



Technical Update LLS-2013-04

October 28, 2013

Lender/Lender Servicer Loan Exit Counseling Report Updates

This information is intended for the person in your organization who is responsible for working with the National Student Loan Data System (NSLDS). Please ensure the appropriate person receives this update.

Loan Exit Counseling Updates for Ad-Hoc Completion Report (EXTC02)

Modifications will be made January 1, 2014 to the Loan Exit Counseling Completion Report (EXTC02), which is available under the Report Tab on the [NSLDS Professional Access](#) Web site, to include new data fields. In order to accommodate the new fields, the length of the extract record layout has increased from 1319 to 1450.

Reports run on or after January 1, 2014 will include these new fields:

- Student Borrower Repayment Plan Preference
- Parent PLUS Borrower Repayment Plan Preference
- Student Cell Phone Number
- Student Work Phone Number
- Next-of-kin Country Code
- Reference 1 Country Code
- Reference 2 Country Code

Note: To receive repayment plan preference information for borrowers who completed exit counseling sessions on the [StudentLoans.gov Web site](#) prior to January 1, 2014, users should download the ad-hoc EXTC02 report with a date range extending back to March 24, 2013 (the date we began collecting the information on StudentLoan.gov).

The Student Borrower and Parent PLUS Borrower Repayment Plan Preferences are provided to Lenders and Lender Servicers for informational purposes. Lenders and Lender Servicers are encouraged, but not required, to use this information to better serve borrowers. For example, Lenders and Lender Servicers may use the repayment plan preference to tailor or personalize

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communications with the borrower. The preference is chosen by the student borrower at the end of his or her exit counseling session on StudentLoans.gov. The student borrower is informed that the repayment plan preference will be made available to his or her federal loan servicer and is encouraged to contact the federal loan servicer before the end of the grace period, to ensure placement on the correct repayment plan.

The updated *NSLDS Loan Exit Counseling Extract Record Layouts for Lenders and Lender Servicers* is available on the [NSLDS Record Layouts page of the Information for Financial Aid Professionals \(IFAP\) Web site](#).

Reminder: *Users receiving reports via the Student Aid Internet Gateway (SAIG) that contain students' personally identifiable information (PII) must take all necessary precautions to ensure the sensitive data is not inappropriately exposed or shared.*

If you have any questions, please contact the NSLDS Customer Support Center at 800/999-8219 or by e-mail at NSLDS@ed.gov.