Career Training Smart Option Student Loan®

Frequently asked questions for schools

General

Who is eligible for the Career Training Smart Option Student Loan?	• U.S. citizens and U.S. permanent resident aliens • Students who are not U.S. citizens or U.S. permanent residents must reside in the U.S., attend a participating school in the U.S., apply with a creditworthy cosigner (who must be a U.S. citizen or U.S. permanent resident) and provide an unexpired government-issued photo ID to verify their identity. • Students who meet current credit and other eligibility criteria • Students attending school full-time, half-time, or less than half-time, or taking prerequisite classes • Students attending summer classes or continuing education classes • Students who still need funds after maximizing grants, scholarships, and federal student loans
How do borrowers apply?	• Students or cosigners can start an application online at **salliemae.com/ctsmartloan**. It's fast and easy to apply. • After credit approval, applicants will receive their interest rate and estimated monthly payments to help them select their repayment option.
How is the Self-Certification Form submitted?	• It's completed as part of the online application process when a borrower applies for the loan; however, one is available from us upon request. The form must be completed and submitted prior to loan disbursement. • You can help students complete the form by providing any cost of attendance amounts. • We'll supply applicants with private education loan disclosures, as required by the Higher Education Opportunity Act (HEOA), during the application process.
Are there any loan limits?	• $1,000 minimum • Maximum: Up to 100% of the school-certified cost of attendance, less other aid received—no aggregate loan limit[1]
Can the loan be used for a prior loan period?	• Yes, students must be currently enrolled, accepted for enrollment, or previously enrolled for a prior loan period at an eligible school. • Prior loan period requests must meet these conditions: - No more than 365 days can pass from the loan period end date to the first disbursement of the loan. - At the time of request, the student must be enrolled, intending to enroll, or have graduated. - The student must have been enrolled during the prior enrollment period for which the loan is requested, and must not have withdrawn with no intention of re-enrolling, as verified by the school.
What must applicants do to obtain the loan?	• Satisfy credit requirements • Complete an application, promissory note, and any other requested documents without alteration • Meet any other customer identification requirements of ours • Meet applicable age of majority requirements
Is a cosigner recommended?	• While a cosigner is not required for students who qualify on their own, student borrowers are encouraged to apply with a creditworthy cosigner, as it may increase the likelihood of the loan being approved. • The cosigner must be a U.S. citizen or U.S. permanent resident.

Who makes a good cosigner?	• Student loan cosigners are usually parents, but it doesn't have to be. In fact, 26 percent of cosigners are someone other than the parent.[2] A relative, guardian, friend, or spouse can be a cosigner. • Only one person can cosign for a private student loan. For instance, if two parents are willing to be cosigners, only one will be allowed to do it. • The cosigner is equally responsible for repayment of the full amount of the loan, not just part of it. • The cosigner can live in a different state than the borrower. • A cosigner should be someone the borrower knows and trusts, and who is willing to fill out the application on their own.
How does a borrower apply for cosigner release?	• Borrowers with a Career Training Smart Option Student Loan may apply to have their cosigner released from the loan after they graduate, make 12 on-time principal and interest payments, and meet certain credit requirements.[3] • Borrowers should download the application from **salliemae.com/cosignerrelease** or call us at 800-4-SALLIE (800-472-5543) to start the request. • Releasing the cosigner won't adversely impact the loan's interest rate.
What is the death and disability feature?	If a student dies or becomes permanently and totally disabled, the loan's current balance will be waived.
Are special military benefits available and where can that information be found?	Yes, as a member of the military, borrowers may qualify for special benefits. Our specialized military customer service representatives are available at 855-534-2668, Monday to Thursday 8 a.m. to 9 p.m., and Friday 8 a.m. to 8 p.m. ET and Saturday 9 a.m. to 6 p.m. ET. Additional information is available at **salliemae.com/military.**

Process

While the loan is being processed, when can amounts be changed? Who can make them and how will the school/borrower be notified?	• Loan amount changes can be requested by the borrower, cosigner, or school at various points in the application process. • The borrower or cosigner can contact us to request to increase the loan amount. • If you initially certified less than the borrower requested, you may increase the certified amount up to the borrower's requested amount at any time prior to full disbursement. If the final disbursement has been made, you can increase the certified amount up to the borrower's requested amount and add a disbursement to occur no later than the loan period end date. To increase your certified amount or add disbursements, please use your preferred process—OpenNet®, ELM, ScholarNet, etc.—or call School Assist to make the update. • Loan amount decreases may be made by borrowers, cosigners, and schools at any point prior to the loan's full disbursement. Borrowers or cosigners must call us to reduce the amount. You can use your preferred process to submit a decrease online, such as ELM or OpenNet, or by CommonLine change transaction file. For decreases after the loan has been fully disbursed, you or the borrower can simply return the unused funds to us. • After a loan amount change has been processed, a CommonLine response file will be sent to your chosen service provider, such as ELM or ScholarNet. You may also import this file into a financial aid management system. CommonLine files are generated once daily, so you will you will be notified of any loan amount changes within 24 hours. Additionally, OpenNet® will reflect loan amount changes in real-time. • The borrower is notified of any loan amount change either in real-time by a Sallie Mae customer service representative or via email/mail.
What does Sallie Mae need for school certification?	• School name • Eight-digit Department of Education code or school code • Enrollment period • Enrollment status • Student borrower course of study/major • Grade level • Anticipated date of graduation • Certified loan amount • Disbursement amounts • Requested date(s) of first and any subsequent disbursements • The borrower's cost of attendance and the difference between the borrower's cost of attendance and estimated financial aid.

How long is the credit validity period?	• Credit reports and risk scores obtained during the application process on all applicants and cosigners will be valid for 365 days. • Students and families will be able to apply up to 300 days prior to the loan period begin date. • The loan will be terminated if the first disbursement isn't made within the credit validity period.
What are Sallie Mae's CommonLine codes?	• Program Code: 930 – Career Training Smart Option Student Loan • Guarantor Code: 924 – SM
How are disbursement dates set?	• We accept the disbursement schedule provided by you as part of the certification. • Due in part to compliance with the HEOA regulations and the borrower right-to-cancel period, the earliest possible date to schedule the first disbursement is on the eighth business day from the date the certification is received, but no sooner than 30 days before the Loan Period Begin Date.[4] • Day one starts the day after the certification is received and day eight is the first day the loan can disburse. This time frame includes the three-day HEOA right-to-cancel period, mailing time, and time to set the disbursement in our systems.[4] • Once the school certifies the loan, funds can be disbursed after the fourth or fifth business day (depending on your disbursement provider) for borrowers and cosigners who choose to receive disclosures electronically.

Repayment

What if a borrower is having difficulty making payments?	• If a customer is struggling to make loan payments, we'll work directly with them one-on-one to assess any options that may be available. We encourage borrowers to contact us directly to discuss what options may be available.
Are forbearances available?	• The borrower can contact us to determine if they are eligible. If a loan has been placed in a forbearance, future disbursements will be suspended.
What if loan funds are returned?	• **Full return:** If loan funds are returned within 60 days of the first disbursement date, no interest or fees will accrue and the loan will be canceled. If loan funds are returned more than 60 days after the first disbursement date, the funds can be returned but the borrower and cosigner, if applicable, are responsible for paying all accrued interest and fees. • **Partial return:** A partial return of loan funds will be treated as a payment and can be made regardless of the number of days that have passed since first disbursement. We will credit the return to the loan as a payment.
What if a borrower returns to school after the loan has entered the principal and interest repayment period?	• Borrowers who return to school at least half-time will be given the same repayment option terms that applied to the loan during the initial in-school period, limited to 48 months. Unpaid interest is added to the loan's principal amount at the end of the deferment period. Students can access the deferment request form via their online account.

To learn more

Schools: 844-8-ASSIST (844-827-7478) | **Students: 800-4-SALLIE** (800-472-5543)

We put customers first

We are committed to making sure that you—and your students—have a superior service experience. Our account representatives and U.S.-based call center agents are dedicated to resolving problems and answering questions efficiently each time you contact us.

Borrow responsibly
We encourage students and families to start with savings, grants, scholarships, and federal student loans to pay for college. Students and families should evaluate all anticipated monthly loan payments, and how much the student expects to earn in the future, before considering a private student loan.

[1] Loan amount cannot exceed the cost of attendance less financial aid received, as certified by the school. Sallie Mae reserves the right to approve a lower loan amount than the school-certified amount.

[2] Based on a rolling 12-month period from October 1, 2019 through September 30, 2020.

[3] Only the borrower may apply for cosigner release. Borrowers who meet the age of majority in their state may apply for cosigner release by providing proof of graduation (or completion of certification program), income, and U.S. citizenship or permanent residency (if your status has changed since you applied). In the last 12 months, the borrower must be current on all Sallie Mae serviced loans (including no hardship forbearances or modified repayment programs) and have paid ahead or made 12 on-time principal and interest payments on each loan requested for release. When the cosigner release application is processed, the borrower must demonstrate the ability to assume full responsibility of the loan(s) individually, and pass a credit review that demonstrates a satisfactory credit history including but not limited to no: bankruptcy, foreclosure, student loan(s) in default or 90 day delinquencies in the last 24 months. Requirements are subject to change.

[4] Applicable to customers who choose not to receive their disclosures electronically.

This loan is for students at participating non-degree-granting schools. Students who are not U.S. citizens or U.S. permanent residents must reside in the U.S., attend a participating school in the U.S., apply with a creditworthy cosigner (who must be a U.S. citizen or U.S. permanent resident) and provide an unexpired government-issued photo ID to verify their identity. Applications are subject to a requested minimum loan amount of $1,000. Current credit and other eligibility criteria apply.

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