



Dear Customer,

The lender of your private student loan(s) IDAPP (Illinois Designated Account Purchase Program) has transferred the servicing of the loan(s) from ECSI to Firstmark Services, effective April 27, 2013.

Who is Firstmark Services?

We are a private loan service provider who will be providing the customer service for your private student loan(s). We will answer your questions, discuss repayment options and process your payments. We look forward to helping you in any way we can.

What to Do Next – FirstmarkServices.com

- Create your Firstmark Services online account at www.firstmarkservices.com.
- Sign up for eStatements
- Be prepared. Find your payment due date, payment amount and other loan details at firstmarkservices.com. You will also be sent a billing statement approximately three weeks prior to your due date.
- If you were previously enrolled in ECSI's automated payment plan, your bank information has been transferred to us and your automatic payments will continue to be deducted through our automated payment service, KwikPay®.
If you were not enrolled in ECSI's automated payment plan, please consider signing up for KwikPay® to have your payments deducted automatically from your checking or savings account.
- If you are using a bill pay service and wish to continue with that service, please ensure your account information has been updated. **Any payments you have set up with your bill pay service will not work without your new account number.**

For important contact information, go to www.firstmarkservices.com.

We appreciate the opportunity to serve you as a valued customer. If you have questions, please visit our website at firstmarkservices.com, or call us at 855.819.7139. Our business hours are 7:00 a.m. – 8:00 p.m. (Central), Monday through Friday.

Sincerely,

Firstmark Services