

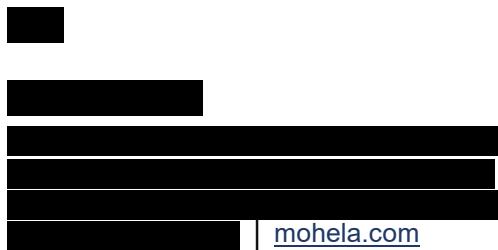
From: [REDACTED]
Sent: Monday, January 5, 2026 3:51 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Letter from Senator Warren regarding servicer customer service

Here is the formal statement that FSA has requested we send.

"Because your letter requests information and data maintained by the Department's office of Federal Student Aid, we respectfully ask that the request be redirected to the Department via the Office of Legislation and Congressional Affairs."

Please confirm receipt.

Thanks





January 5, 2026

Senator Elizabeth Warren
United States Senate
Washington, DC 20510

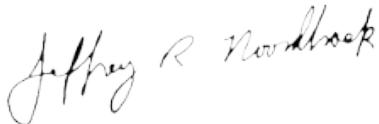
Re: Response to December 7, 2025 Letter Regarding Student Loan Servicing

Dear Senator Warren:

We received your December 7, 2025, letter requesting details on our federal student loan servicing and customer service performance. Because your letter requests data maintained by the Department's office of Federal Student Aid, we respectfully ask that the request be redirected to the Department via the Office of Legislation and Congressional Affairs.

We are dedicated to supporting the Department of Education and student loan borrowers by providing prompt, dependable service.

Sincerely,

A handwritten signature in black ink that reads "Jeff R Noordhoek".

Jeff Noordhoek

Chief Executive Officer

Nelnet, Inc.

121 South 13th Street, Suite 201

Lincoln, NE 68508

From: [REDACTED]
Sent: Wednesday, January 7, 2026 6:44 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Letter from Senator Warren regarding servicer customer service

Good evening,

As I mentioned in my earlier email, our contract with the Office of Federal Student Aid requires that CRI notify FSA before providing information in response to third-party requests, including congressional requests. In accordance with this requirement, we have been in contact with FSA regarding CRI's response to the letter.

Because the senators' letter requests information and data maintained by the Department of Education's office of Federal Student Aid, we respectfully ask that the request be redirected to the Department via the Office of Legislation and Congressional Affairs.

Respectfully,

[REDACTED]
Central Research, Inc.
[REDACTED]

CRI 
CENTRAL RESEARCH, INC.

Headquarters: 106 N Bloomington, Suite S, Lowell AR 72745

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January 29, 2026

The Honorable Elizabeth Warren
United States Senator
309 Hart Senate Office Building
Washington, DC 20510

The Honorable Chris Van Hollen
United States Senator
730 Hart Senate Office Building
Washington DC 20510

The Honorable Cory Booker
United States Senator
306 Hart Senate Office Building
Washington, DC 20510

The Honorable Richard Blumenthal
United States Senator
706 Hart Senate Office Building
Washington, DC 20510

The Honorable Edward J. Markey
United States Senator
255 Dirksen Senate Office Building
Washington, DC 20510

The Honorable Jeffrey Merkley
United States Senator
531 Hart Senate Office Building
Washington, DC 20510

RE: Edfinancial Response to letter dated December 7, 2025

Dear Senators Warren, Blumenthal, Van Hollen, Markey, Booker and Merkley:

Per the request of your office, we are providing this letter which includes the same statement provided to you by email on January 6, 2026.

Because your letter requests information and data maintained by the Department's office of Federal Student Aid, we respectfully ask that the request be redirected to the Department via the Office of Legislation and Congressional Affairs.

Sincerely,

Edfinancial Services

January 28, 2026

The Honorable Elizabeth Warren
309 Hart Senate Office Building
Washington, D.C. 20510

The Honorable Chris Van Hollen
730 Hart Senate Office Building
Washington, D.C. 20510

The Honorable Jeff Merkley 503
Hart Senate Office Building
Washington, D.C. 20510

The Honorable Richard Blumenthal
706 Hart Senate Office Building
Washington, DC 20510

The Honorable Edward Markey
255 Dirksen Senate Office Building
Washington, D.C. 20510

The Honorable Cory Booker M
528 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Warren, Senator Blumenthal, Senator Van Hollen, Senator Markey, Senator Merkley, and Senator Booker:

Maximus Education, LLC dba Aidvantage received your letter dated December 7, 2025, requesting certain Federal student loan information. As previously communicated via email, the Department of Education informed us as their contractor to direct your inquiries to the Department of Education, Federal Student Aid.

Sincerely,



David M. Casey
Senior Vice President, Government Relations

