



Bursars Office Suite 101 Houchens Building
Louisville, KY 40292
(502) 852-6504 FAX (502) 852-7032

Dear Borrower:

May 27, 2014

The University of Louisville is pleased to announce that as of July 1, 2012, the billing for your **Delinquent Student Receivables Account** will be handled by **Educational Computer Systems, Incorporated (ECSI)**. ECSI is a billing service provider for the University of Louisville, **not a collection agency**. This change will benefit you as the borrower and the University Of Louisville.

Effective July 1, 2012, questions regarding your account should be directed to **ECSI**. With ECSI, you will be **billed on the 15th of each month** with your **payment due on the 1st of the following month**.

PLEASE NOTE: The University of Louisville **WILL NOT** be assessing any late fees for the next 90 (Ninety) days on payments that are in transition. In addition, University of Louisville **WILL NOT** be reporting any information regarding your student loan status to ANY credit bureau agency for the next 90 (Ninety) days.

Any payment or documentation mailed to Campus Partners after June 29, 2012 will be forwarded to the University of Louisville. We will be working with ECSI to insure the timeliness in the recording of your payment and/or filing of your documentation. Should you have questions or need additional information please contact the Student A/R Office at (502) 852-6504r or email at: Bursar@louisville.edu.

One of the many exciting features of the ECSI service is that you will now have improved access to your account(s) on the Internet. Through ECSI's website, you will be able to verify when payments have been received, update contact information, verify account balances, obtain payoff amounts, sign-up for electronic billing, and make your payments. In a future correspondence, you will be given a five-digit security code, which will allow **only you** to access your confidential account information.

With ECSI, you will be billed on the 15th of each month with your payment due on the 1st of the following month.

ECSI will not have the University of Louisville's data until the July 6, 2012. Please do not attempt to review your account information on-line until the conversion is completed. Once the University's data is converted to ECSI, you will receive another correspondence from ECSI providing ECSI's website and contact information toward the middle of July via mail and/or email. **We are working very closely with ECSI to ensure a smooth transition.**

Another exciting feature is that ECSI provides payment options such as Recurring Electronic Funds Transfer (EFT/ACH) with a payment date choice, and on demand eCheck and Credit Card payments for all borrowers (additional fee applies to all eCheck and credit card payments).

Thank you for your patience and understanding as we strive to improve our service to you.

Sincerely,

Bursar's Office