The nation’s guarantors provide the following summaries to inform schools, lenders, and servicers of the latest Common Manual policy changes. These changes will appear in the manual’s next annual update. These changes will also be incorporated into the Integrated Common Manual. The Integrated Common Manual is available on several guarantor websites, and it is also available on the Common Manual’s website at http://commonmanual.org. Please carefully note the effective date of each policy change.

First Name Change

The Manual has been updated to align its list of acceptable documentation for making first name changes or corrections with guidance from the Department in Dear GA Director/CEO letter dated July 30, 2021. The guidance states that the Department is allowing guarantors and lenders participating in the FFEL program to align their processes with those used by the Department’s federal servicers. The update combines two existing lists into one that contains the 12 types of acceptable documentation that can be used to support a request for a first name change or correction.

Affected Section(s): 3.5.F Reporting Social Security Number, Date of Birth, and First Name Changes or Corrections
Effective Date: For first name changes made on or after July 30, 2021.
Policy Information: 1336/Batch 224
Guarantor Comments: None.