

DATE



Name
Address
City, State, Zip

Account Number: XXXXXXXXXXX

ACTION: Your student loan account number has changed. Please update any bill pay services you may use with your new account information or use the new payment mailing address below.

Dear Name:

The lender of your student loan(s) transferred the servicing to Nelnet on August 19, 2016. Basically, we provide customer service--answer your questions, discuss payment options, and process any payments you make. We look forward to helping you in any way we can.

NEW ACCOUNT NUMBER FOR YOUR STUDENT LOAN -- You now have a new account number to identify your student loan. We will start accepting payments for the new account number on August 19, 2016, and payments will no longer be accepted at the address where they were previously sent, effective on the same date. If you have submitted a payment to your previous payment address, that payment will be forwarded to Nelnet for processing.

HOW TO MAKE PAYMENTS FOR YOUR NEW ACCOUNT -- The fastest and most convenient ways for you to make payments are by making them online at Nelnet.com or making automatic monthly payments through Nelnet's KwikPay© service, which automatically deducts your payment from a checking or savings bank account. You may sign up for, change, or cancel KwikPay payments anytime at Nelnet.com

If you wish to continue bill pay services through another service for this student loan(s), make sure you update them with your new account information. Any previous payments you had set up with your bill pay service will not work for this new account number. If you wish to mail payments, please now send them to:

Nelnet
P.O. Box 2970
Omaha, NE 68103-2970

OPTIONS TO LOWER OR POSTPONE YOUR PAYMENTS -- If you think you'll have difficulty making your payments, let us know. We have options that could lower or postpone your payments to better fit your needs.

Remember, we're here for you when you need us. If you have any questions, please call us at 888.486.4722 or visit Nelnet.com. You can also connect with us at Facebook.com/Nelnet and @Nelnet on Twitter. To view our privacy policy, click Privacy & Security at the bottom of Nelnet.com.

Sincerely,

Your Nelnet Customer Service Team

