the loan would be forgiven. This applies to all loan programs for the life of the loan. SoFi does offer forgiveness for permanent and total disability cases upon review and once specific requirements are verified.				
Product Website (Rates)	Undergraduate Student Loans	Graduate Student Loans	MBA Loans Law Loans	Graduate Loans for Health Professions	Parent Student Loans

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We provide financial literacy tools to help our members make smart money moves, including 500+ articles, videos, and calculators. Here are just a few of the resources we developed for students and their families:

Paying for College Hotline – Students and their families can connect with a specialist at no cost. All questions are welcome. [SoFi Paying for College Hotline](#)

Ca\$h Course – A student’s guide to managing money to help students ace their financial lives. [Ca\\$h Course Guide](#)

SoFi Learn – Find answers to financial questions and get access to comprehensive guides, calculators, and more. [SoFi Learn: Guide to Financial Literacy](#)

State Grants and Scholarships – A curated list of state-specific college grants and scholarships. [State Grants and Scholarships](#)

Scholarship Search Tool – Search thousands of scholarships, grants, and other aid award opportunities. [Scholarship Search Tool](#)

College Search Tool – Filter through 19 key data points across thousands of colleges, universities, and community colleges. [College Search Tool](#)

Student Loan Help Center – An extensive collection of resources designed to help borrowers understand, navigate, and manage their student loans. [Student Loan Help Center](#)

Student Loan Calculator – Helps students figure out their estimated monthly payments so they can plan and prepare for upcoming student loan bills. [Student Loan Payment Calculator](#)

Financial and Student Loan Fundamentals – A collection of YouTube videos covering the basics—from APR and interest rates to parent PLUS loans versus private student loans. [SoFi YouTube Channel](#)

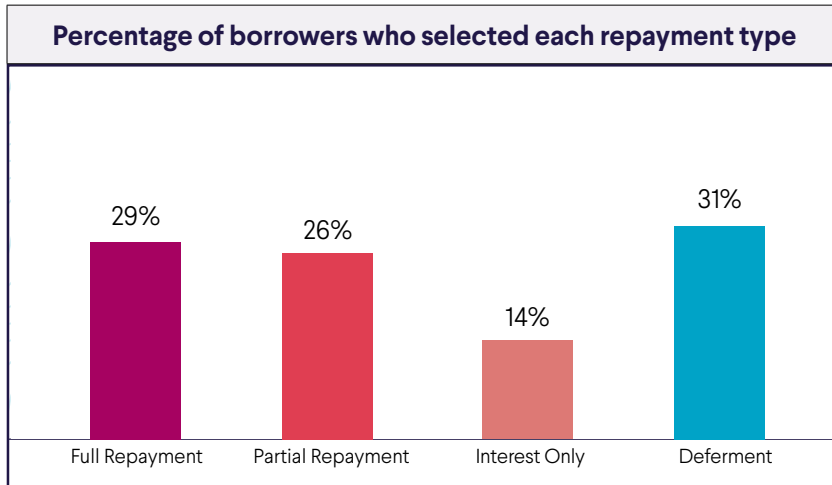


The SoFi mobile app offers student and cosigners a seamless online experience:

- **An all-online application.** We make the application process fast, easy, and transparent. Students and cosigners can start the application in the online portal or mobile app and invite others to join after initiating. The application is quick and easy to complete!
- **Personalized rate quote.** Applicants can check their rate and see if they're prequalified with no impact to their credit[†] in 3 minutes.
- **Fast-Track application for repeat borrowers.** We made it simpler for borrowers to take out subsequent loans by prepopulating their information based on previous loan applications.
- **User-friendly loan term selection page.** Our product selection page shows projected monthly payments and the total cost of the loan.
- **Automated income verification.** A direct connection to major payroll providers allows us to verify income instantly, meaning fewer documents are required from applicants.

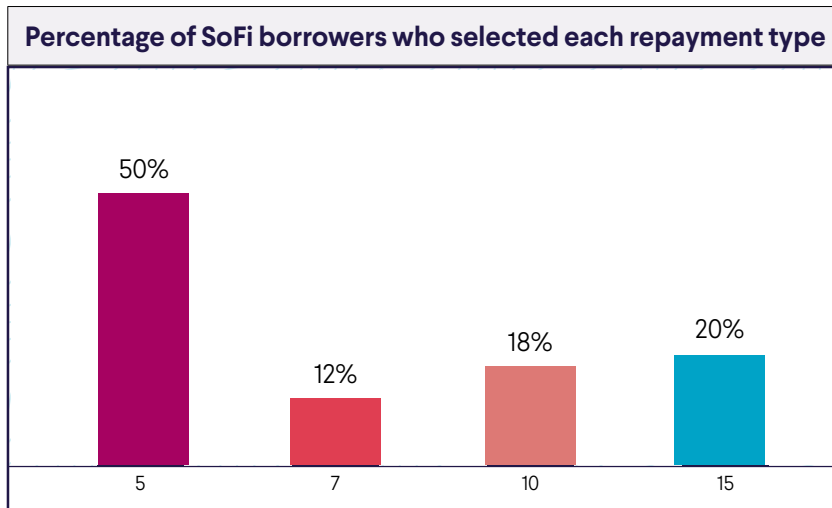


Repayment Options: When given a choice, the majority of SoFi borrowers choose to make a payment while in school. This demonstrates a commitment to responsible borrowing and means that borrowers are receiving some of our best rates.



Data from all SoFi Private Student Loan applications at the submit stage from 7/1/2022-6/30/2023

Repayment Terms: SoFi offers applicants the ability to select their repayment term. They will see the impact of those selections on monthly payment amount in and out of school, total loan cost, and any discounts they qualify for. In AY 2022-2023, 50% of borrowers chose our shortest repayment terms, demonstrating the desire to get out of debt sooner.



Data from all private student loan applications at the submit stage from 1/1/22-11/30/22

CUSTOMER SERVICE PHILOSOPHY AND TRAINING

We take customer service seriously.

Our agents receive weeks of in-person training on the SoFi Private Student Loan Program, followed by a shadowing period with experienced agents, and a gradual increase in the amount of calls, emails, and chats received. SoFi reviews the performance of all our agents by monitoring calls, sampling emails, and reviewing chat sessions to ensure they're meeting our standards and the needs of students and their families.

SERVICE METRICS

2023 Q3 Student Loan Metrics	
Metric	Performance
Average Handle Time	8.45 minutes
Abandon Rate	1.2%
Operations Headcount	278

BORROWER COMMUNICATIONS

We have a multi-channel approach to following up with applicants throughout the process to ensure their success:

- **Emails and SMS:** Some people prefer a quick status update to a chat with a representative. We send updates throughout the application process—from start to finish.
- **Outbound Calls and Push Notifications:** If an applicant has opted to receive push notifications on the SoFi app, we'll send status updates within the app. We also have a team that calls applicants to see whether they have any questions.
- **Chat and Inbound calls:** Our customer support representatives respond to live chats and phone calls during published business hours.

CERTIFICATION OPTIONS

SoFi supports the following Certification Platforms:

- ELM
- iLink
- ScholarNet CDS
- SoFi Certify

CERTIFICATION TIMING

SoFi will send a certification request to the school once all supporting application information has been submitted by the borrower and cosigner (if applicable). We will only request a certification from the school when the application is fully complete and the loan has been approved by SoFi.

DISBURSEMENT METHODS

SoFi supports the following disbursement methods:

- ELM NDN
- iLink CDS
- Individual Borrower Check to School
- ScholarNet CDS
- SoFi EFT

LOAN REFUNDS

If an entire disbursement is returned within 30 days, the borrower will not be responsible for accrued interest. When a first disbursement is refunded in total, all subsequent disbursements will be canceled at that time unless the subsequent disbursements are scheduled within the credit window. A partial refund will be credited to the borrower's account at the servicer.

Refund methods:

- ELM NDN or CDS – through your central disbursing agent.

- Checks should be mailed to:

SoFi Bank, N.A.
2750 E Cottonwood Parkway
Suite 300
Cottonwood Heights, UT 84121

LOAN INCREASES AND DECREASES

SoFi will accept changes to loans up to two days prior to the scheduled disbursement date. Changes needed after disbursement should be made utilizing refunds and cancellations. Additionally, SoFi cannot increase the amount of a loan beyond the certified amount once a disbursement has occurred. Any difference would need to be met with a new loan.

Loan Servicer: MOHELA

Loan Servicer Contact Information:

Phone: 877-292-7470

Hours: Monday - Thursday, 8am - 10pm ET, Friday 8am - 6pm ET

Website: sofi.mohela.com (available 24/7)

SoFi partners with MOHELA to service the loan from disbursement until the loan is paid in full. Loans are transferred to the servicer after the first disbursement.

A welcome packet is mailed to the borrower's residence within seven days of their loan being added to the MOHELA system. This packet features what they need to know about repayment, including information about how to make payments online and by mail, as well as servicer contact information.

The welcome packet also includes a letter with a QR code for borrowers who opted to make payments while in school, giving them an opportunity to enroll in ACH payments (autopay) directly through the MOHELA site. These same borrowers are also given the option to enroll in autopay while completing their application.

MOHELA also makes proactive welcome calls to borrowers between 5–8 days after the borrower's final disbursement to discuss how servicing is performed and to encourage borrowers to enroll in autopay.

DEFAULT PREVENTION

SoFi works with MOHELA to deploy a combination of tactics to ensure the borrower meets their loan obligation. Beginning three days after a missed payment, a combination of phone, email, and mail are used to reach the borrower in accordance with state law. Once the borrower is reached, the correct treatment strategy may be applied.

From the time the loan is disbursed, MOHELA is in regular contact with the borrower through monthly statements and notifications. We have also worked with MOHELA to establish a text message to borrowers alerting them that their grace period will soon be expiring. Additionally, for those borrowers who have financial setbacks, we have a number of different forbearance plans that borrowers can choose from, which are listed on page 6. These include everything from skipping one payment to reducing their payment for a specific period of time.

MOHELA'S WEBSITE FUNCTIONALITY

Once the borrower's loan has been disbursed, they will receive the welcome packet from MOHELA, which includes instructions for setting up an account.

Existing borrowers with a SoFi-MOHELA account can log into their account to complete many of the account management tasks, including executing online payments; setting up, changing, or discontinuing autopay; and downloading loan statements.

MOHELA REPAYMENTS

- Borrowers who are enrolled in autopay will receive a monthly electronic statement within the same time frame each month.
- Borrowers not enrolled in autopay have the option to receive a paper bill or electronic bill each month.
- Borrowers can choose to make their loan payments via the borrower portal, paper check, autopay, online bank bill pay, or by phone.
- Payments are first applied to outstanding interest and then to the principal loan balance.
- Loan modifications are available for qualified borrowers.

[†] To check the rates and terms you qualify for, SoFi conducts a soft credit pull that will not affect your credit score. However, if you choose a product and continue your application, we will request your full credit report from one or more consumer reporting agencies, which is considered a hard credit pull and may affect your credit.

Terms and Conditions Apply. SOFI RESERVES THE RIGHT TO MODIFY OR DISCONTINUE PRODUCTS AND BENEFITS AT ANY TIME WITHOUT NOTICE. SoFi Private Student loans are subject to program terms and restrictions, such as completion of a loan application and self-certification form, verification of application information, the student's at least half-time enrollment in a degree program at a SoFi-participating school, and, if applicable, a co-signer. In addition, borrowers must be U.S. citizens or other eligible status, be residing in the U.S., and must meet SoFi's underwriting requirements, including verification of sufficient income to support your ability to repay. **Minimum loan amount is \$1,000.** See [SoFi.com/eligibility](https://sofi.com/eligibility) for more information. **Lowest rates reserved for the most creditworthy borrowers.** SoFi reserves the right to modify eligibility criteria at any time. This information is subject to change. This information is current as of 10/2/23 and is subject to change.

Please borrow responsibly. SoFi Private Student loans are not a substitute for federal loans, grants, and work-study programs. We encourage you to evaluate all your federal student aid options before you consider any private loans, including ours. Read our [FAQs](#).

[†]The SoFi 0.25% autopay interest rate reduction requires you to agree to make monthly principal and interest payments by an automatic monthly deduction from a savings or checking account. This benefit will discontinue and be lost for periods in which you do not pay by automatic deduction from a savings or checking account. The benefit lowers your interest rate but does not change the amount of your monthly payment. This benefit is suspended during periods of deferment and forbearance. **Autopay is not required to receive a loan from SoFi.**

²0.125% Family Rate Discount: Terms and conditions apply. Offer good for SoFi private student loan cosigners who have previously borrowed a private student loan from SoFi and are taking out a subsequent loan only, select a term and repayment type that is eligible for the discount, and is subject to lender approval. To receive the offer, you must: (1) complete a loan application with SoFi; (2) meet SoFi's underwriting criteria. Once conditions are met and the loan has been disbursed, the interest rate shown in the Final Disclosure Statement will include an additional 0.125% rate discount because you have borrowed a private student loan from SoFi in the past. Offer good for existing private student loan cosigners only. Cannot be combined with other rate discounts, with the exception of the 0.25% autopay rate discount and the SoFi Member Discount. Once the family discount benefit is earned, it cannot be lost. SoFi reserves the right to change or terminate the Rate Discount Program to unenrolled participants at any time with or without notice.

³0.125% Continuing Scholar Discount: Terms and conditions apply. Offer good for private student loan customers who have previously borrowed a private student loan from SoFi and are taking out a subsequent loan only, select a term and repayment type that is eligible for the discount, and is subject to lender approval. To receive the offer, you must: (1) complete a loan application with SoFi; (2) meet SoFi's underwriting criteria. Once conditions are met and the loan has been disbursed, the interest rate shown in the Final Disclosure Statement will include an additional 0.125% rate discount because you have borrowed a private student loan from SoFi in the past. Offer good for existing private student loan borrowers only. Cannot be combined with other rate discounts, with the exception of the 0.25% AutoPay rate discount. SoFi reserves the right to change or terminate the Rate Discount Program to unenrolled participants at any time with or without notice.

⁴MBA/JD/LLM: Signed offer letters for employment may be accepted as proof of income for applicants enrolled in their final year of eligible MBA programs or law school (JD or LLM). All offer letters are subject to SoFi's verification and approval process, terms subject to change. Start date must be within 12 months of the date on the signed offer letter and SoFi will require written or verbal confirmation of employment from the employer.

GRADUATE: Signed offer letters for employment may be accepted as proof of income for applicants enrolled in their final year of eligible graduate programs. Offer letters may be accepted for Graduate Student Loans and Parent Student Loans. All offer letters are subject to SoFi's verification and approval process, terms subject to change. Start date must be within 90 days of the date on the signed offer letter and SoFi will require written or verbal confirmation of employment from the employer.

⁵Existing eligible SoFi Members must either (1) be in good standing with their current and prior SoFi Home Loan, Personal Loan, Student Loan; (2) or maintain a minimum balance of \$10,000 in their SoFi Invest account; (3) or have an open SoFi Checking and Savings or SoFi Money account with a minimum balance of \$0; (3) and take out a new loan of a different product type than they currently have, can receive a 0.125% Interest Rate Discount on that new Personal or Student loan (home loans are not eligible for interest rate or auto pay discounts).

Existing eligible SoFi Members with a SoFi Personal Loan, Student Loan or who have a minimum balance of \$50,000 in their SoFi Invest accounts at the time of application, can receive a one time \$500 discount on SoFi's \$1,495 Home Loan Processing Fee on their first SoFi Home Loan. Based on regulatory requirements, the name of this fee may vary in certain states.

To be eligible for either of these discounts, member must be in good standing with their current and prior SoFi loans. SoFi reserves the right to change or terminate either of these discounts at any time with or without notice. For complete terms and eligibility, please visit [SoFi.com/legal/#MemberRateDiscount](https://sofi.com/legal/#MemberRateDiscount).

⁶SoFi Rewards Points: If you elect to redeem points for cash deposited into your SoFi Checking and Savings or SoFi Money account, fractional shares in your SoFi Invest account, or as a payment to your SoFi Personal Loans or SoFi student loans, your points will redeem at a rate of 1 cent per every point. If you elect to redeem points as a statement credit to your SoFi Credit Card account, your points will redeem at a rate of 0.5 cents per every point. For more details, please visit the [Rewards page](#). Brokerage and Active investing products offered through SoFi Securities LLC, member FINRA/SIPC.

⁷SoFi does not offer a cosigner release program for Refinanced Student Loans or In-School Student Loans disbursed prior to May 1, 2019. For In-School Student Loans disbursed after May 1, 2019 the borrower may apply for cosigner release after making 24 consecutive on-time full principal and interest payments, unless fewer payments are required in accordance with applicable law. Borrowers still must pass an underwriting review and meet all other requirements. Requirements subject to change.

SoFi Private Student loans are originated by SoFi Bank, N.A. Member FDIC. NMLS #696891. (www.nmlsconsumeraccess.org). Terms and conditions apply.

SoFi Checking and Savings is offered through SoFi Bank, N.A. Member FDIC.

SoFi Invest refers to the three investment and trading platforms operated by Social Finance, Inc. and its affiliates (described below). Individual customer accounts may be subject to the terms applicable to one or more of the platforms below.

- 1) Automated Investing and advisory services are provided by SoFi Wealth LLC, an SEC-registered investment adviser ("SoFi Wealth"). Brokerage services are provided to SoFi Wealth LLC by SoFi Securities LLC.
- 2) Active Investing and brokerage services are provided by SoFi Securities LLC, Member FINRA/SIPC. Clearing and custody of all securities are provided by APEX Clearing Corporation.
- 3) SoFi Crypto is offered by SoFi Digital Assets, LLC, a FinCEN registered Money Service Business.

For additional disclosures related to the SoFi Invest platforms described above, including state licensure of SoFi Digital Assets, LLC, please visit [SoFi.com/legal](https://sofi.com/legal).

Neither the Investment Advisor Representatives of SoFi Wealth, nor the Registered Representatives of SoFi Securities are compensated for the sale of any product or service sold through any SoFi Invest platform. Information related to lending products contained herein should not be construed as an offer or pre-qualification for any loan product offered by SoFi Bank, N.A.

Terms and conditions apply. Before you apply for a SoFi Mortgage, please note that not all products are offered in all states, and all loans are subject to eligibility restrictions and limitations, including requirements related to loan applicant's credit, income, property, and loan amount. Minimum loan amount is \$75,000. Lowest rates are reserved for the most creditworthy borrowers. Products, rates, benefits, terms, and conditions are subject to change without notice. Learn more at [SoFi.com/eligibility-criteria](https://sofi.com/eligibility-criteria). Information current as of 10/2/23.

SoFi Mortgages originated through SoFi Bank, N.A., NMLS #696891 (Member FDIC), (www.nmlsconsumeraccess.org). Equal Housing Lender. SoFi Bank, N.A. is currently NOT able to accept applications for refinance loans in NY.

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