

Primary Lender Selection Process

The Butler University Office of Financial Aid works diligently to offer the best financial aid service and options possible. In its effort to provide outstanding loans, primary lenders are chosen to streamline the process for the students and staff. A Request for Information (RFI) is sent out every 3 years to potential lenders. We use a scoring system to apply unbiased consideration among lenders. Chosen lenders will undergo an annual review to ensure they continue to be the best possible resource for the loans.

Listed below are several reasons why these lenders were chosen to be included on the list:

Borrower Service

Commitment to service at all levels students, parents and financial aid staff.

Excellent customer service skills and dedicated staff.

Longevity in the business.

Customer service lenders provide many platforms the student can contact them.

Willingness to listen and respond to any and all concerns in a timely manner.

Technology

Choosing primary lenders allows the financial aid processors to work with lenders that are supported by our system electronically. This allows for a quicker turn-around time to the student/parent. Primary lenders send loan disbursements via EFT (electronic funds transfer)

send the funds by paper check causing a delay as the borrower must sign these checks

Cutting edge or the most up-to-date system for processing, certifying, and disbursing of the loans. Superior reconciliation and follow-up of the disbursement process.

Product

offer overall best financial advantages. , and