

<b>1-800-MGA-LOAN</b> <b>(1-800-642-5626)</b>  <b>Email Address</b> <b>mga@michigan.gov</b>  <b>Web Site</b> <b>www.MGALOAN.com</b>	<b>DIRECTORY BY SUBJECT</b>   <b>MICHIGAN GUARANTY</b> <b>AGENCY</b> <b>P.O. Box 30047</b> <b>Lansing, Michigan 48909-7547</b>	<b>Fax Numbers</b>  <b>Administration</b> <b>517-241-0155</b> <b>Audit/Program Review</b> <b>517-241-0155</b> <b>Claims and Collections</b> <b>517-636-0655</b> <b>Fiscal</b> <b>517-373-1741</b> <b>Guaranty Services</b> <b>517-241-0155</b> <b>Customer Services</b> <b>Lender Services</b> <b>School Services</b>
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A call to the above telephone numbers originating from a touch-tone telephone can be routed automatically by following the instructions you will hear.

**ADDRESS UPDATE**

Borrower ..... Customer Services . 1-888-272-5543  
 Lender ..... Lender Services ..... 36076  
 School..... School Services ..... 36076

**BANKRUPTCY**

Lender or Borrower..... Rita Ray .....60614  
 School..... Customer Services-Lansing.... 36076

**BORROWER DEBT**

**MANAGEMENT REPORT** ..... School Services ..... 36076

**CLAIMS**

Disability and Bankruptcy ..... Tom Montgomery ..... 60613  
 Repurchase ..... Tom Montgomery ..... 60613  
 Resubmission ..... Tom Montgomery ..... 60613  
 Returned or Rejected Claims ..... Tom Montgomery ..... 60613  
 Supplemental Payment Requests .. Tom Montgomery ..... 60613

**CLOSED SCHOOLS**..... Michelle Spitzley ..... 60828

**COLLECTIONS**

Borrower Account Status ..... Collections ..... 60600  
 Eligibility..... Collections ..... 60600

**CUSTOMER SERVICES**

Borrower Record Inquires..... Customer Services . 1-800-824-7044  
 General Program Questions..... Customer Services . 1-800-824-7044  
 Loan Processing and Status..... Customer Services . 1-800-824-7044  
 NSLDS Issues ..... Tom Trudgeon ..... 60633  
 Special Projects..... Customer Services-Lansing.... 36076

**COHORT DEFAULT RATES**

Appeals..... Dan Tryon ..... 34981  
 Rates ..... Dan Tryon ..... 34981  
 Reports ..... Dan Tryon ..... 34981

**DEFAULTED LOANS**..... Collections ..... 60600

**DEFAULT PREVENTION** ..... (Borrowers call)..... 1-800-635-3786

Delinquent Loans..... Default Prevention .. 1-317-578-6916  
 LRA Rescinds ..... Default Prevention .. 1-317-578-6916

**DEFERMENTS**..... Customer Services-Lansing.... 36076

**EDUCATIONAL LOAN NOTES** . Patricia Fromm ..... 36076

**FOREIGN SCHOOLS** ..... Customer Services . 1-800-824-7044

**FORMS AND SUPPLIES** .....

Kara Scheeneman .....53031

**FRAUD**

False Certification ..... Susie Gibson .....56769

**LENDER AND SCHOOL**

**AUDITS AND REVIEWS** ..... Dan Tryon .....34981

**LENDER SERVICES**

Electronic Processes ..... Lender Services .....36076  
 Issues/Concerns ..... Lender Services ..... 36076  
 Lender Agreements ..... Lender Services ..... 36076  
 Loan Discharges ..... Michelle Spitzley ..... 60828  
 Teacher Loan Forgiveness ..... Michelle Spitzley ..... 60828  
 Total and Permanent Disability ..... Tom Montgomery ..... 60613

**LOAN PROCESSING**

Borrower Record Inquiries ..... Customer Services..... 1-800-824-7044  
 General Program Questions ..... Customer Services..... 1-800-824-7044  
 Loan Processing and Status ..... Customer Services..... 1-800-824-7044  
 NSLDS Issues..... Tom Trudgeon..... 60633  
 Special Projects ..... Customer Services-Lansing ..... 36076

**NSLDS QUESTIONS** .....

Tom Trudgeon.....60633

**OMBUDSMAN SERVICES** .....

Pat Fromm .....36076

**POLICY &**

**REGULATION QUESTIONS** ..... Dan Tryon ..... 34981

**REHABILITATION**..... Collections..... 60600

**REPORTS**

Lender..... Lender Services .....36076  
 School ..... School Services ..... 36076

**SCHOOL SERVICES**

Issues/Concerns ..... School Services .....36076

**SSN DISCREPANCIES**

Lender or Borrower ..... Teresa Spagnuolo .....60606  
 School ..... Customer Services-Lansing ..... 36076