

Summary Overview of Financial Partners Channel

The Financial Partners Channel is divided into five main areas: (1) Partner Services (2) Financial Management (3) Partner Systems Liaison (4) State Agency Liaison and (5) Program Development. The Financial Partners Channel is responsible for providing support to Lenders and Guaranty Agencies while maintaining strong oversight.

Primary Customers:

General Office – Lenders, Guaranty Agencies, Taxpayers, Congress, Associations, Media, OMB, OIG

Partner Services – Lenders, Guaranty Agencies, Servicers, Borrowers, Financial Trade Organizations, NAFSA, FFEL School FAAs, non-eligible Lenders through trustee agreements, OIG, Regulatory Agencies (i.e., State Attorney General, State Auditor General), DCS, Ombudsman

Financial Management – Lenders and Guaranty Agencies

Partner Systems Liaison – SFA

State Agency Liaison – Guaranty Agencies

Program Development – SFA, Lenders, Guaranty Agencies

36 Guaranty Agencies

4000+ Lenders

Secondary Markets

25-30 Servicers

Services Offered:

Partner Services

- See separate operating model

Financial Management

- Receive invoice from Lender for interest and special allowance payments
- Make interest and special allowance payments to Lenders
- Prepare and compile financial transaction reports
- Work with Guaranty Agencies to process newly admitted Lenders
- Receive financial transaction data from Guaranty Agencies
- Provide financial reports and records that initiate external financial payments
- Process claims
- Accounting and reconciliation for FFEL funding/transactions
- Guaranty Agency and Lender transaction processing
- FMS Help Desk (Accenture – Solutions Operations)
 - Phone: 1 (800) 433-7327 – Option 3
 - Email: FMS_OPERATIONS@ed.gov
 - Primary Customers: Financial Partners Users, GAs, CFO
 - Approximately 10 misdirected calls per month
 - Primary Contact Reasons:
 - Reset Password
 - Technical Assistance

- FMS Navigation
- CFO Treasury File Failure Reasons

Contact Name: Frank Ramos
Contact Phone: (202) 205-3799
Location: Washington, DC

Overall Annual Contact Volume:
Overall Average Monthly Contact Volume
Peak Month/# of Contacts:

Partner Systems Liaison

- Provide contract management related activities to support the ongoing maintenance and operations of the FFEL system
- Provide contract management related activities to support the development, ongoing maintenance, and operations of the FP Data Mart
- Provide contract management related activities to support the ongoing maintenance and operations of the FFEL-DCS system (for Students Channel)
- Manage task orders, work orders, and security

Contact Name: Anna Allen
Contact Phone: (202) 708-8770
Location: Washington, DC

Overall Annual Contact Volume:
Overall Average Monthly Contact Volume
Peak Month/# of Contacts:

State Agency Liaison

- Work with state Guaranty Agencies to ensure appropriate levels of communication between SFA, schools, and the agencies
- Provide state agencies with a liaison and advocacy function within Education and SFA community, and SFA
- Provide technical assistance and support to Guaranty Agencies
- Sponsor VFA IPT
 - Full life cycle effort
 - Automated/web based process for processing VFA GA claims and fees
 - Reporting

Contact Name: Cameron Ishaq
Contact Phone: (202) 205-9829
Location: Washington, DC

Overall Annual Contact Volume:
Overall Average Monthly Contact Volume
Peak Month/# of Contacts:

Program Development

- Build relationships with Lenders and Guaranty Agencies
- Work with Lenders and Guaranty Agencies to identify new product requirements and enhancements to existing products
- Work with the Product Development function in Analysis to evaluate and implement solutions across SFA
- Work with Guaranty Agencies to implement pilot programs (i.e., VFAs, Blanket Certification) as required by Regulations or any other initiatives
- Default reduction analysis and programs

Contact Name: Jack Reynolds
Contact Phone: (202) 401-7818
Location: Washington, DC

Overall Annual Contact Volume:
Overall Average Monthly Contact Volume
Peak Month/# of Contacts:

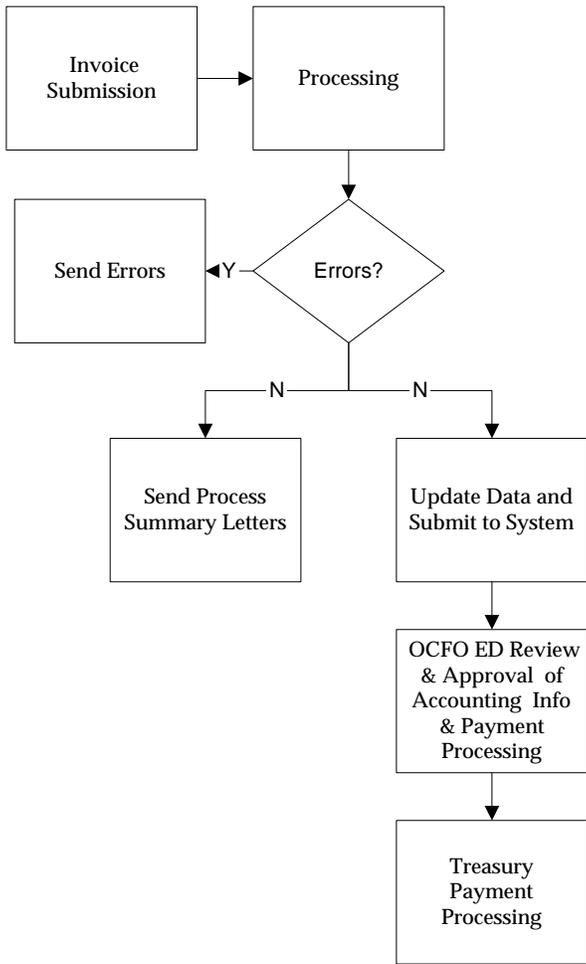
Narrative of Partner Services:

See Partner Services Operating Model

Narrative of Financial Management:

Financial Management is responsible for ensuring that Lender's and Guaranty Agencies' payments are timely and accurate.

Financial Management Process Flow

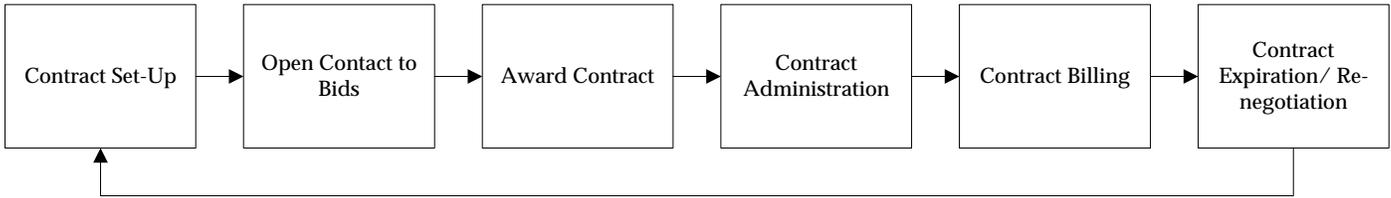


Narrative of Partner Systems Liaison:

Partner Systems Liaison is responsible for providing contract management-related activities to support the ongoing maintenance and operations of systems supporting the Financial Partners Channel (FFEL, Data Mart). The FFEL system retirement is in progress.

The purpose of the contract set-up process is to organize and prepare for the procurement/bidding process by establishing the contract, establishing a panel to evaluate vendor proposals, notifying the public, and securing resources to pursue procurement efforts. The contract bids are opened to the vendor community and evaluated. Most of the activities that comprise this process occur within ED contracts, however a Financial Partners panel is involved in the review of the proposals. Under contract administration the task orders are developed and reviewed. The billing process compares bills against work done by the contractor to assure that the Financial Partners Channel pays an appropriate and fair amount for the work that has been completed. The bills are also verified for compliance with the task order and technical proposal.

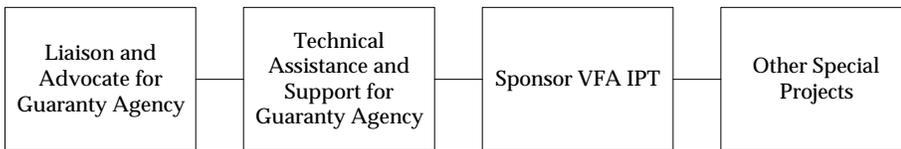
Partner Systems Liaison Process Flow



Narrative of State Agency Liaison:

State Agency Liaison is responsible for providing support and communications to state Guaranty Agencies to ensure a network of effective and satisfied state agency partners. Responsibility for new VFA GA processing.

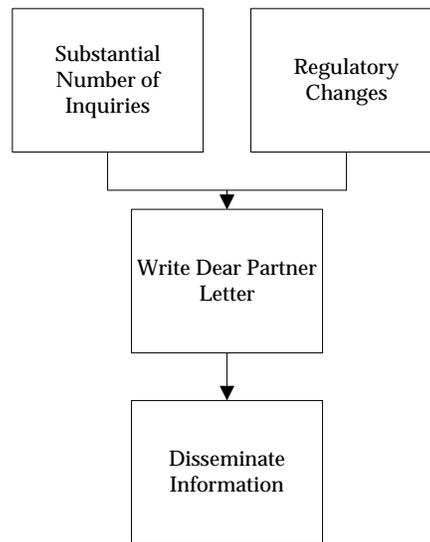
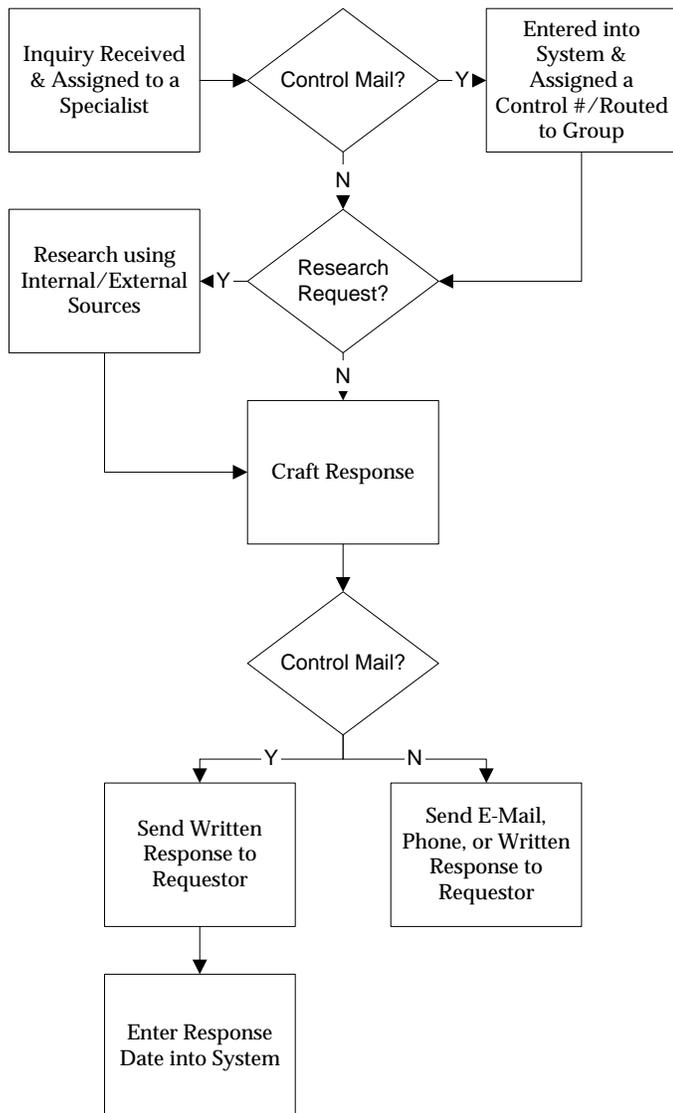
State Agency Liaison Process Flow



Narrative of Program Development:

Program Development is responsible for maintaining a network of effective and satisfied Lenders and Guaranty Agencies.

Program Development Process Flow



Information Sources:

Common Data Used

- Customer and Partner Data
- Portfolio Information
- Billing Information

Common Data Sources

- FFEL/FMS
- NSLDS
- PEPS
- FP Data Mart

- GA, Lender, Secondary Market, Servicer Data
- External and internal reports/publications
- Newspaper
- IFAP
- SFAnet
- NCHELP web-site
- Major Guaranty Agency and Lender web-sites
- Shared LAN including reports, policy database, etc.
- Review guides and agreements

Data Analysis Tools

- FP Data Mart
- IDEA
- Excel

Volumes

- What type of volume information should we include?

Key Performance Indicators and Measurements:

- TBD

Current Issues and GAPS:

- TBD

Future Goals and Objectives:

- TBD

Related Projects:

- Document Workgroup
- FP Data Mart
- Square One
- Lender IPT
- VFA IPT
- TA Site Visit Guide

Sources Utilized:

- Document Workgroup
- Financial Partners Current Environment
- Request for Organizational Approval Document
- SFA Management Interviews
- Square One July 2001
- Summary Management Package June 2001

Other:

- N/A

Employee Information:

Wanda
#s overall and for each group