

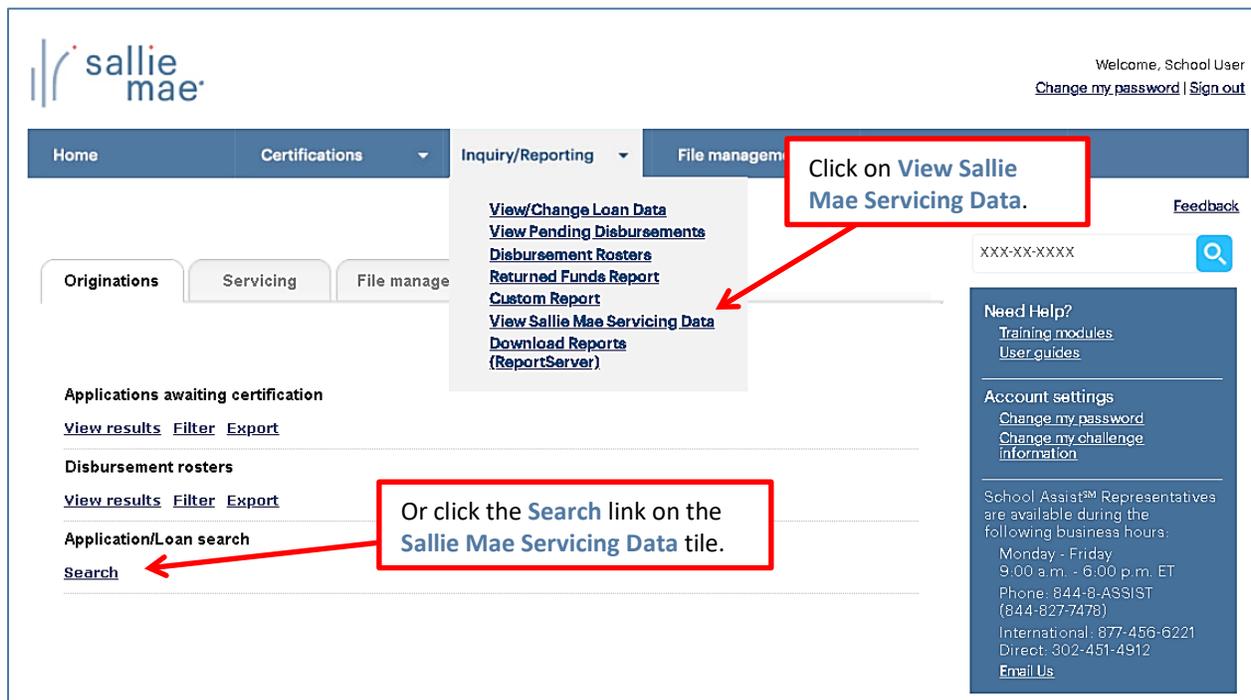
View Sallie Mae Loan Servicing Data Overview

The Account Servicing Summary page is used to view the details of a loan on Sallie Mae®'s servicing system. This functionality retrieves borrower account information for Sallie Mae loans. This quick reference provides instructions and illustrations specific to viewing information for your Sallie Mae servicing volume.

Account Servicing Summary Page

How to access the Account Servicing Summary page:

- Do one of the following:
 - Hover your cursor over the **Inquiry/Reporting** option on the Menu Bar of any OpenNet® Web Loan Delivery page, and then click on **View Sallie Mae Servicing Data**.
 - On the **Servicing** tab of the School Home Page, click on the **Search** link on the **Sallie Mae Servicing Data** tile.



The Search Criteria page displays.

(Continued on the next page)

Search criteria

Enter either the SSN or the first and last names of the borrower whose information you want to view. You can search on a partial first name by entering the first two letters followed by an asterisk (*) as a wildcard.

Search criteria

SSN:

or

Last name:

First name:

Middle initial:

2. Type a borrower's Social Security Number in the **SSN** field or type a borrower's name in the **Last Name**, **First Name**, and **Middle Initial** fields. You can search on a partial first name by entering the first two letters followed by an asterisk (*). Click the **Submit** button.
3. The Account Servicing Summary page displays.

Account servicing summary [View app/loan summary >>](#)

This page displays borrower loan data that resides on Sallie Mae's servicing system. The information displayed represents loans associated with your institution(s) only. The borrower may have Sallie Mae serviced loans not shown here if they are associated to other institutions.

Report run 07/06/2020 at 8:46:19 AM ET [Servicing messages](#) [Account info](#) [Loan info](#)

Borrower

Name: DEBRA R STAFFORD [View demographic data >>](#)
 Social Security number: 719-89-0949
 Date of birth: 01/01/1982

Servicing messages [Return to top](#)

Message 1: Our records indicate a payment is past due. A past due payment will cause future disbursements on any private student loans that have not fully disbursed to suspend. Borrowers can make a payment online by visiting SallieMae.com to log into their account or by calling us at 800-472-5543.

Account information [Return to top](#)

The account information on this page details borrower loan servicing data associated with your institution. A borrower can access all Sallie Mae loan servicing data associated with their account by logging in at salliemae.com.

Original balance: \$3,500.00	10-day payoff amount: \$1,556.33	View balance details >>
Principal balance: \$1,500.00	10-day payoff date: 07/16/2020	View acct payment history >>
Accrued interest: \$52.68	Interest paid year-to-date: \$0.00	
Current balance: \$1,500.12	Prior year interest: \$0.00	

(Continued on the next page)



Quick Reference: View Sallie Mae Loan Servicing Data

Monthly payment:	\$1.23	Next payment due:	View payment instructions >>
Total amount delinquent:	\$2.46	Last payment received:	
Other fee(s):	\$0.12	Last payment amount:	\$0.00
Present amount due:	\$3.69		
Number of days past due on most delinquent loan:	59		

Loan information [Return to top](#)

Loan program	First disb date	Status / Days delq	School	Orig bal / amt delq	
Smart Option Student Loan	08/27/2019	SCHL 59	UNIV -MAINCAMPUS (000000-00)	\$3,500.00 \$2.46	View details View status history

Enter new SSN: [Search](#)

4. Review the information

Reviewing the Account Servicing Summary Page

The following are summaries of the various sections of the page and the links that are available to additional details.

Borrower information:

The Account Servicing Summary page displays basic borrower demographic information under the **Borrower** section header, including name, Social Security number, and date of birth. The **Borrower** section also includes a link to detailed borrower information.

- **View Demographic Data** - To view detailed demographic information associated with the borrower.

Account servicing summary [View app/loan summary>>](#)

This page displays borrower loan data that resides on Sallie Mae's servicing system. The information displayed represents loans associated with your institution(s) only. The borrower may have Sallie Mae serviced loans not shown here if they are associated to other institutions.

Report run 07/06/2020 at 8:46:19 AM ET [Servicing messages+](#) [Account info+](#) [Loan info+](#)

Borrower

	Name: DEBRA R STAFFORD	View demographic data >>
	Social Security number: 719-89-0949	
	Date of birth: 01/01/1982	

Servicing messages:

The Account Servicing Summary page displays servicing messages associated with the borrower account under the **Servicing Messages** section header. Servicing messages indicate problems with an account as well as the recommended means of correction.

Servicing messages [Return to top](#)

Message 1: Our records indicate a payment is past due. A past due payment will cause future disbursements on any private student loans that have not fully disbursed to suspend. Borrowers can make a payment online by visiting SallieMae.com to log into their account or by calling us at 800-472-5543.

(Continued on the next page)

Account Information:

The Account Servicing Summary page displays general borrower account information under the **Account Information** section header.

Account information		Return to top
The account information on this page details borrower loan servicing data associated with your institution. A borrower can access all Sallie Mae loan servicing data associated with their account by logging in at salliemae.com .		
Original balance:	\$3,500.00	View balance details >>
Principal balance:	\$1,500.00	View acct payment history >>
Accrued interest:	\$52.68	
Current balance:	\$1,500.12	
10-day payoff amount:	\$1,556.33	
10-day payoff date:	07/16/2020	
Interest paid year-to-date:	\$0.00	
Prior year interest:	\$0.00	
Monthly payment:	\$1.23	View payment instructions >>
Total amount delinquent:	\$2.46	
Other fee(s):	\$0.12	
Present amount due:	\$3.69	
Number of days past due on most delinquent loan:	59	
Next payment due:		
Last payment received:		
Last payment amount:	\$0.00	

The **Account Information** section also includes multiple links to detailed account information associated with the borrower.

- **View Balance Details** - Loan balances associated with the borrower account, including sub-totals for each loan program.
- **View Acct Payment History** - Payment history associated with the borrower account, including all payments and financial transactions for all loans.
- **View Payment Instructions** - The instructions for the borrower explaining how to handle loan payments.

(Continued on the next page)

Loan Information:

The Account Servicing Summary page displays general information for individual loans associated with the borrower account under the **Loan Information** section header:

Loan information Return to top				
Loan program	First disb date	Status / Days delq	School	Orig bal / amt delq
Smart Option Student Loan	08/27/2019	<u>SCHL</u> 59	UNIV-MAINCAMPUS (000000-00)	\$3,500.00 \$2.46

[View details](#)
[View status history](#)

Enter new SSN: [Search](#)

The **Loan Information** section also includes links to detailed loan and status history information for each displayed loan:

- **View Details** - Servicing details for a loan, including payment information, interest and status details, loan details, disbursement details, and more.
- **View Status History** - The history of a loan's origination, disbursement, and repayment processing.

Once you have reviewed the borrower's information, you can:

- Begin a new search by typing a borrower SSN in the **Enter a New SSN** field and clicking the **Search** button.
- Return to the Search Criteria page by clicking the **Return to Search Criteria** button.