

| Name                                       | Purpose   | Subject   | Body  |                   |
|--|---|---|---|-------------------|
|  |   |   | English Text  | Spanish Text      |
| Privacy Release Request                    | This email template will be used to request a third party privacy release form if needed to handle the complaint. | <i>[Case Type]</i> Case Number:<br><i>[Case #]</i> <i>[thread id]</i> | <p><i>Date</i><br/><i>First Name, Last Name</i><br/><i>Address</i><br/><i>City, State Zip Code</i></p> <p><i>Dear Mr. /Ms. (Primary Contact Last Name)</i></p> <p>Thank you for contacting the Department of Education.</p> <p>We would like to assist you, if possible. To do so, we will need (Complainant Name) to complete the enclosed Privacy Release Statement. Please upload the document to Case <i>[Case #]</i> via <a href="#">My Cases</a> or reply to this email with the completed form.</p> <p>If you have additional questions, please reply to this email.</p> <p>Sincerely,</p> | Under development |
| Acknowledgment Email - Compliment          | This email template will be used to acknowledge a compliment has been received                                    | <i>[Case Type]</i> Case Number:<br><i>[Case #]</i> <i>[thread id]</i> | <p><i>Date</i><br/><i>First Name, Last Name</i><br/><i>Address</i><br/><i>City, State Zip Code</i></p> <p><i>Dear Mr. /Ms. (Primary Contact Last Name):</i></p> <p>Thank you for contacting the Department of Education. We have received your compliment, and are pleased you have had a positive student loan experience.</p> <p>THIS IS AN ACKNOWLEDGMENT MESSAGE ONLY.<br/>Do Not Reply to this message</p>   | Under development |
| Acknowledgment Email - Suspicious Activity | This email template will be used to acknowledge a Suspicious Activity has been received                           | <i>[Case Type]</i> Case Number:<br><i>[Case #]</i> <i>[thread id]</i> | <p><i>Date</i><br/><i>First Name, Last Name</i><br/><i>Address</i><br/><i>City, State Zip Code</i></p> <p><i>Dear Mr. /Ms. (Primary Contact Last Name):</i></p> <p>Thank you for contacting the Department of Education. We have received your Suspicious Activity Report. We will look into your case and will contact you if further assistance is required.<br/>Your Case number is: <i>[Case #]</i>. Please reference this case number when contacting us about this report.</p> <p>THIS IS AN ACKNOWLEDGMENT MESSAGE ONLY.<br/>Do Not Reply to this message</p>                              | Under development |

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| Acknowledgment Email - Complaint Request Response      | This email template will be used to acknowledge a complaint has been received                                    | [Case Type] Case Number:<br>[Case #] [thread id] | <p><i>Date</i></p> <p><i>First Name, Last Name</i></p> <p><i>Address</i></p> <p><i>City, State Zip Code</i></p> <p><i>Dear Mr. /Ms. (Primary Contact Last Name):</i></p> <p>Thank you for contacting Federal Student Aid regarding your complaint. You can expect to hear back from a member of our support team in the next 2 business days.</p> <p>Your Case number is: [Case #]. Please reference this case number when contacting us about this complaint.</p> <p>THIS IS AN ACKNOWLEDGMENT MESSAGE ONLY.<br/>Do Not Reply to this message</p> | Under development |
| Acknowledgment Email - Complaint No Response Requested | This email template will be used to acknowledge a complaint has been received and no response has been requested | [Case Type] Case Number:<br>[Case #] [thread id] | <p><i>Date</i></p> <p><i>First Name, Last Name</i></p> <p><i>Address</i></p> <p><i>City, State Zip Code</i></p> <p><i>Dear Mr. /Ms. (Primary Contact Last Name):</i></p> <p>Thank you for contacting the Department of Education. We have received your complaint case. Thank you for your time.</p> <p>Your Case number is: [Case #]. Please keep this number for your reference.</p> <p>THIS IS AN ACKNOWLEDGMENT MESSAGE ONLY.<br/>Do Not Reply to this message</p>   | Under development |

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| Transferred to Ombudsman | The purpose of this email template is to inform a customer that their case was closed within the ECS system and reopened as an ombudsman case. | [Case Type] Case Number:<br>[Case #] [thread id]  | <p><i>Date</i></p> <p><i>First Name, Last Name</i></p> <p><i>Address</i></p> <p><i>City, State Zip Code</i></p> <p><i>Dear Mr. /Ms. (Primary Contact Last Name):</i></p> <p>Thank you for filing a complaint with the Department of Education. The information you have provided requires further investigation. In an effort to further assist you, we have closed your complaint case [Case #] and opened a new case that will be handled by the Ombudsman group.</p> <p>The Ombudsman group will be in contact within the next 2 business days. In that time they will work to identify additional actions required to resolve your case and provide you with a new case number.</p> <p>If you have not been contacted within 2 business days please reach out to the Ombudsman Group at (877) 557-2575.</p> <p>Sincerely,</p> | Under development |
| Customer Update Received | This email template will be used to acknowledge when a customer has submitted an update to a case  | Update Received,Case Number: [Case #] [thread id] | <p><i>Date</i></p> <p><i>First Name, Last Name</i></p> <p><i>Address</i></p> <p><i>City, State Zip Code</i></p> <p><i>Dear Mr. /Ms. (Primary Contact Last Name):</i></p> <p>We have received your update and will be in touch with any further action or resolution.</p> <p>Sincerely,</p>  | Under development |

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| Referred Externally           | This email template will be used when a complaint case has been referred externally          | <i>[Case Type]</i> Case Number:<br><i>[Case #]</i> <i>[thread id]</i>        | <p><i>Date</i></p> <p><i>First Name, Last Name</i></p> <p><i>Address</i></p> <p><i>City, State Zip Code</i></p> <p><i>Dear Mr. /Ms. (Primary Contact Last Name):</i></p> <p>Thank you for contacting the Department of Education. While we recognize your concerns, the U.S. Department of Education does not oversee the business practices of entities offering the services you describe. We are unable to provide you direct assistance with this matter.</p> <p>We would like to inform you that your case has been closed. If you require further assistance please contact (insert external party) and they will work to identify any steps that may be needed to resolve your complaint.</p> <p>Sincerely,</p> | Under development |
| Resolved - Federal Regulation | This email template will be used when a complaint case has been resolved because of a policy | Resolved, <i>[Case Type]</i> Case Number: <i>[Case #]</i> <i>[thread id]</i> | <p><i>Date</i></p> <p><i>First Name, Last Name</i></p> <p><i>Address</i></p> <p><i>City, State Zip Code</i></p> <p><i>Dear Mr. /Ms. (Primary Contact Last Name):</i></p> <p>Thank you for contacting the Department of Education. We have reviewed your complaint <i>[Case #]</i> regarding <i>[Complaint category-Complaint Subcategory]</i></p> <p>We would like to inform you that the status of your case has been updated to closed. Federal Regulation policy restricts the Department of Education from taking action on behalf of your complaint at this time. Please see the attached policy to understand the reason for closing your case.</p> <p>Sincerely,</p>  | Under development |

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| No Response from Customer | A standard email to indicate a case will be closed if there is no further response.  | No Response, <i>[Case Type]</i><br>Case Number: <i>[Case #]</i><br><i>[thread id]</i> | <p><i>Date</i><br/><i>First Name, Last Name</i><br/><i>Address</i><br/><i>City, State Zip Code</i></p> <p><i>Dear Mr. /Ms. (Primary Contact Last Name):</i></p> <p>Thank you for contacting the Department of Education. We have been unable to reach you at (insert telephone number or email address).</p> <p>The information provided does not allow us to move forward with resolving your complaint. Your case is currently inactive and will close in 14 days from the date of this message if no response is received.</p> <p>Please reply to this email at your earliest convenience.</p> <p>Sincerely,</p> | Under development |
| Complaint Resolved        | This email template will be the backbone behind any email sent to a customer when a case is resolved. Tier 2's will be able to provide additional detail as well | Resolved, <i>[Case Type]</i> Case Number: <i>[Case #]</i> <i>[thread id]</i>          | <p><i>Date</i><br/><i>First Name, Last Name</i><br/><i>Address</i><br/><i>City, State Zip Code</i></p> <p><i>Dear Mr. /Ms. (Primary Contact Last Name):</i></p> <p>Thank you for contacting the Department of Education. We have reviewed your complaint <i>[Case #]</i> regarding <i>[complaint category-sub category]</i> .</p> <p>We would like to inform you that your complaint has been resolved. The following actions were taken to resolve your complaint: (Insert bullets explaining actions taken to resolve case)</p> <p>Sincerely,</p>   | Under development |

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| Referred Private Loans | This email template will be used if someone submits a complaint about a private loan servicer | <i>[Case Type]</i> Case Number: <i>[Case #]</i> <i>[thread id]</i>                   | <p><i>Date</i><br/><i>First Name, Last Name</i><br/><i>Address</i><br/><i>City, State Zip Code</i></p> <p><i>Dear Mr. /Ms. (Primary Contact Last Name):</i></p> <p>Thank you for contacting the Department of Education. We have received your complaint about federal student loans.</p> <p>The Department of Education does not have jurisdiction over private loan matters. You will need to work directly with the loan holder to resolve your concerns, as permitted under the terms and conditions of the promissory note.</p> <p>If you are unable to resolve this matter, please contact the Consumer Financial Protection Bureau at <a href="http://www.consumerfinance.gov">www.consumerfinance.gov</a>.</p> <p>Sincerely,</p> | Under development |
| Request Upload         | When requesting a customer to upload additional documentation via the Web                     | Upload Requested, <i>[Case Type]</i> Case Number: <i>[Case #]</i> <i>[thread id]</i> | <p><i>Date</i><br/><i>First Name, Last Name</i><br/><i>Address</i><br/><i>City, State Zip Code</i></p> <p><i>Dear Mr. /Ms. (Primary Contact Last Name):</i></p> <p>The purpose of this message is to request additional documentation in reference to your case <i>[Case #]</i>. To continue working your case, it is required that you upload (Insert document description). Please upload this file via <a href="#">My Cases</a> or reply to this email with the completed form.</p> <p>Sincerely,</p>   | Under development |

*[Italicized and in brackets]* : Pre-populated