

**LOUISIANA STUDENT FINANCIAL ASSISTANCE COMMISSION**  
**OFFICE OF STUDENT FINANCIAL ASSISTANCE**  
***Loan Program Memorandum***

LPM NO.: L2012-01

EFFECTIVE DATE: As indicated

PUB. DATE: June 1, 2012

DISTRIBUTION: Lender/Service

TOPIC: CLAIM FILING ADDRESS CHANGE

*To assure that your Common Manual remains current, please record this document on your LPM/LPB index and retain it in Appendix E of your manual.*

This memo is to notify you that the Louisiana Office of Student Financial Assistance (LOSFA) is in the process of entering into a contract with Sallie Mae to handle all LOSFA's claims activities.

Effective June 11, 2012, all claims and supporting documentation must be sent to one of the addresses listed below:

**Claims Review Processing**

PO 6028  
Indianapolis IN 46206

Or

**Claims Review Processing**

11100 USA Parkway  
Fishers, IN 46038

Effective June 11, 2012, you must contact Sallie Mae Claims Department at (317) 578-6937 for all questions regarding your claim(s). There will be no one at LOSFA to answer your questions.

Failure to send your claims to one of the addresses listed above will result in delays in processing your claims.