



## ECSI E-SERVICES Promissory Notes



**“ECSI and it's employees just keep coming through for the University of Miami and it's customers. You guys are great ”** — Hiram Sem, University of Miami, Coral Gables, FL

### On-line Entrance Interviews and Promissory Notes

**By applying our Award Winning Technology and 30+ years of Industry Experience, ECSI has developed our fully integrated, state-of-the-art, On-line Entrance Interview and eSignature Solution to help reduce your administrative workload, while providing your students with the convenience of 24/7 Internet access.**

Here's how our eSolution fulfils that promise:

- After receiving your Award File, ECSI will electronically create all of your On-line Entrance Interviews and Promissory Notes. Each student will then receive an Award Letter or E-mail Notification, which provides all of the necessary information needed to begin the eSignature Process.
- After successfully logging onto our secure Web site ([www.ecsi.net](http://www.ecsi.net)), each student will be authenticated using their FAFSA PIN#, Social Security Number, Last Name, and Date of Birth, via NCS Pearson's Student Authentication Network (STAN).
- Next, each student will be presented with a fully customized, On-line Entrance Interview which provides important loan information, such as: Promissory Note Parameters, Entitlement Provision Information, Rights & Responsibilities, Ombudsman & NSLDS Contact Information, etc.
- To ensure that the information is thoroughly understood, each student must successfully complete a Ten (10) Question Multiple-Choice Quiz prior to electronically signing his or her Promissory Note.

ECSI's eSignature Solution includes the lifetime storage of all completed On-line Entrance Interviews and Promissory Notes and a seamless transfer of data into the SAL System for future collection and auditing purposes.

### World Class Customer Service

As an ECSI Client, you'll have access to the Highest Levels of Customer Service and Support in the Industry. Unlike our competitors, ECSI does not have an Automated Phone System or Voicemail. When needed, your staff and students can reach a live, experienced ECSI Customer Service Representative from 7:30 a.m. to 8:00 p.m. EST, Monday through Friday. At ECSI, all requests and inquiries are responded to within 24 hours or less, providing you and your students with World Class Customer Service that will exceed your expectations.

### About ECSI

Since our inception in 1972, ECSI has established itself as the Industry Leader by being the most responsive, stable, and cost-effective company in the Student Loan Management Industry.

Today, we continue to flourish because we actually listen and learn from our clients' requests and quickly respond with system enhancements and streamlined solutions that will save you time and money, and reduce hassles, every step of the way.

More than 800 Colleges and Universities across the country would agree. Our Superior Technology, Custom-Designed Solutions and World Class Customer Service are evidence that 36+ years of continuous ownership fulfils a promise of unparalleled quality and reliability.

At ECSI, seeing is believing. Let us show you what so many in your profession have already discovered. ECSI simply provides the most innovative, efficient and well-supported solutions in Higher Education.

**For more information or to arrange a demonstration, please contact the ECSI Sales Department at [1.866.841.ECSI \(3274\)](tel:1.866.841.ECSI) or e-mail us at [sales@ecsi.net](mailto:sales@ecsi.net). We'd love to hear from you.**

[www.ecsi.net](http://www.ecsi.net)

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