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Federal Loan Servicing Report Shows Aspire Scores Well

*Company Exits Direct Loan Servicing, Refocuses On Other
Loan Servicing Opportunities, Programs for Iowans*

WEST DES MOINES, IOWA (August 7, 2015) — The U.S. Department of Education recently released a quarterly evaluation of loan servicer performance showing Aspire Resources Inc. among the top in key areas. Aspire is a wholly-owned subsidiary of the Iowa-based nonprofit, Iowa Student Loan.

The evaluation for the quarter ending March 31, 2015 shows results for each servicer of federal student loans within the William D. Ford Federal Direct Loan Program (Direct Loan), including Aspire, on five metrics evaluating borrower satisfaction, loan delinquency and satisfaction of Department of Education personnel. Borrower satisfaction is most heavily weighted during the evaluation process and Aspire continued to receive high scores in the borrower satisfaction category.

“This is a tribute to our hardworking employees, who are dedicated to helping borrowers repay their loans,” said Steve McCullough, Iowa Student Loan president and CEO.

“Achieving these results is bittersweet as we recently decided to exit the Direct Loan servicing business due to the heavy cost burden of maintaining this federal contract.

Revenue from the contract is primarily driven by the number of accounts being serviced and the number of accounts allotted to Aspire, including future projections, simply was not enough to generate the revenue needed to offset the costs of maintaining the contract. It’s important to note that Aspire will continue to provide high quality customer service to our other loan servicing clients, and our exit from Direct Loan servicing was not related to our performance.”

The Department of Education recently published information which confirmed Aspire's actions. The update to college financial aid officers included the following statement:

“One Not-for-Profit (NFP) servicer — Aspire Resources Inc. — is ceasing operations as a vendor in the federal student loan servicing team. This action is being undertaken at Aspire Resources Inc.’s request and is not related to its performance as a federal servicer.”

Within the coming months, Aspire will transfer all federal Direct Loan borrower accounts to the Missouri Higher Education Loan Authority (MOHELA). This process, when completed will result in a reduced Iowa workforce from the current 300 employees to an organization of approximately 240 employees.

“Exiting our federal Direct Loan servicing contract was a very difficult decision for the corporation because of the impact on our employees,” McCullough said. “During the last few years, we tried multiple avenues to obtain more accounts, with assistance from Iowa’s state and federal officials, but unfortunately we were unsuccessful. Going forward, we can now refocus the full attention of our student loan servicing team on assisting borrowers in other student loan programs.”

Iowa Student Loan and Aspire are currently pursuing several significant new business opportunities. The first of these is an alliance with Illinois-based LinkCapital, an enterprise engaged in providing student loan refinancing on favorable terms for medical professionals. This alliance will bring the benefits of LinkCapital programs to Iowa medical professionals, and additional loan servicing work to Aspire. Additional announcements on other expanded opportunities are expected in the coming months.

For more information regarding the Department of Education’s evaluation or published updates, visit their [website](#).

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About Iowa Student Loan

Since 1979, Iowa Student Loan, a private, nonprofit organization, has helped Iowa students and families obtain the resources necessary to succeed in postsecondary education. Iowa Student Loan has helped more than 386,000 students pay for college. The organization, based in West Des Moines, Iowa, also provides an array of borrower benefits, financial literacy tools and community reinvestment programs, including support for free college planning services for students and their families. For more information about Iowa Student Loan, visit www.IowaStudentLoan.org.

About Aspire Resources Inc.

Aspire Resources Inc. (formerly ISL Service Corp.) was created in 2001 as a wholly owned, for-profit subsidiary of Iowa Student Loan to supplement Iowa Student Loan's tax-exempt activities. Aspire performs student loan customer service functions that complement Iowa Student Loan's programs serving Iowa students and families. In addition, as a member of Iowa Student Loan's corporate family, Aspire works with students, postsecondary educational institutions and lenders to provide private loan servicing through its Aspire Servicing Center division. Iowa Student Loan is the parent company and sole owner of Aspire, which has a separate governing board. For more information, visit www.AspireResourcesInc.com.