



rev. November 2024

## FACTS

### Why?

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

### What?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number and checking account information
- Account transactions and account balances
- Payment history and credit history

### How?

All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons Nelnet chooses to share; and whether you can limit this sharing.

| Reasons we can share your personal information                                                                                                                                            | Does Nelnet share? | Can you limit this sharing? |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-----------------------------|
| <b>For our everyday business purposes</b> – such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus | Yes                | No                          |
| <b>For our marketing purposes</b> – to offer our products and services to you                                                                                                             | Yes                | No                          |
| <b>For joint marketing with other financial companies</b>                                                                                                                                 | Yes                | No                          |
| <b>For our affiliates' everyday business purposes</b> – information about your transactions and experiences                                                                               | Yes                | No                          |
| <b>For our affiliates' everyday business purposes</b> – information about your creditworthiness                                                                                           | Yes                | Yes                         |
| <b>For our affiliates to market to you</b>                                                                                                                                                | Yes                | Yes                         |
| <b>For nonaffiliates to market to you</b>                                                                                                                                                 | Yes                | Yes                         |

### To limit our sharing

- For loans serviced by Sloan Servicing, Aspire, or PHEAA, visit us at: <https://sloanservicing.com/content/forms/privacyoptoutform>
- For loans serviced by Firstmark Services, visit us at: <https://firstmarkservices.com/privacy-opt-out-form/>

**Please note:** If you are a *new* customer, we can begin sharing your information 30 days from the date we sent this notice. When you are *no longer our customer*, we continue to share your information as described in this notice. However, you can contact us at any time to limit our sharing.

### Questions?

- For loans serviced by Sloan Servicing, Aspire, or PHEAA, go to: <https://sloanservicing.com/content/contactus>
- For loans serviced by Firstmark Services, go to: <https://firstmarkservices.com/contact-us/>

## Who we are

### Who is providing this notice?

Subsidiaries of Nelnet, Inc. which hold loans serviced by Firstmark Services, Sloan Servicing, PHEAA, or Aspire.

## What we do

### How does Nelnet protect my personal information?

To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.

### How does Nelnet collect my personal information?

We collect your personal information, for example, when you:

- Open an account or provide account information
- Apply for financing or pay your bills
- Give us your contact information

We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.

### Why can't I limit all sharing?

Federal law gives you the right to limit only:

- Sharing for affiliates' everyday business purposes – information about your creditworthiness
- Affiliates from using your information to market to you
- Sharing for nonaffiliates to market to you

State laws and individual companies may give you additional rights to limit sharing. See below for more on your rights under state law.

### What happens when I limit sharing for an account I hold jointly with someone else?

Your choices will apply to everyone on your account.

## Definitions

### Affiliates

Companies related by common ownership or control. They can be financial and nonfinancial companies.

- *Our affiliates include companies with a Nelnet name; financial companies, such as those holding and/or servicing loans; nonfinancial companies, such as those providing educational services to schools and students; and others, such as holding companies.*

### Nonaffiliates

Companies not related by common ownership or control. They can be financial and nonfinancial companies.

- *Nonaffiliates we share with can include companies providing education planning and finance products and services, direct marketing companies, financial institutions, and government entities.*

### Joint marketing

A formal agreement between nonaffiliated financial companies that together market financial products or services to you.

- *Our joint marketing partners include companies providing education planning and finance products and services, direct marketing companies, financial institutions, and government entities.*

## Other important information

**Vermont residents** – In accordance with Vermont law, we will not share information we collect about Vermont residents with nonaffiliates except as permitted by law, such as with the consent of the customer or to service the customer's accounts.

**California residents** – In accordance with California law, we will not share information we collect about California residents with nonaffiliates except as permitted by law, such as with the consent of the customer or to service the customer's accounts. We will also limit the sharing of information about you with our affiliates to the extent required by applicable California law.