

Re: Alfred University Perkins Loan/Institutional Loan Accounts

Dear Alfred University Student Borrower,

As you may be aware the CARES Act was recently signed into place, providing relief for student loan borrowers in response to COVID-19. This act is tailored to student loans currently owned by the U.S. Department of Education (ED). Alfred University held Perkins Loans and Institutional Loans (Alumni Loans) unfortunately are not covered by this act. However, in an effort to best support our students, both past and present, Alfred University is working to provide a similar level of relief to those affected by this pandemic.

Please note that the provisions outlined below are temporary. Any changes that we explain in this communication will end Sept. 30, 2020. Additionally, these changes apply only to your Alfred University held Perkins and/or Institutional Loans. If you have other student loans not owned by ED you will need to contact your respective servicers to discuss potential relief options.

Alfred University has taken the following actions on Perkins Loans and Institutional Loans.

- *Temporary Waiver of Late Fees* - We have instructed our servicer, Heartland ECSI, to temporarily waive late fees through Sept. 30, 2020. You will not incur late fees during this time. This option is not available for borrowers whose loans fall into any of the following categories.
  - Loans that are with a collection agency
- *Administrative Forbearance* - Upon your request Alfred University/Heartland ECSI will place your student loan(s) in an administrative forbearance through Sept. 30, 2020. During this period, you will not be required to make monthly payments on your loans. This option is not available for borrowers whose loans fall into any of the following categories.
  - Loans that already have a posted deferment or forbearance
  - Loans that are posted with a bankruptcy
  - Loans that are with a collection agency
  - Loans that are greater than 9 months past due
  - Loans that have an active stop or hold

Heartland ECSI will reach out to you in August to help prepare you for Sept. 30, 2020, when any administrative forbearance periods end. If your payments are made through auto debit and you wish to stop making payments, you will be required to contact Heartland ECSI to stop the auto draw while the forbearance is in place. If you do not opt in to the administrative forbearance you'll be required to continue to make monthly payments throughout this time.

To Contact Alfred University Loan Services please [email](#). To Contact Heartland ECSI please visit the [website](#).

For more information regarding your loan servicer please visit [Alfred University's Loan Services Page](#). For more information regarding Alfred University's response to this pandemic, please visit [Alfred University's COVID19 Response Page](#).

Sincerely,

Alfred University Loan Services