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TO: Directors of Financial Aid
Public and Private/Independent Institutions of Higher Education

FROM: DeCha Reid
Director, Financial Aid Services

DATE: June 15, 2018

RE: College Access Loan (CAL) Notification

This memo is to make you aware of an issue with the College Access Loan (CAL) application process. Students may receive an error message during the loan application process regarding "a problem accessing your information". We are working to resolve this issue with our software vendor and will update you as more information becomes available. In the meantime, we are processing applications by incorporating manual workarounds internally. Please note that this issue should not impact your ability to certify an approved CAL application.

Messaging on the HHLoans Website (Home Page, Apply for a Loan Page, Loans Online Page, and HelmNet Welcome Page):

"We want to make you aware that during the College Access Loan (CAL) loan application process, you may receive an error message regarding a problem with accessing your information. This error message should not prevent you from submitting your loan application. We are aware of this situation and will contact you directly if additional information is needed from you."

For questions regarding this memo, please contact Financial Aid Services at (844) 792-2640. Students may contact us at (800) 242-3062.

cc: Charles W. Puls, Deputy Assistant Commissioner