



Dear Borrower:

February 16, 2016

Rutgers University is pleased to announce that effective January 1, 2016 the billing for your Student Loans currently handled by Campus Partners will be managed by Heartland ECSI, a leading provider of student loan servicing and higher education billing services.

WHAT SHOULD I EXPECT? If your loan is currently in repayment, your payment will be due on the 15th of every month and the first statement from Heartland ECSI will be generated at the end of this month. If you have made your current monthly payment to Campus Partners, the payment will be forwarded to Heartland ECSI and posted to your account.

IMPORTANT: If you are currently making your student loan payments by using recurring monthly payments automatically drawn from your bank account, you will need to create recurring monthly payments with Heartland ECSI by accessing your account at <https://heartland.ecsi.net>.

CAN I ACCESS MY ACCOUNT ONLINE? Heartland ECSI provides secure online access, allowing you to verify your account information, update your account profile, sign up for electronic billing and make your payment online using one of Heartland ECSI's payment methods. If you have not registered previously, you will need to create a profile using your Heartland Key. When prompted, you can search for your **Heartland Key** using the following information:

School Code: W33 | **Account #:** Your nine (9) digit SSN | **PIN #** «WebPin»

WHAT ELSE DO I NEED TO KNOW? If you do not wish to pay online, please make your check payable to Rutgers University and mail to Rutgers University, c/o ECSI, 181 Montour Run Road, Coraopolis, PA 15108. If you are currently in a deferment or grace period, you will receive statements prior to the first payment due date, however, no payment is required until your deferment or grace period has expired. During the conversion period to ECSI, we will be working closely with them to ensure a smooth transition. If you have questions regarding your statement, please contact ECSI at (888)549-3274 or CService@ecsi.net. If you need further assistance regarding your account, please contact the Loan Representative at (848)-445-2535 or loanadmin@sa.rutgers.edu.

Thank you for supporting Rutgers University

Sincerely,
Rutgers University

Rutgers University
c/o Educational Computer Systems, Inc.
181 Montour Run Road
Coraopolis, PA 15108

***Important Student Loan Information Enclosed**

