

FACTS

WHAT DOES EDUCATION LOAN REPAYMENT ADVISORS (“ELRA”) DO WITH YOUR PERSONAL INFORMATION?

Why?

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

What?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number and account balances
- Payment history and account transactions
- Credit history information

When you are *no longer* our customer, we continue to share your information as described in this notice.

How?

All financial companies need to share customers’ personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers’ personal information; the reasons ELRA chooses to share; and whether you can limit this sharing.

| Reasons we can share your personal information | Does ELRA share? | Can you limit this sharing? |
|---|------------------|-----------------------------|
| For our everyday business purposes, such as – to process your transactions and respond to court orders and legal investigations | Yes | No |
| For our marketing purposes – to offer our products and services to you | Yes | No |
| For joint marketing with other financial companies | No | We don’t share |
| For our affiliates’ everyday business purposes – information about your transactions and experiences | No | We don’t share |
| For our affiliates’ everyday business purposes – information about your creditworthiness | No | We don’t share |
| For nonaffiliates to market to you | No | We don’t share |

Questions?

Call ELRA at (866) 810-3572 or go to ELRA.org

Who we are

Who is providing this notice?

ELRA

What we do

How does ELRA protect my personal information?

To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.

How does ELRA collect my personal information?

We collect your personal information, for example, when you:

- give us your contact information
- give us your wage information

We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.

Why can't I limit all sharing?

Federal law gives you the right to limit only

- sharing for affiliates' everyday business purposes – information about your creditworthiness
- affiliates from using your information to market to you
- sharing for nonaffiliates to market to you

State laws and individual companies may give you additional rights to limit sharing.

Definitions

Affiliates

Companies related by common ownership or control. They can be financial and nonfinancial companies.

- *Affiliates include MOHELA and the Missouri Scholarship and Loan Foundation.*
- *ELRA does not share with affiliates so they can market to you.*

Nonaffiliates

Companies not related by common ownership or control. They can be financial and nonfinancial companies.

- *ELRA does not share with nonaffiliates so they can market to you.*

Joint marketing

A formal agreement between nonaffiliated financial companies that together market financial products or services to you.

- *ELRA doesn't jointly market.*