



## A Message from Ray Quinlan

To Our Valued School Customers,

This is a challenging time as the higher education community continues to adjust to a new “normal.” On behalf of everyone at Sallie Mae, thank you for your continued efforts to keep students across the country safe and your adaptability that allows them to continue their education.

While the world around us has significantly changed, Sallie Mae’s mission remains the same, and we are open for business. Should you or your students have needs during these challenging times, our dedicated school representatives are available to help. In addition to providing support to customers – including payment assistance for your students and graduates experiencing financial difficulties during this time – we continue to offer the same tools, resources, and financing options that you’ve come to expect from us.

Coming together to support our neighbors in need is essential in times like these, and I am gratified that we can do our part. Last week, The Sallie Mae Fund donated a total of \$1 million to food banks in the five states home to Sallie Mae locations, where our employees live, work and serve.

While we are committed to serving our communities and providing the best possible service to our customers, that also means keeping our employees safe. To that end, we have modified our customer service operations to enable remote working. We’ve also ramped up the number of Customer Care Advisors available online via chat and through the Sallie Mae app, as well.

As always, we appreciate your partnership and the opportunity to support your students on their educational journey. No doubt those with a higher education fare better in times like these than those without. We look forward to reconnecting with you in person when it is safe to do so. Until then, we are here to care for you and your students, digitally and by phone.

If you have any questions or need assistance, please contact your Sallie Mae representative or our School ASSIST team at 844-827-7478 or email [School.Assist@salliemae.com](mailto:School.Assist@salliemae.com).

For additional information on Sallie Mae's response to COVID-19, please visit [www.Salliemae.com/coronavirus](http://www.Salliemae.com/coronavirus).

Stay safe and be well.

Sincerely,

A handwritten signature in black ink, appearing to read "Ray Quinlan", with a long horizontal stroke extending to the right.

Ray Quinlan  
Chairman and Chief Executive Officer

Legal

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