

OSLA was the 23rd largest FFEL Program loan servicer in the nation, according to the 2010 Servicing Volume Survey by the industry group Student Loan Servicing Alliance, on December 31, 2009. In addition to servicing FFEL Program loans, OSLA originated loans prior to July 1, 2010; was a secondary market for FFEL loans; and performed origination and servicing of FFEL loans for 44 eligible lenders, members of the OSLA Student Lending Network.

Customer Service Focus

OSLA employees are experienced in servicing student loans efficiently and accurately. We have serviced the accounts of over 130,000 student loan borrowers. We provide superior customer service to those borrowers with a well-trained staff that averages seven years' experience servicing student loans. Training, mentoring, quality control, customer surveys and follow-up calls are all tools utilized to ensure that borrowers' needs are met throughout the life of their loan.

OSLA is available to customers in several ways - 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 payment plan options, deferments, forbearances, and borrower benefits from our web site. Additionally, a borrower may call our customer service department, and we will explain their options so that they can make the best decisions about managing their student loans.

Default aversion initiatives include increased phone calls, collection letters and specialized letter correspondence. To comply with the U.S. Department of Education regulations and guidelines, OSLA employs conscientious follow-up with a helpful approach to the borrower. Quick attention and communication with the borrower helps them learn their options in order to stay on track and avoid going into default. OSLA employs a variety of methods to locate current address and telephone information.

The Oklahoma Student Loan Authority (OSLA) performs loan servicing functions under the registered trade name OSLA Student Loan Servicing™.