

August 17, 2016

OSFA/FFELP #15-16-01

Dear Student Loan Participant:

On June 16, 2016, the *Common Manual* Governing Board approved two proposals from Batch 204 to modify the *Common Manual*. The changes will be incorporated into the *Common Manual* with the publication of the next quarterly integrated update. Enclosed are the following updates:

- **Servicemembers Civil Relief Act (SCRA) Eligibility and Interest Rate Reduction**
- **Claim File Documentation**

For further information you may contact me at (850) 410-6846 or e-mail at [Reitha.scott@fldoe.org](mailto:Reitha.scott@fldoe.org).

Sincerely,

Reitha Scott, Policy Manager  
Office of Student Financial Assistance

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# COMMON MANUAL UPDATES

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## Servicemembers Civil Relief Act (SCRA) Eligibility and Interest Rate Reduction

The *Common Manual* has been updated to reflect that lenders must grant eligible servicemembers (including borrowers, endorsers, and comakers) the SCRA interest rate reduction as of July 1, 2016, based on the lender's comparison of its borrowers, endorsers, and comakers to the Department of Defense maintained database, the Defense Manpower Data Center (DMDC). The lender may not require a servicemember to request an interest rate reduction in writing and must allow the servicemember to provide alternative evidence if the DMDC data is inaccurate or incomplete.

Affected Sections:	7.4.B	Reduced Stafford Interest Rates
	7.5.B	Reduced PLUS Interest Rates
	10.9.B	Reduced Interest Rates
	13.1.D	Claim File Documentation
	15.3.D	Calculating the Interest Rate

Effective Date: SCRA interest rate reduction made on or after July 1, 2016.

Basis: §682.208(j); Preamble of the October 30, 2015, *Federal Register*, Vol. 80, No. 210, pp. 67206-67208.

Policy Information: 1309/Batch 204

Guarantor Comments: None.

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# COMMON MANUAL UPDATES

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## Claim File Documentation

The *Common Manual* has been updated to correct errors in the claim documentation references for Bankruptcy, Death, and Total and Permanent Disability claims.

Affected Sections:	13.1.D	Claim File Documentation
Effective Date:	Claims filed by the lender on or after March 1, 2012.	
Basis:	§682.402; <i>Federal Register</i> , Vol. 57, No. 244, p. 60323, December 18, 1992.	
Policy Information:	1310/Batch 204	
Guarantor Comments:	None.	