

DEPARTMENT OF BUSINESS OVERSIGHT*Ensuring a Fair and Secure Financial Services Marketplace for all Californians***STUDENT LOAN SERVICING ANNUAL REPORT
COVER LETTER****Background**

Per Financial Code section 28146(a) of the Student Loan Servicing Act each student loan servicer is required to file an annual report with the commissioner, on or before the **15th day of March**.

Financial Code section 28146(a) A licensee shall file an annual report with the commissioner, on or before the 15th day of March, giving the relevant information that the commissioner reasonably requires concerning the business and operations conducted by the licensee in the state during the preceding calendar year, including information regarding the number of loans that are sold, assigned, or transferred to another party. The individual annual reports filed pursuant to this section shall be made available to the public for inspection. The report shall be made under oath and in the form presented by the commissioner.

Instructions

Annual Report forms will be delivered to the licensee through the Government Delivery email system at least 90 days prior to the due date. The completed form must be return to the Department of Business Oversight by the March 15th due date. The Commissioner may impose a financial penalty if a licensee fails to submit a report on time. Reports shall be submitted electronically by email to DBO Student Loan Servicing (StudentLoanServicing@dbo.ca.gov). Email subject line should include **Company Name, NMLS # and the year**.

Portfolio and Borrower Loan Information should be as of 12/31/2018 and Complaint Information should be a twelve month aggregation of the 2018 calendar year. Reports shall be signed by an authorized representative of the licensee All fields must be filled in. **If a category is not applicable, enter "0."**

Definitions

Borrower counts are based at the loan level. As a result, a borrower may be counted multiple times across varying loan statuses.

Field Name	Definition
In California	A borrower whose primary address used for their account is in California.
In School *	Includes loans that have never entered repayment as a result of the borrower's enrollment in school.
Grace*	Includes loans that have entered a six-month grace period after the borrower is no longer enrolled in school at least half-time. Borrowers are not expected to make payments during grace periods.
Regular Repayment	Includes loans that are in an active repayment status based on original terms of their agreement.
Income Based Repayment	Includes loans with payments adjusted based on borrower income and family size.
Modified Terms	Should only be used for Private loans.
Deferment*	Includes loans in which payments have been postponed as a result of certain circumstances such as returning to school, military service, or economic hardship.
Forbearance*	Includes loans in which payments have been temporary suspended or reduced as a result of certain types of financial hardships.
Default	Includes Federal loans in which a payment has not been made in more than 270 days and Private Loans in which a payment has not been received in more than 120 days.
Other*	Includes loans that are in non-defaulted bankruptcy and in a disability status.
Dollars Outstanding*	Includes the outstanding principal and interest balance of loans in the specified status.
Borrower Relationship	Includes the number of borrowing relationships. The relationship is the student that benefits from the student loan, and would include parent PLUS loans, where the recipient is the same student.

*Definitions referenced from Departemnt of Educaiton/Nationa Studen Loan Data/ PortfoliobyLoanStatus; www.date.gov