



## Technical Update LLS-2011-03

June 23, 2011

### Lender/Lender Servicer NSLDS Borrower Access

*This information is intended for the person in your organization who is responsible for working with the National Student Loan Data System (NSLDS). Please ensure the appropriate person receives this update.*

We have modified the [NSLDS Professional Access](#) Web site to permit lenders and lender servicers access to borrowers only when there is an existing relationship between the organization and the borrower on NSLDS. Lenders and lender servicers no longer have access to a borrower's information solely to determine if a relationship can be established.

### Borrower Lookup No Relationship Page

We will use current and historical data in NSLDS to determine whether the lender or lender servicer has a relationship with a borrower. If the organization code associated with the lender's or lender servicer's NSLDS User ID does not appear within the borrower's record, access to the data will be denied. If the NSLDS user enters student identifiers to retrieve borrower information and there is no existing relationship, the Borrower Lookup No Relationship page will be displayed:

830 First St. N.E., Washington, DC 20202  
www.FederalStudentAid.ed.gov  
1-800-4-FED-AID

The screenshot shows the NSLDS interface. At the top left, there is a logo with the text "START HERE GO FURTHER FEDERAL STUDENT AID" and the NSLDS logo. At the top right, it says "National Student Loan Data System (NSLDS)". Below the header, a blue bar contains the text "Logged on as: LETST1 LENDER ID FOR TESTING from CITIBANK FLT STUDENT LOAN CORP". The main content area displays a borrower lookup result for "YPSILANTUS-M U CURRUTHERS" with a masked ID "\*\*\*.\*\*.9999" and a date of birth "DOB: 11/11/1969". Below this, the text "Borrower Lookup No Relationship" is displayed. A red-bordered box contains the message: "No relationship currently exists between the organization associated with your NSLDS logon ID and the identifiers you have entered. In order to retrieve records for this student, a relationship must exist on NSLDS." A "Cancel" button is located below the message. At the bottom of the page, there are links for "FOIA | Privacy | Security | Notices" and "WhiteHouse.gov | USA.gov | ED.gov".

## Establishing an Organization Relationship and Organization Relationship List

There are situations when a lender or lender servicer may be a single entity with multiple assigned federal identification codes and the NSLDS users from the organization have a legitimate reason to view loan recipients with these other organizational codes. For this purpose there is a process, described in [Lender/Lender Servicer Technical Update LLS-2009-01](#), to establish relationship links with the organization's additional codes. This process allows NSLDS users from an organization that has more than one Financial Management System (FMS) assigned code to look up a loan recipient on [NSLDS Professional Access](#) with either the user's current primary code or with the established relationship code(s).

To establish the relationship between the organization's primary user ID code and an organization's other code(s), the Primary Destination Point Administrator (PDPA) and Chief Executive Officer/President of the organization must complete the [NSLDS Established Relationship Definitions and Access Certification for Lenders and Lender Servicers](#) form, posted on the Financial Partners Portal. Once the request has been reviewed and approved by the U.S. Department of Education (the Department), the relationship will be established within NSLDS to allow online access to borrowers with these secondary codes for the organization.

The Organization Relationship List page under the ORG tab of the [NSLDS Professional Access](#) Web site displays approved established code relationships. The list can be used to view the lender's or lender servicer's organization codes that an NSLDS user from the primary organization is allowed to view.

*If you have any questions, please contact the NSLDS Customer Support Center at 800/999-8219 or by e-mail at [NSLDS@ed.gov](mailto:NSLDS@ed.gov).*