

SCU Financial Aid Office **Student Loan Code of Conduct**

In the Santa Clara University Financial Aid Office all staff members subscribe to a specific Code of Conduct with regard to loan processing for students and parents. All employees are committed to providing fair, accurate, quality products and services to all current and prospective students at SCU and their families.

- 1. Ban on Financial Ties:** All staff members are prohibited from receiving anything of value from any lender in exchange for any advantage sought by the lender. This severs any inappropriate financial arrangements between lenders and schools and specifically prohibits “revenue sharing” arrangements.

- 2. Ban on Payments for Preferred Lender Status:** Staff members may not receive any financial benefits whatsoever from any lender.

- 3. Gift and Trip Prohibition:** Staff members are prohibited from receiving anything of more than nominal value from any lender. This includes a prohibition on trips for financial aid officers and other colleges officials paid for by lenders.

- 4. Advisory Board Rules:** Staff members are prohibited from receiving anything of value from any lender in exchange for serving on the advisory boards of the lenders.

- 5. Call-Center and Staffing Prohibition:** Staff members are prohibited from allowing employees of any lender to work in or provide staffing assistance for the SCU Financial Aid Office. Employees of lenders must never identify themselves to students as employees of the colleges.

- 6. Loan Resale Disclosure:** Staff members understand and agree that lenders must fully and prominently disclose to students and their parents any agreements they have to sell loans to any lender.