Hinson-Hazlewood College Student Loan Program
College Access Loan (CAL) Online Application Guide
Texas Higher Education Coordinating Board
Borrower Services
PO Box 12788 Austin, TX 78711
Monday – Friday, 8am - 5pm, CST
Toll Free: (800) 242-3062
Austin Metro: (512) 427-6340
www.hhloans.com

Students and Cosigners may print this guide to track their progress through the application process.

Information Required by Student to Complete Application

Texas Driver License or Texas State ID
- The audit number is used for E-signing and is found on either card. E-signatures are verified through the Department of Public Safety.

Be prepared to provide contact information for two references at two different U.S. addresses.
- The spaces provided are for notation purposes only.

Reference Name	Mailing Address	Phone Number	Employer Name	Employer's Phone Number
1.				
2.				

Student must enter valid employer information for references or enter NONE if not applicable.

Estimated Cost of Attendance and Estimated Financial Aid for the Academic Year.
- Contact your financial aid office if you do not have this information.

Using a cosigner
- If using a cosigner, it is the student's responsibility to establish communication about this process with the cosigner.

Information Required by Cosigner to Complete Online Application

The cosigner should establish communication with the student before applying online. The student provides the cosigner with the following information:

- Cosigner Token: an 8-digit combination of numbers, letters, and symbols assigned to the completed online application.

- Student's last name and date of birth.

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Credit evaluation information for student and cosigner (effective 4/25/17)

Requirements for credit approval
• Experian Credit Bureau VantageScore of 650 or higher
• A minimum of 4 credit trade lines
(Excludes student loans or authorized user accounts)
• No previous federal or private loan defaults
• No public records
(Including tax liens or bankruptcy proceedings)

VantageScore	Origination Fee
≥ 650	0%
≤ 649	Denied
Contact Experian Credit Bureau to discuss any credit report discrepancies	

The cosigner's portion of the application begins on Step 14.

Common errors to avoid.
- Crossing information out (if mailing application)
- Using white-out on application (if mailing)
- Leaving blanks on the application
- Using two references with the same address
- Not completing all fields of the self-certification form, such as:
  A. Cost of attendance
  B. Estimated financial assistance (use $0.00 if there is no dollar value)
  C. Difference between A and B

Step	Action Required by	Activity	Estimated Time	Description of Activity
1	Student	Student Begins Application Process	5 Minutes	• Visit www.hhloans.com • Click **'Loans Online'** • Click **'Apply for a Loan'** • Review the information and click on **'online loan application'**. • New users: click **'Login\Create Account'**, then click **'Create User Name'** to create an account and login. • Existing users: click **'Apply Online\Continue App'**, then login on **'Account Login'** page
2	Student	Welcome Page: Read the College Access Loan Application Checklist	2 Minutes	• Click the **'Loan Comparison Chart'** link to learn more about the College Access Loan. • Student must click the **'Start Application'** button to read the **'College Access Loan Application Checklist'**. The checklist will guide the student and cosigner through the process of applying for the College Access Loan (CAL). • Click **'Continue'**
3	Student	Student Begins Online Loan Application	5 Minutes	• Student completes **'Borrower Demographics'** page: Includes: Student's permanent and mailing address, telephone numbers, and driver license information. • Click **'Continue'** • Answer the **'College Access Loan (CAL) Eligibility Questions'** • Click **'Continue'** • Complete the **'College Access Loan School Selection'** page • Click **'Continue'**

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4	Student	Read Solicitation Disclosure	5 Minutes	• On the **'College Access Loan (CAL) Type/Interest Rate Selection'** screen the student clicks on the 'Interest Rate and More Information' link, then reads the **'Private Loan Solicitation Disclosure'**. • Close the Solicitation Disclosure. • Click **'Select Fixed Rate'** button.
5	Student	Student Completes Loan Details Page	1 Minute	• Student enters loan amount requested. • Selects the academic loan period. • Click **'Save and Continue'**
6	Student	Student Completes Credit Verification Page	2 Minutes	• Student selects to apply either with a cosigner, or without a cosigner. • Click **'Save and Exit'** • Read the '**Online Pre-Approval Agreement'** • Student selects either to have their credit report reviewed, or opt-out of having their credit reviewed. • Click **'Save and Continue'**
		Step 7 outlines possible credit evaluation options for student. **Based on student's credit decision outcome in Step 6, proceed as follows:** • **Student opts out (applies without credit evaluation – must select a cosigner): Go to Step 7a** • **Student's credit is denied (must select a cosigner): Go to Step 7b** • **Student's credit is approved: Go to Step 7c**		

7	Student	College Access Loan Credit Results Page	1 minute	• The Student's credit results are presented and instructions are given to proceed based on credit decisions:
				  ○ Opts Out
				  ○ Credit denied
				  ○ Credit approved

7a	Student	Student Opts Out	2 Minutes	**If the student opts out of credit evaluation, the Credit Results page indicates a cosigner will be required for the application.** • Follow instructions to print the 'Credit Results' page which includes the Cosigner Token to be provided to a credit-worthy cosigner. Further information to provide to a cosigner will also be presented at the end of the application. • Click **'Save and Continue'**.

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7b	Student	Student Credit Denied	Immediate when credit is evaluated online	• Read the Credit Denial information on the 'Credit Results' page which includes the Cosigner Token to be provided to a credit-worthy cosigner. • The loan may still be approved if the cosigner's credit is approved. • Information to provide to a cosigner will be presented at the end of the application. • Click **'Continue'**
7c	Student	Student Credit Approved	Immediate when credit is evaluated online	• The 'Credit Results' page indicates the credit approval. • Click **'Save and Continue'** • A student with approved credit may also decide to use a cosigner.
8	Student	Student Completes Reference Information	3 Minutes	• Student completes the references page, providing two references at two different addresses.
9	Student	Application Review	1 Minute	• Read the Review page information to check for accuracy. • A demographics **'Change'** button is available to change information entered. • Click **'Save and Continue'**
10	Student	Student Completes and Submits Application and Promissory Note	15 Minutes	• Student reads and agrees to **'Terms and Conditions'** • Click **'Save and Continue'** • Complete **'Private Education Loan Applicant Self-Certification'** • Click **'Save and Continue'**

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11	Student	Electronic Signature Screen	2 Minutes	• Student clicks on **'Verify eSignature Eligibility'** button to determine if approved for electronic signature (e-sign). • If approved, the **"Yes"** box will be checked and the student will enter their name and date in the boxes provided. • If not approved, or if the student opts out of electronic signature, the **"No"** box at the bottom will be checked. • Click **'Save and Continue'** to complete the application.
12	Student	Application Status Screen	5 Minutes	• Student reads the 'Application Status' screen for final instructions. • If credit was approved and the application was e-signed the top message will indicate **'Application Complete'**. • Click on the **'View Promissory Note'** link to see the signature status. • If a cosigner will be used, the message will state **'Application Pending'** and the student will print this page containing **'Cosigner Information'** at the bottom which includes the Cosigner Token to be provided to a credit-worthy cosigner. **If unable to e-sign, student will need to print promissory note, sign (not typed), date, and submit by mail. Faxed copies will not be accepted.**
13	Student	View Application Status Online	After Student Completes & Submits Application	• Student may view application status once completed by clicking on the **'Loans on File'** link on the top left of the screen. • Student then clicks on the **'Click Here for Status'** link to view the progress.
		Step 14 explains the cosigner's portion of the application. **For additional information regarding credit requirements, see VantageScore on page 2.** • **All cosigners applying online: Go through Steps 14a – 14k** • **If cosigner's credit is denied: Go to Step 14g** • **Cosigners unable to apply online: Go to Step 14l**		

14a	Cosigner	Cosigner Information	1 Minute	• Obtain the **'Cosigner Information'** provided by the student to start the cosigner application process, which includes:
				  ○ Cosigner Token
				  ○ Student's last name
				  ○ Student's date of birth

14b	Cosigner	Cosigner Creates Online Account	2 Minutes	• Visit Welcome to Texas Higher Education Coordinating Board (may also access at https://helmnet.thecb.state.tx.us/) • Click on **"Cosign a Loan"** • Cosigners who are first time users will then create a new account by clicking **'Create User Name'** and follow the steps. • If account was already created, click **'Login'**.
14c	Cosigner	Cosigner Accesses Online Application	5 Minutes	• Complete **'Cosigner Validation'** information. • Click **'Continue'** • Read the **'Cosigner College Access Loan Review'** page. • Click **'Continue'**

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14d	Cosigner	Cosigner Completes Demographics Page	5 minutes	The cosigner will complete the cosigner's **'Demographics'** page by providing the following: • Demographic information • Driver license and audit # (for e-signing) • Employment information • Citizenship status • Relationship to student • Click **'Continue'**
14e	Cosigner	Cosigner Application Review	2 Minutes	• Check **'Application Review'** page for accuracy. • Click on **'Change'** button to correct information. • Click on **'Continue'**
14f	Cosigner	Credit Verification	3 Minutes	• Cosigner reads the **'Online Pre-Approval Agreement'** and makes a selection regarding credit pre-approval. • If requesting credit pre-approval, click **'Continue'**
14g	Cosigner	Cosigner Credit Results	Immediate if credit is evaluated online	• **If approved**, click **'Continue'**. Proceed to Step 14i. • **If denied**, advise the student that a new cosigner needs to be selected. The denied cosigner exits the website. Student proceeds to Step 14h.
14h	Student and New Cosigner	Student Selects New Cosigner	Dependent on Student	• If the initial cosigner is denied, student logs back in on www.hhloans.com, then clicks 'Loans on File', to obtain a new **'Cosigner Token'**. • The student provides the new cosigner token, student's last name, and date of birth to a new cosigner who will apply starting at Step 14b.
14i	Cosigner	Cosigner Completes Terms and Conditions	10 Minutes	• Cosigner reads and agrees to **'Terms and Conditions'**. • Click **'Save and Continue'**
14j	Cosigner	Cosigner Electronic Signature	2 Minutes	• Cosigner clicks on the **'Verify eSignature Eligibility'** button to determine if approved for electronic signature (e-sign). • If approved, the **"Yes"** box will be checked and the cosigner will enter their name and date in the boxes provided. • If not approved, or if the cosigner opts out of electronic signature, the **"No"** box at the bottom will be checked. • Click **'Continue'** to complete the application.

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14k	Cosigner	Application Complete Page	5 Minutes	• Cosigner reads the information and clicks the link to **'View Promissory Note'**. • **If e-signature was not successful, cosigner will need to print the 'Payment Guaranty and Promissory Note', sign (not typed), date, and submit by mail. Faxed copies will not be accepted.**
14l	Cosigner	Cosigner Unable to Complete Online Application	15 minutes	The following application Steps are taken for a cosigner who is unable to complete the cosigner's online application: • Visit www.hhloans.com • Click on **'Forms'** • Under 'Loan Applications', 'Available for College Access Loan' select **'Payment Guaranty & Promissory Note'** Document can either be typed or handwritten; however, if typed, the signature and date must handwritten and submitted by mail. **Faxed copies will not be accepted.** Student must inform new cosigner of the following to allow successful completion of the paper 'Payment Guaranty & Promissory Note': • **17-digit Commonline Unique ID (Application Number)** • **Requested loan amount**
		Steps 15 – 19 explain the processing period		
15	Lender	Processing Application and Promissory Note(s)	3-5 Business Days	• THECB will review the student's **'CAL Application & Promissory Note'** and if applicable, the cosigner's **'Payment Guaranty & Promissory Note',** to ensure the student and cosigner have correctly completed all forms.
16	School	School Approval	Dependent on school procedures	• The Financial Aid Office is responsible for reviewing and approving (certifying) the loan application.
17	Lender	Loan Acceptance Disclosure	1-2 Business Days	• Once the application has been approved, the **'Loan Acceptance Disclosure'** will be mailed to the student's address on file.
18	Student	Student Acknowledges Loan Acceptance Disclosure Online	2 minutes	• The student must log into account at www.hhloans.com, click on 'Loans on File' link, to acknowledge and accept the terms in the **'Loan Acceptance Disclosure',** by clicking on the **'Acknowledge Loan Acceptance Disclosure Agreement'** button, then click on a final **'Submit'** button. The status will indicate, **'Accept Disclosure Terms update successful'**, if submitted successfully.

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19	Lender	Loan Consummation Disclosure	1 Business Day	• Once the student has completed Step 18, the **'Loan Consummation Disclosure'** will be mailed to the student's address on file. The student only needs to respond to the 'Loan Consummation Disclosure' if canceling the loan.
			Steps 20 – 23 explain the disbursement process	
20	Student	Mandatory Waiting Period	7 Business Days	• Federal guidelines require a waiting period of 7 business days to provide the student ample time to receive and review the terms of the loan provided in the **'Loan Consummation Disclosure'**, and cancel if desired. The waiting period is not optional. Contact your financial aid office with tuition deadline concerns.
21	Lender	Electronic Disbursement to the School	3 Business Days	• Funds will be disbursed directly to the school.
22	School	Processing the Disbursement	Dependent on school procedures	• The school receives the disbursement. • Each school determines the method used to make funds available. • Contact the school with any questions concerning how and when funds will be available.
23	Lender	Loan Disclosure Statement	2 Business Days	• The **'Loan Disclosure Statement'** is mailed to the student (and cosigner) when the loan is disbursed. This document summarizes loan information such as the loan period, origination fee, interest rate, disbursement date, and loan amount.