

We pledge to provide students and parents with accurate information and courteous assistance to help them successfully manage repaying student loans.

Welcome to OSLA

Servicing student loans is not a new venture for us. We have been servicing loans for 40 years! We know loan servicing and pledge to provide our customers with accurate information and courteous assistance in order to help them successfully manage repaying their student loans.

Commitment to New Customers

OSLA's long-term goal is to continue to provide exceptional customer service for borrowers who have received student loans owned by the U.S Department of Education. OSLA has devoted considerable time, energy and resources to become a federal contractor with the knowledge that our loan servicing product is exceptional and we will provide that service to our new Direct Loan customers.

Exceptional Customer Service

From January 2006 through October 2007, OSLA was recognized as an Exceptional Performer by the U.S. Department of Education by meeting and exceeding the standards established for participants in the Federal Family Education Loan (FFEL) Program by the Department. Electronically or over the phone, you choose what's best for you! OSLA is available to customers via the web at www.OSLA.org, by email, by mail, toll free phone, and onsite meetings. Borrowers may review account information, make payments and learn about deferments, forbearances, and payment plan options from our web site. Additionally, a borrower may call our customer service department and ask questions about repayment in order to make the best decisions about managing their student loans.

High customer satisfaction is the single most important strength of OSLA. Our borrowers have been surveyed randomly for many years. Positive responses are given by our customers on a regular basis. OSLA staff is consistently rated by customers in the 90 percentile with good or excellent customer satisfaction ratings.

A Successful History

OSLA was created in 1972 as a public trust by the Oklahoma legislature for the benefit of the State of Oklahoma. We receive no appropriated funds from the State for our operating expenses. We pay all expenses from revenues derived from the administration of our education loan programs. Five trustees are appointed by the governor of Oklahoma, with consent of the Senate, serving overlapping five-year terms.

At the end of 2009, OSLA serviced \$1.6 billion of student loans as our primary business.