



Criteria for Lender Inclusion / Exclusion on the Preferred Lender List at the University of the District of Columbia

The University of the District of Columbia employs a process of analytical comparison, to determine which Lenders will be included or excluded from its *Preferred Lender List*. Lender Comparison Factors (*listed below*) are analyzed, compared and weighed for each Lender. The top ranked Lenders (3 or more) are included on the Preferred Lender List. If a Lender currently on the *Preferred Lender List* fails to meet the weighted standard, the lender will be excluded for the next award year. The *Preferred Lender List* is reviewed on an annual basis.

LENDER COMPARISON FACTORS

Student Related Factors

- Stability of lender
- Customer service
- Front end fees/benefits for borrowers
- Repayment incentives/benefits for borrowers
- Hold/sell loans after origination
- Web based
- Services for borrowers
- Loan consolidation options

School Related Factors

- Stability of lender
- Customer service
- Marketing ethics (solicitation, sale of names)
- Compatibility with school's computer system
- Experience of peers with lender
- Loan processing options
- Electronic signature options
- Electronic Funds Transfer (EFT) options
- Loan processing support
- PLUS pre-approval options
- Default rate of lender
- Guarantee agency relationship of lender
- Market initiatives of lender