

The section behind Tab 1 contains:

Tab 1

A LETTER on the school's letterhead with—

- ◆ the school's OPE ID number;
- ◆ a statement indicating that the school is submitting an improper loan servicing and collection appeal;
- ◆ a reference to the applicable fiscal year(s);
- ◆ a certification sentence that indicates that the information provided in the appeal, under penalty of perjury, is true and correct;¹⁰
- ◆ a list of the other adjustment/appeals the school intends to submit to the Department;
- ◆ the signature of the school's President/CEO/Owner, followed by a signature block providing the signer's name and job title.

AND

- ◆ a notation that a copy of the letter will be sent to the relevant entity(ies).



Schools only need to send a copy of the letter to the guaranty agency and/or Direct Loan servicer. It is not necessary to send the entire appeal to the guaranty agency and/or Direct Loan servicer.

Schools should refer to the Sample Improper Loan Servicing and Collection Appeal LETTER on page 220.

The section behind Tab 2 contains:

Tab 2

Copies of the responses to the school's requests for loan servicing records.¹¹

The section behind Tab 3 contains:

Tab 3

A SPREADSHEET of all the alleged improperly serviced loans.

Schools should refer to the Sample Improper Loan Servicing and Collection Appeal SPREADSHEET and SPREADSHEET INSTRUCTIONS for creating the list on pages 219 and 218, respectively.

The section behind Tab 4 contains:

Tab 4

A copy of the alleged **improperly serviced loan servicing records**.¹²



Schools should maintain copies of the loan servicing records submitted to the Department.