



## SANTA CLARA UNIVERSITY FINANCIAL AID OFFICE STUDENT LOAN CODE OF CONDUCT

- 1. Ban on Financial Ties:** Lenders are prohibited from giving anything of value to any college 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:** Lenders may not pay or give colleges any financial benefits whatsoever to get on a college's preferred lender list.
- 3. Gift and Trip Prohibition:** Lenders are prohibited from giving college employees anything of more than nominal value. This includes a prohibition on trips for financial aid officers and other colleges officials paid for by lenders.
- 4. Advisory Board Rules:** Lenders are prohibited from paying college employees anything of value for serving on the advisory boards of the lenders.
- 5. Call-Center and Staffing Prohibition:** Lenders must ensure that employees of lenders never identify themselves to students as employees of the colleges. No employee of a lender may ever work in or provide staffing assistance for a college financial aid office.
- 6. Disclosure of Range of Rates and Defaults:** Lenders must disclose to any requesting school the range of rates they charge to students at the school, the number of borrowers at each rate at the school, and the lender's historic default rate at the school. This will ensure that schools will have the information they need to select preferred lenders who are best for students and parents.
- 7. Loan Resale Disclosure:** Lenders shall fully and prominently disclose to students and their parents any agreements they have to sell loans to any lender.