



Claim Appeal Form

I. BORROWER INFORMATION

- 1. Social Security #
- 2. Name (Last, First, MI)

II. LOAN INFORMATION

- 3. Loan Type
- 4. Loan ID
- 3. Loan Type (cont)
- 4. Loan ID (cont)

III. UNIQUE CLAIM IDENTIFIER/REASON CLAIM DENIED

- 5. CAM Claim Identifier (if applicable)
- 6. Denial Reason
 - Timely Claim Filing Violation
 - Timely Resubmission Violation
 - Three or More Due Diligence Violations/Omissions
 - Gap in Collection Activity of 46 Days or More
 - Timely Conversion to Repayment Violation
 - Other (provide reason: _____)

IV. REASON FOR CLAIM APPEAL

- 7. Claim Appeal Reason

V. LENDER/SERVICER INFORMATION AND CERTIFICATION

- 8. Lender ID
- 9. Servicer ID
- 10. Lender/Servicer Name
- 11. Lender/Servicer Address
- 12. Prepared By
- 13. Preparer's Telephone Number

BY SUBMITTING THE CLAIM APPEAL FORM TO THE GUARANTOR, THE LENDER/HOLDER CERTIFIES, TO THE BEST OF ITS KNOWLEDGE, THAT THE INFORMATION AND DOCUMENTATION PROVIDED IS TRUE AND ACCURATE.



Instructions for Claim Appeal Form

This form must be completed to appeal a claim that was denied claim purchase because of severe due diligence violations. If a lender appeals a claim denied for claim purchase, the lender must also refile a claim by completing the Claim Form and submitting the completed form if it reviews the claim, satisfies all requirements for refiling the claim, and determines that the loan(s) is still eligible for claim purchase based on documentation supporting the appeal. Note: A separate Claim Appeal Form must be submitted for each claim that is denied where a lender wishes to appeal the denial.

I. BORROWER INFORMATION

1. **Social Security #:** Provide the borrower's social security number (do not submit Claim Appeal Form without a social security number).
2. **Name (Last, First, MI):** Provide the borrower's last name, first name, and middle initial.

II. LOAN INFORMATION

3. **Loan Type:** For each loan listed, provide the loan type using one of the following codes SF= Subsidized Stafford (Including non-subsidized disbursed prior to 10/92); SU = Unsubsidized Stafford; PL = PLUS; GB = Graduate PLUS; SL = SLS; CL = Consolidation.
4. **Loan ID:** For each loan listed, provide the unique loan identifier code which is typically 19 characters in length.

III. REASON CLAIM DENIED

5. **CAM Claim Identifier:** If claim was filed electronically, provide the CAM Unique Claim Identifier code that your institution used to identify the specific claim record in the original submission. This code must be used when refiling the claim.
6. **Denial Reason:** Check the appropriate claim denial reason provided to you when claim was denied purchase.

IV. REASON FOR CLAIM APPEAL

7. **Claim Appeal Reason:** Provide explanation of the claim appeal and attach all supporting documentation for the appeal such as: a copy of collection history, a copy of letters sent to borrower and if applicable co-borrower or endorser, complete payment history, repayment schedules ect.

V. LENDER/SERVICER INFORMATION AND CERTIFICATION

(With this claim appeal submission, the lender certifies full compliance as indicated in this section of the Claim Appeal Form)

8. **Lender ID:** Provide the six-digit Department of Education lender code and, as applicable, the four digit non-Department of Education suffix of the lender or the current holder.
9. **Servicer ID:** If the account is being serviced, provide the six-digit Department of Education servicer code.
10. **Lender/Servicer Name:** If the account is being serviced, provide the servicer's name; if there is no servicer, provide the lender's name.
11. **Lender/Servicer Address:** If the account is being serviced, provide the servicer's address; if there is no servicer, provide the lender's address.
12. **Prepared By:** Provide the name of the person or unit responsible for answering questions about information provided on this form.
13. **Preparer's Telephone Number:** Provide the phone number (including area code) where preparer may be reached.