

# Appendix A: Guaranty Agency Contact List



## Contents

*Appendix A1*

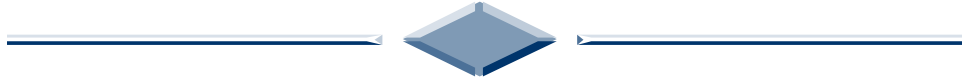
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*Appendix A2*

Guaranty Agency Contact List (Alphabetical) ..... 13



# Guaranty Agency Contact List (Numerical)



## CONTACTING REPORTING GUARANTY AGENCIES

The guaranty agency list that follows contains the names, addresses, telephone numbers, and contacts for guaranty agencies. Each guaranty agency is listed in **numerical order** by its three-digit guaranty agency code followed by the name of the state or territory in which it is the primary guarantor.

The number is the three-digit code found on a school's backup data for each loan record. If no number is listed, see page 13 for an alphabetical listing of guaranty agencies by state or territory in which it is the primary guarantor.

### 555—U.S. Department of Education

U.S. Department of Education  
ATTN: Default Management Division  
ROB-3, Room 5125  
600 Independence Avenue, SW  
Washington, DC 20202-5353

(202) 708-9396

### 611—District of Columbia

American Student Assistance Corporation  
ATTN: Cohort Section  
P.O. Box 9215  
Boston, MA 02116

Ms. Valerie Marchese  
(800) 999-9080 ext. 3209

### 620—Kansas

USA Group Guarantee Services  
ATTN: Ms. Samantha Garrett-Harden  
11100 USA Parkway  
Fishers, IN 46038

Ms. Samantha Garrett-Harden  
(317) 578-6225

### 627—Higher Education Assistance Foundation (HEAF)

U.S. Department of Education  
ATTN: Default Management Division-HEAF  
ROB-3, Room 5125  
600 Independence Avenue, SW  
Washington, DC 20202-5353

(202) 708-9396

## 631—Higher Education Assistance Foundation (HEAF)

United States Department of Education  
 ATTN: Default Management Division-  
 HEAF  
 ROB-3, Room 5125  
 600 Independence Avenue, SW  
 Washington, DC 20202-5353

(202) 708-9396

## 654—West Virginia

Pennsylvania Higher Education  
 Assistance Agency  
 ATTN: Compliance Department  
 1200 North 7th Street  
 4th Floor Loan Division  
 Harrisburg, PA 17102-1398

Ms. Genie Crownover  
 (800) 443-0646

## 656—Wyoming

USA Group Guarantee Services  
 ATTN: Ms. Samantha Garrett-Harden  
 11100 USA Parkway  
 Fishers, IN 46038

Ms. Samantha Garrett-Harden  
 (317) 578-6225

## 701—Alabama

Kentucky Higher Education Assistance  
 Authority  
 ATTN: Manager, Policy and Client  
 Services Branch  
 West Frankfort Office Complex  
 1050 U.S. 127 South, Suite 102  
 Frankfort, KY 40601-4323

Ms. Elaine Brumback  
 (502) 564-2928

## 702—Alaska

USA Group Guarantee Services  
 ATTN: Ms. Samantha Garrett-Harden  
 11100 USA Parkway  
 Fishers, IN 46038

Ms. Samantha Garrett-Harden  
 (317) 578-6225

## 705—Arkansas

Student Loan Guaranty Foundation of  
 Arkansas  
 ATTN: Compliance Division Manager  
 219 South Victory Street  
 Little Rock, AR 72201-1884

Ms. Brenda Steele  
 (501) 688-7648

## 706—California

California Student Aid Commission  
ATTN: LS&T Branch  
Cohort Default Rate Appeals and Disputes  
515 "S" Street, Suite 500  
North Building  
P.O. Box 510845  
Sacramento, CA 95814-0845

Ms. Kevis Foley-Bumgardener  
(916) 324-1520

## 708—Colorado

Colorado Student Loan Program  
ATTN: Compliance, Training, and  
Investigative Branch  
Assistant Manager of Marketing and  
Appeals  
999 18th Street, # 425  
Denver, CO 80202-2471

Mr. Chris Lines  
(303) 294-5050 ext. 358

## 709—Connecticut

Connecticut Student Loan Foundation  
ATTN: Manager of Guarantee  
Operations  
P.O. Box 1009  
Rocky Hill, CT 06067

Ms. Sandy Barsom  
(860) 257-4001 ext. 247

## 710—Delaware

Pennsylvania Higher Education  
Assistance Agency  
ATTN: Compliance Department  
1200 North 7th Street  
4th Floor Loan Division  
Harrisburg, PA 17102-1398

Ms. Genie Crownover  
(800) 443-0646

## 712—Florida

Florida Department of Education  
Office of Student Financial Assistance  
ATTN: Program Compliance Specialist  
325 West Gains Street  
Collins Building, Room 255  
Tallahassee, FL 32399-0400

Ms. Rhonda Forbes  
(904) 488-7043

## 713—Georgia

Georgia Higher Education Assistance  
Corporation  
ATTN: Program Administration  
2082 East Exchange Place, Suite 200  
Tucker, GA 30084-5305

Ms. Carole Jones  
(770) 414-3053

**716—Idaho**

Northwest Education Loan Association  
ATTN: School Compliance  
Representative  
500 Coleman Building  
811 1st Avenue, Suite 500  
Seattle, WA 98104

Ms. Linda Shannon  
(206) 461-5325

**717—Illinois**

Illinois Student Assistance Commission  
ATTN: Compliance Analyst  
1755 Lake Cook Road  
Deerfield, IL 60015-5209

Ms. Terry Dallas  
(847) 948-8500 ext. 3303

**718—Indiana**

USA Group Guarantee Services  
ATTN: Ms. Samantha Garrett-Harden  
11100 USA Parkway  
Fishers, IN 46038

Ms. Samantha Garrett-Harden  
(317) 578-6225

**719—Iowa**

Iowa College Student Aid Commission  
ATTN: Associate Director, Finance and  
Claims  
200 10th Street 4th Floor  
Des Moines, IA 50309-3609

Mr. Brian Mohr  
(515) 242-6698

**721—Kentucky**

Kentucky Higher Education Assistance  
Authority  
ATTN: Manager, Policy and Client  
Services Branch  
1050 U.S. 127 South, Suite 102  
West Frankfort Office Complex  
Frankfort, KY 40601-4323

Ms. Elaine Brumback  
(502) 564-2928

**722—Louisiana**

Louisiana Office of Student Financial  
Assistance  
ATTN: Assistant Director, Loan  
Operations  
P.O. Box 91202  
Baton Rouge, LA 70821-9202

Ms. Feltus Stewart  
(504) 922-2086

**723—Maine**

USA Group Guarantee Services  
ATTN: Ms. Samantha Garrett-Harden  
11100 USA Parkway  
Fishers, IN 46038

Ms. Samantha Garrett-Harden  
(317) 578-6225

**724—Maryland**

USA Group Guarantee Services  
ATTN: Ms. Samantha Garrett-Harden  
11100 USA Parkway  
Fishers, IN 46038

Ms. Samantha Garrett-Harden  
(317) 578-6225

**725—Massachusetts**

American Student Assistance Corporation  
 ATTN: Cohort Section  
 P.O. Box 9215  
 Boston, MA 02116

Ms. Valerie Marchese  
 (800) 999-9080 ext. 3209

**726—Michigan**

Michigan Higher Education Assistance  
 Authority  
 ATTN: Manager of Audit & Program  
 Review Unit  
 P.O. Box 30047  
 608 W. Allegan Road  
 Lansing, MI 48909

Ms. Susan Clinton  
 (517) 373-0760

**727—Minnesota**

Northstar Guarantee Incorporated  
 ATTN: Compliance Specialist  
 444 Cedar Street  
 St. Paul, MN 55101-0102

Ms. Anne Scott  
 (612) 290-7914

**728—Mississippi**

USA Group Guarantee Services  
 ATTN: Ms. Samantha Garrett-Harden  
 11100 USA Parkway  
 Fishers, IN 46038

Ms. Samantha Garrett-Harden  
 (317) 578-6225

**729—Missouri**

Coordinating Board for Higher Education  
 ATTN: Associate for Compliance  
 3515 Amazonas Drive  
 Jefferson City, MO 65109-5717

Ms. Barbara Miller  
 (573) 751-8748

**730—Montana**

Montana Guaranteed Student Loan  
 Program  
 ATTN: Program Specialist  
 P.O. Box 203101  
 Helena, MT 59620-3101

Ms. Mary Rehm  
 (406) 444-0369

**731—Nebraska**

Nebraska Student Loan Program  
 ATTN: Manager, Program Review and  
 Compliance  
 P.O. Box 82507  
 Lincoln, NE 68501-2507

Ms. Janey Bailey  
 (402) 479-6845

**732—Nevada**

USA Group Guarantee Services  
 ATTN: Ms. Samantha Garrett-Harden  
 11100 USA Parkway  
 Fishers, IN 46038

Ms. Samantha Garrett-Harden  
 (317) 578-6225

**733—New Hampshire**

New Hampshire Higher Education  
Assistance Foundation  
ATTN: Director of Training and  
Compliance  
P.O. Box 877  
Concord, NH 03302-0877

Mr. Scott Littlefield  
(603) 225-6612 ext. 120

**734—New Jersey**

New Jersey Higher Education  
Assistance Authority  
Office of Student Assistance  
ATTN: Principal Investigator CN 548  
Trenton, NJ 08625-0547

Ms. Lee Roach  
(609) 588-3238

**735—New Mexico**

New Mexico Student Loan Guarantee  
Corporation  
ATTN: Compliance and Program  
Review Officer  
P.O. Box 92230  
Albuquerque, NM 87199-2230

Ms. Sarah Branch  
(505) 345-8821 ext. 383

**736—New York**

New York State Higher Education  
Services Corporation  
ATTN: Active Student Maintenance  
99 Washington Avenue  
Albany, NY 12255

Mr. Glenn Meier  
(518) 473-1669

**737—North Carolina**

North Carolina State Education  
Assistance Authority  
ATTN: MICRS  
P.O. Box 2688  
Chapel Hill, NC 27515-2688

Ms. Tamara Jones  
(919) 549-8614

**738—North Dakota**

Student Loans of North Dakota  
ATTN: Agency Manager  
P.O. Box 5524  
Bismarck, ND 58506-5524

Ms. Char Feist  
(701) 328-5753

**739—Ohio**

Great Lakes Higher Education  
Corporation  
ATTN: Claims and Compliance  
Manager  
P.O. Box 7859  
Madison, WI 53707

Ms. Laurie Marty  
(608) 246-1535

**740—Oklahoma**

Oklahoma State Regents for Higher  
Education Guaranteed Student Loan  
Program  
ATTN: Associate Director  
P.O. Box 3000  
Oklahoma City, OK 73101-3000

Ms. Mary Hyde  
(405) 858-4300



**741—Oregon**

Oregon State Scholarship Commission  
 ATTN: Director of Loan Processing  
 1500 Valley River Drive Suite 100  
 Eugene, OR 97401

Ms. Shari Wood  
 (541) 687-7375

**742—Pennsylvania**

Pennsylvania Higher Education Assistance  
 Agency  
 ATTN: Compliance Department  
 1200 North 7th Street  
 4th Floor Loan Division  
 Harrisburg, PA 17102-1398

Ms. Genie Crownover  
 (800) 443-0646

**744—Rhode Island**

Rhode Island Higher Education Assistance  
 Authority  
 ATTN: Cohort Appeals  
 560 Jefferson Boulevard  
 Warwick, RI 02886-1320

Mr. Charles Totoro  
 (401) 736-1180

**745—South Carolina**

South Carolina State Education Assistance  
 Authority  
 ATTN: Manager for Compliance  
 Interstate Center, Suite 210  
 P.O. Box 210219  
 Columbia, SC 29221

Mr. Mike Fox  
 (803) 798-7960

**746—South Dakota**

Education Assistance Corporation  
 ATTN: Supervisor for Pre-Claims and  
 Collections  
 115 First Avenue S.W.  
 Aberdeen, SD 57401

Ms. Ellen Welke  
 (605) 225-6423

**747—Tennessee**

Tennessee Student Assistance Corporation  
 ATTN: School Relations Specialist  
 404 James Robertson Parkway  
 Suite 1950 Parkway Towers  
 Nashville, TN 37243-0820

Mr. Eddie Atkins  
 (615) 741-1346

**748—Texas**

Texas Guaranteed Student Loan  
 Corporation  
 ATTN: Compliance Specialist  
 P.O. Box 201725  
 Austin, TX 78720-1725

Mr. Ken Johnson  
 (512) 219-4701

**749—Utah**

Utah Higher Education Assistance  
 Authority  
 ATTN: Manager of Compliance and  
 Program Review  
 P.O. Box 45202  
 Salt Lake City, UT 84145-0202

Mr. Jed Spencer  
 (801) 321-7200

**750—Vermont**

Vermont Student Assistance Corporation  
 ATTN: Manager of School Policy and  
 Compliance  
 P.O. Box 2000  
 Winooski, VT 05404-2601

Ms. Marsha Vance  
 (802) 654-3770

**751—Virginia**

Educational Credit Management  
 Corporation (ECMC)  
 ECMC Guarantee Servicing  
 ATTN: Program Compliance Specialist  
 411 East Franklin Street, Suite 300  
 Richmond, VA 23219-2243

Ms. Linda Henderson  
 (888) 775-3262 ext. 8024

**753—Washington**

Northwest Education Loan Association  
 ATTN: School Compliance Representative  
 500 Coleman Building  
 811 1st Avenue, Suite 500  
 Seattle, WA 98104

Ms. Linda Shannon  
 (206) 461-5325

**755—Wisconsin**

Great Lakes Higher Education Corporation  
 ATTN: Claims and Compliance Manager  
 P.O. Box 7859  
 Madison, WI 53707

Ms. Laurie Marty  
 (608) 246-1535

**772—Puerto Rico**

Great Lakes Higher Education Corporation  
 ATTN: Claims and Compliance Manager  
 P.O. Box 7859  
 Madison, WI 53707

Ms. Laurie Marty  
 (608) 246-1535

**778—Virgin Islands**

Great Lakes Higher Education Corporation  
 ATTN: Claims and Compliance Manager  
 P.O. Box 7859  
 Madison, WI 53707

Ms. Laurie Marty  
 (608) 246-1535

**800—USA Group Guarantee Services**

USA Group Guarantee Services  
 ATTN: Ms. Samantha Garrett-Harden  
 11100 USA Parkway  
 Fishers, IN 46038

Ms. Samantha Garrett-Harden  
 (317) 578-6225

**804—Arizona**

USA Group Guarantee Services  
 ATTN: Ms. Samantha Garrett-Harden  
 11100 USA Parkway  
 Fishers, IN 46038

Ms. Samantha Garrett-Harden  
 (317) 578-6225

**815—Hawaii**

USA Group Guarantee Services  
 ATTN: Ms. Samantha Garrett-Harden  
 11100 USA Parkway  
 Fishers, IN 46038

Ms. Samantha Garrett-Harden  
 (317) 578-6225

**927—Educational Credit Management Corporation (ECMC)**

[Formerly Transitional Guaranty Agency (TGA)]

ECMC Guarantee Servicing  
 ATTN: Program Compliance Specialist  
 411 East Franklin Street, Suite 300  
 Richmond, VA 23219-2243

Ms. Linda Henderson  
 (888) 775-3262 ext. 8024

**American Samoa  
(no number code)**

USA Group Guarantee Services  
 ATTN: Ms. Samantha Garrett-Harden  
 11100 USA Parkway  
 Fishers, IN 46038

Ms. Samantha Garrett-Harden  
 (317) 578-6225

**Federated States of Micronesia,  
Marshall Islands, Republic of Palau  
(no number code)**

USA Group Guarantee Services  
 ATTN: Ms. Samantha Garrett-Harden  
 11100 USA Parkway  
 Fishers, IN 46038

Ms. Samantha Garrett-Harden  
 (317) 578-6225

**Guam (no number code)**

USA Group Guarantee Services  
 ATTN: Ms. Samantha Garrett-Harden  
 11100 USA Parkway  
 Fishers, IN 46038

Ms. Samantha Garrett-Harden  
 (317) 578-6225

**Northern Mariana Islands  
(no number code)**

USA Group Guarantee Services  
 ATTN: Ms. Samantha Garrett-Harden  
 11100 USA Parkway  
 Fishers, IN 46038

Ms. Samantha Garrett-Harden  
 (317) 578-6225



# Guaranty Agency Contact List (*Alphabetical*)

## CONTACTING REPORTING GUARANTY AGENCIES

The list that follows contains, in **alphabetical order**, the names of states and territories served by guaranty agencies.

The number in parentheses is the three-digit guaranty agency number code found on a school's backup data for each loan record. See page 3 for a list of these three-digit codes in numerical order, followed by the names of the guaranty agencies represented by the codes, their addresses, telephone numbers, and contacts.

**Alabama (701)**

**Delaware (710)**

**Alaska (702)**

**District of Columbia (611)**

**American Samoa  
(no number code)**

**Educational Credit Management  
Corporation (ECMC) (927)**

**Arizona (804)**

**Federated States of Micronesia,  
Marshall Islands, Republic of  
Palau (no number code)**

**Arkansas (705)**

**Florida (712)**

**California (706)**

**Colorado (708)**

**Georgia (713)**

**Connecticut (709)**

**Guam (no number code)**

**Hawaii (815)**

**Higher Education Assistance  
Foundation (HEAF) (627 or 631)**

**Idaho (716)**

**Illinois (717)**

**Indiana (718)**

**Iowa (719)**

**Kansas (620)**

**Kentucky (721)**

**Louisiana (722)**

**Maine (723)**

**Maryland (724)**

**Massachusetts (725)**

**Michigan (726)**

**Minnesota (727)**

**Mississippi (728)**

**Missouri (729)**

**Montana (730)**

**Nebraska (731)**

**Nevada (732)**

**New Hampshire (733)**

**New Jersey (734)**

**New Mexico (735)**

**New York (736)**

**North Carolina (737)**

**North Dakota (738)**

**Northern Mariana Islands  
(no number code)**

**Ohio (739)**

**Oklahoma (740)**

**Oregon (741)**

**Pennsylvania (742)**

**Puerto Rico (772)**

**Rhode Island (744)**

**South Carolina (745)**

**South Dakota (746)**

**Tennessee (747)**

**Texas (748)**

**Transitional Guaranty Agency  
(TGA) (927)**

**U.S. Department of Education  
(555)**

**USA Group Guarantee Services  
(800)**

**Utah (749)**

**Vermont (750)**

**Virgin Islands (778)**

**Virginia (751)**

**Washington (753)**

**West Virginia (654)**

**Wisconsin (755)**

**Wyoming (656)**

