

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 **BV3**

What are your loan product codes?

We use **BW1** for our traditional private student loan programs where the student is the borrower (i.e., Undergraduate, Graduate, Law, Health, MBA).

We use **BW2** for our Parent Loans where the parent (or other sponsor) is the borrower.

Who is the servicer for your private student loans?

Firstmark Services, a division of Nelnet, provides 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, and other originations related issues?

Financial Aid Offices may contact Campus Door, our originations provider, at (717) 249-8800 and press 2 for School Services. For pre or post disbursement changes after certification, schools can email LoanChange@CampusDoor.com or FinAid@CampusDoor.com for all other school related questions.

What private loan processing systems do you support for schools?

Nelnet Bank fully participates with ScholarNet and ELM. 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.