

CODE OF CONDUCT

To ensure the highest ethical standards, the Department of Education requires that a "Student Loan Code of Conduct" be published and maintained by all financial offices. Following is the official policy at the University of New Mexico:

At UNM, we never have and **will never**:

- Accept payment from any outside entity in exchange for loan referrals or preferential treatment
- Accept gifts from any outside entity in exchange for loan referrals
 - A gift is defined as: any gratuity, favor, discount, entertainment, hospitality, loan, or other item having monetary value of more than a de minimus amount.
 - A gift IS NOT:
 - A brochure used for default aversion or financial literacy
 - Food, training, or informational material provided as part of training to improve service
 - Entrance or Exit Counseling assistance that does not promote a lender
 - Philanthropic contributions unrelated to loans
 - State education grants or scholarships
- Accept consulting fees or other contractual financial benefit from a provider of student loans
- Intentionally delay certification of loans from any lender or automatically assign students to a particular lender
- Accept a pool of funds from a lender to establish a University Loan in exchange for federal loan referrals
- Accept services or staffing assistance from any outside entity in exchange for referrals or preferential treatment
- Accept compensation in exchange for appointments to advisory committees or boards of any entity involved in the processing of alternative student loans

Preferred Lender List:

A preferred lender list is provided to students as a convenience in the Federal Stafford Loan application process. Preferred or recommended lenders are necessary to provide information to borrowers navigating the financial aid system. A list is compiled by UNM only as a means of providing service and comparative information. Requests from families to use a lender not included on the list will always be granted. Following are the procedures used in selecting preferred lenders.

- Criteria used in determining “preferred” lenders:
 - Character and stability
 - Benefits and loan incentives
 - Customer service
 - Repayment options
 - Technology

Process used in making the final determination of preferred lenders: Our policy is governed by the Office of the President. In April, a Request for Information (RFI) is sent inviting lenders to answer a detailed questionnaire to be considered for inclusion on the preferred lender list.

A committee comprised of the Director and Associate Director of Financial Aid, and the Associate Vice President for Enrollment meets to examine lender responses. In applying the criteria listed above to each proposal, the committee attempts to discern the greatest benefit to student borrowers, expressed both by cost and in service. The committee considers not only information provided by the lenders, but also direct experience with the lenders.