Frequently Asked Questions

Lender/servicer FAQs for Ascendium Education Solutions, Inc. guarantor portfolio transfer to Educational Credit Management Corporation

May 12, 2026

As you may be aware, the U.S. Department of Education approved the transfer of the guarantee of Ascendium Education Solutions, Inc. (Ascendium) Federal Family Education Loan Program (FFELP) portfolio to a different FFELP guarantor. The Ascendium portfolio is currently serviced by Educational Credit Management Corporation (ECMC). Effective August 1, 2026, ECMC will be designated as the guarantor of the FFELP portfolio, previously held by Ascendium.

The transition of the Ascendium portfolio is scheduled to begin on July 31, 2026, with an anticipated completion date of August 10, 2026. As noted throughout, there are a few processes and files that will need to be redirected or continue to be received by ECMC as early as July 30, 2026. Upon completion of the transfer, ECMC will perform all services as the guarantor.

The following topics covered in the FAQ are accessible via the quick links below, for ease of navigation:

Guarantor Code Change

Will the Ascendium portfolio guarantor code change?

Yes. The former Ascendium portfolio will be identified using the ECMC guarantor code of 951. This change will take place on August 10, 2026.

Claims

When should Ascendium claims be sent to ECMC?

- **All default claims** (and related documents, partial discharge requests, and supplemental claims) and all **specialty claims (death, disability, bankruptcy),** including Teacher Loan Forgiveness requests and related documents, should continue to be sent to ECMC. ECMC will hold these claims beginning July 31 until the transition is complete. ECMC will then begin processing these claims and ensure they are paid timely.

- **During the transition period, August 1-10, Ascendium claims will not be paid.** Ascendium will be responsible for paying default and specialty claims submitted to them prior to August 1, 2026, and will pay these claims no later than July 30, 2026. There will be no claim payments made during the portfolio transition from July 31 to August 10. Any Ascendium claims submitted to ECMC will be held until the transition is completed on August 10.

Where should claim recall requests be submitted?

All default and specialty claim recall requests for Ascendium should continue to be sent to ECMC as they are today.

How will the claim recall process work during the transition if the claim is not loaded until the transition is completed?

ECMC recalls will be processed after the transition is completed. Recalls on claims should be submitted to claimsrecall@ecmc.org.

For default and specialty claims, how will the guarantor and servicers track receipt dates and what will be used as confirmation of receipt?

ECMC will acknowledge the receipt of the claim(s) by returning the transmittals back to the lender/servicer via fax or secure email.

Who at ECMC should we contact regarding Ascendium claims?

Please contact Yolanda Jones at yjones@ecmc.org or 651-325-3355.

Backup Manifests for Forwarded Payments

Where should backup manifests be sent for forwarded payments?

Beginning July 31, email backup manifests to agencyaccounting@ecmc.org to ensure timely and accurate posting to Ascendium borrower accounts.

Electronic File Transmissions (CAM, Lender Manifest)

PLEASE NOTE: This directive was successfully introduced as part of previous ECMC conversions.

Should the servicer submit Common Account Maintenance (CAM) and Lender Manifest files to ECMC?

ECMC requests that Ascendium CAM and Lender Manifest files be **held** by the servicer from July 31, 2026, until the conversion is completed on August 10, 2026.

When should the servicer begin submitting Ascendium CAM and Lender Manifest files to ECMC?

The servicer begins sending CAM and Lender Manifest files to ECMC **on August 10**.

When should the servicer change the guarantor code from Ascendium to ECMC on the CAM and Lender Manifest files?

The servicer may update the guarantor code from 755 (Ascendium) to 951 (ECMC) any time **on or after August 10, 2026**. The servicer may keep records on their system under the 755 (Ascendium) code until they have completed reconciliation.

ECMC will process the incoming files received with guarantor code 755 (Ascendium) as 951 (ECMC) records. Please be aware that the response files will have guarantor code 927 (ECMC) as the guarantor code.

Which transmission file names should be used when sending files to and from ECMC?

ECMC adheres to the NCHER industry standard naming convention specific to the file type for electronic file processing.

We have more CAM record types in production with ECMC than with Ascendium. Can we automatically begin processing the additional record types with ECMC?

Once you begin sending the CAM files to ECMC on August 10, you may include additional record types. The records will be automatically included with the same record types you are providing to ECMC.

CAM Claims (50 Series) Processing

As a lender/servicer, we currently have CAM claims set up with ECMC. Can we send our Ascendium claims to ECMC using CAM?

Please contact Yolanda Jones at yjones@ecmc.org or 651-325-3355 for your agency's specific requirements or any questions you may have.

Manual Loan Maintenance Updates

Where do I submit manual loan transaction updates (e.g., loan status changes, cancellations, lender/servicer changes, etc.)?

Beginning July 31, send any manual loan transaction updates via secure email to lenderservices@ecmc.org.

Default Aversion

How will updating default aversion assistance requests (DAARs) be affected?

The lender/servicer will update the guarantor code to 951 on the former 755 portfolio on August 10. The former Ascendium portfolio will then be automatically included in the existing ECMC CAM and Manual DAAR processes. The CAM DAARs will be processed in the order they are received, beginning on August 10. Also on August 10, ECMC will begin processing the manual DAARs in the order they were received.

Where should we submit our manual DAAR requests?

Beginning July 31, please submit manual DAAR transactions to ECMC via secure email to predefaultprocessing@ecmc.org.

Will manual DAARs be processed in the order they were received? What date will be used for processing the files?

Manual DAARs will be processed in the order received and the receipt date will be used to load these files onto ECMC's system after the data conversion is complete.

Will ECMC acknowledge receipt of all manual DAARs submitted to the predefaultprocessing@ecmc.org mailbox?

Yes, ECMC will complete the transmittal form after the DAAR is processed and reply via secure email.

If we are approaching a borrower's 120th day of delinquency, how do we ensure there will be no penalties assessed to the lender/servicer if the DAAR transaction is not processed on ECMC's system by the 120th day of delinquency?

Transactions/files will be processed using the receipt date for the transaction/file. For example, if a DAAR is received on the 117th day of delinquency, but not loaded onto the system until the 125th day of delinquency, there will be no penalty because the date of receipt will be reflected (117th day of delinquency). This also applies to manually submitted DAARs.

Will ECMC identify whether a CAM file transmission was not received during the "hold" period?

CAM files are generated by the lender/servicer; the lender/servicer is responsible for reconciling the file acknowledgment and accepted/rejected transactions to ensure files were received and processed.

Will ECMC accept a CAM record/file as proof that the DAAR was sent on time?

If it is necessary to verify the date of receipt of a DAAR, ECMC will assist the lender/servicer in researching and confirming the actual receipt date of the file/transaction.

When should an Ascendium DAAR cancellation be submitted to ECMC?

Lenders/servicers should submit Ascendium DAAR cancellations to ECMC when the loan becomes zero days delinquent.

Bankruptcy Court Proof of Claim Protocol

Is there a new protocol for filing proof of claim with a bankruptcy court on former Ascendium borrowers?

The lender/servicer must file a proof of claim with the bankruptcy court no later than 30 days after it receives the Notice of the First Meeting of Creditors (Notice), unless the Notice specifically stated that a proof of claim is not required.

Beginning July 31, all bankruptcy claims should be sent to ECMC as the new guarantor of the former Ascendium portfolio. For former Ascendium borrowers, when filing the proof of claim with the court, the following ECMC guarantor information should be used for both the Notice and payment address:

> Bankruptcy notices: ECMC
> P.O. Box 16408
> St. Paul, MN 55116-0408
>
> Bankruptcy payments: ECMC Lockbox #8682
> P.O. Box 16478
> St. Paul, MN 55116-0478

For the proof of claims already filed with the court using the old address, ECMC will process the bankruptcy claims and then submit a notice of assignment with the court.

If you have questions regarding the proof of claim filing, please contact Yolanda Jones at yjones@ecmc.org or 651-325-3355.

ECMC System Access

Online access to ECMC EPIC Direct (ECMC Direct)

Lenders and servicers with current access to ECMC Direct may continue to log in with their existing user ID and password. Effective August 10, the previous Ascendium portfolio will be viewable via ECMC Direct, in addition to the current ECMC portfolio.

If you do not have an existing ECMC Direct username and password, please contact lenderservices@ecmc.org to submit a request.

ECMC's Online Reporting tool

The previous Ascendium portfolio will be included in the reports/files available through ECMC's online reporting tool effective August 10. No changes to access are required to view the information.

If you do not currently have access to the online reporting tool, please contact ECMC Customer Service at lenderservices@ecmc.org or 888-221-3262 and select option 3.

FAQ Updates

Please check our website, www.ecmc.org, for ongoing updates about the transition of the Ascendium portfolio.