

Frequently Asked Questions from Schools

What is your lender code?

Nelnet Bank's lender code is **592052**

Do you have a guarantor code?

Although we don't utilize a guarantor, our guarantor code is **VBO**

What are your loan product codes?

We use **NBS** for all our loan programs (i.e., Undergraduate, Graduate, Law, Health, MBA)

Who is the servicer for your private student loans?

Firstmark Services, a division of Nelnet, provides origination and life of loan servicing for all Nelnet Bank private student loans.

What phone number should financial aid offices use when inquiring about loan applications, disbursements, returns, etc.?

Financial Aid Offices may call 1.888.756.0075, Monday-Friday between 7:00 a.m. and 4:00 p.m. Central for assistance with any operational questions related to Nelnet Bank. Schools can also email Schools@FirstmarkServices.com for assistance.

What private loan processing systems do you support for schools?

Nelnet Bank fully participates with ScholarNet, ELM, and iLink. We also have the ability to send funds directly to the school via check or EFT if the school does not utilize another system.

Must a borrower be meeting Satisfactory Academic Progress (SAP) standards?

No, SAP is not a requirement to be eligible.

Does a borrower need to be enrolled at least half-time?

Yes, borrowers must be enrolled at least half-time in a degree granting program.

Are international or DACA students eligible for your loan programs?

Non-residents can apply with an eligible cosigner who is a U.S. citizen or permanent resident alien with a valid U.S. Social Security number.