

Sallie Mae Loan Servicing Center-Arizona Moves on May 4

On May 4, the Western Regional Center (WRC) will be closed for business as we make the move to our new Sallie Mae Loan Servicing Center-Arizona in Mesa.

To meet your servicing needs on this date, we provide this important contact information:

On Friday, May 4th

- **Phone calls**

- **Customer Relations Calls** Customers directly calling their Customer Relations Administrator will receive a voice mail message requesting that they leave a message for a return call on Monday, May 7. If the call is urgent, however, customers can call 800-428-9250 ext. 4697 and a Customer Relations Administrator in Indianapolis will assist them.
- **Electronic Services Calls** to 800-348-4606 or 800-824-7044 will be automatically routed to Electronic Services in Indianapolis, whose service hours will be extended to 5:00 p.m. (MST) on Friday, May 4.

- **Application Processing and Correspondence**

Effective May 4, customers should begin forwarding applications to our new Mesa address:

**Sallie Mae Loan Servicing Center - Arizona
PO Box 16522
Mesa AZ 85211-6522**

Mail and applications will continue to be picked up daily from the Chandler post office through the end of August. After that time, mail will automatically be forwarded to the new Mesa address.

New App Sacks will be printed with the correct address and distributed upon request. Beginning May 2, customers can contact 800-LOANUSA or log into www.usagroup.com to request a new supply. The form number for the green western regional App Sacks is 22-7212.

Effective Monday, May 7th.....

- **Our New Address**

**Sallie Mae Loan Servicing Center - Arizona
1001 W Southern Ave, Suite 130
Mesa, AZ 85210-4905**

Overnights and general correspondence can be directed to this address.

- **Telephone Numbers**

Customer Relations	800-824-7044
Electronic Services	800-348-4606
Local Electronic Services Support	480-814-1870
Switchboard	800-551-1353

- **Staff Telephone Direct Numbers Changes**

Staff who currently do not have an 814 prefix will be assigned a new phone number. They will leave a voice mail message on their previous phone line informing callers of their new number.

- **Hours of Operation will remain the same**

Electronic Services	7:00 a.m. – 5:00 p.m. (MST)
Customer Relations	7:30 a.m. – 5:00 p.m. (MST)
All other staff and Application Processing	8:00 a.m. – 5:00 p.m. (MST)

Thank you for your patience during our move. We look forward to providing you with the premier education loan services and support that you expect from Sallie Mae from our new location.

If you have any questions, please contact your Sallie Mae account executive or call 800-428-9250, ext. 6560.