

FACTS

WHAT DOES ARC SERVICING — A DIVISION OF ASSET RESOLUTION CORPORATION (ARC) 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 Transaction history
- Credit history and Payment history
- Account balance and Account transactions

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 ARC Servicing chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does ARC Servicing share?	Can you limit this sharing?
For our everyday business purposes — such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes — to offer our products and services to you	Yes	No
For joint marketing with other financial companies	No	No
For our affiliates' everyday business purposes — information about your transactions and experiences	Yes	No
For our affiliates' everyday business purposes — information about your creditworthiness	Yes	No
For nonaffiliates to market to you	No	No

Questions?

Call 800-693-8220 or go to www.ARCServicing.com.

Who we are

Who is providing this notice?

ARC Servicing — A Division of Asset Resolution Corporation (ARC)

What we do

How does ARC Servicing 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 ARC Servicing collect my personal information?

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

- Apply for a loan or give us your income information
- Open an account or provide employment information
- Pay your bills

We also collect your information from 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.

- *ARC Servicing is affiliated with Kentucky Higher Education Assistance Authority (KHEAA).*
- *ARC Servicing is affiliated with Kentucky Higher Education Student Loan Corporation (KHESLC).*

Nonaffiliates

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

- *Nonaffiliates we share with can include consumer reporting agencies, guarantee agencies, and the U.S. Department of Education.*

Joint marketing

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

- *ARC Servicing does not jointly market.*

Other important information

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