

Bureau of Health Professions

July 5, 2000

To: Lenders/holders/Serviceers Participating in the Health Education Assistance Loan (HEAL) Program

Subject: Exceptional Performance (EP) Standard Audits  
HEAL Lender Policy Memorandum L-2000-10

On February 29, 2000 the HEAL Program issued policy memorandum L-2000-4, Exceptional Performance Standard Audit Guidelines and Implementation. This memorandum transmitted the guidelines and set a deadline in which lenders/holders/serviceers that wished to apply for designation as an exceptional performer were to submit their initial audits. This deadline was June 19, 2000. Lenders/holders/serviceers that applied and were determined to be exceptional performers would be reimbursed the 2 percent plus interest by the Secretary on all default claims approved and paid during the period May 1, 1999 through June 30, 2000. They would also receive 100 percent payment on approved default claims received between July 1 and September 30, 2000.

**NO lender/holder/serviceer applied to be an exceptional performer by the June 19 deadline. Therefore, until an initial audit is submitted to the HEAL Program and approved, all default claims submitted by lenders/holders/serviceers will be paid 98 percent of the amount approved by the Secretary.**

Questions regarding this memorandum may be directed to Ms. Terri Ehrenfeld of the HEAL Program at (301) 443-1540.

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