

Notice of Servicing Transfer for Wheelock/Boston University Federal Perkins Loan Borrowers

The servicing of your student loan(s) is being transferred from UNISA to Heartland ECSI effective June 1, 2018.

This means that going forward, Heartland ECSI will be sending your statements and collecting your student loan payments.

There will be no changes in the terms and/or conditions of your student loan(s).

PLEASE NOTE THAT DURING THE TRANSITION FROM UNISA TO HEARTLAND ECSI, THERE WILL BE AN APPROXIMATE 30-DAY BLACKOUT PERIOD WHERE YOUR ACCOUNT WILL NOT BE AVAILABLE TO ACCESS.

Following are some important items that you will need to know about Heartland ECSI

Online Access to your Student Loan Account(s)

If you are currently paying online on the UNISA website, you will need to use Heartland ECSI's online portal, EasyPath, to take advantage of convenient features, such as, account management, online payments, electronic statements, payment history, and online document access.

You can create your profile in 3 easy steps!

Step 1: Go to <https://heartland.ecsi.net>

Step 2: Register by creating a profile.

Step 3: Connect your account using your Heartland Key.
Your Heartland Key will be provided by Heartland ECSI on your billing statement.

Do You Use Recurring Payments?

If you are currently making your student loan payment using recurring payments, it is important to know that this month will be the final draw initiated by UNISA.

The remaining scheduled recurring payments will be cancelled.

You must set up a new recurring payment schedule with Heartland ECSI. This can be done by creating your EasyPath profile and selecting Make A Payment.

You will be receiving further communication from Heartland ECSI on creating your EasyPath Account.

If you want to learn more about payment options, visit <https://heartland.ecsi.net>.

Other Important Items to Know

If you are currently in repayment, **your payment due date will be the 10th of every month.** This may be different from your due date with UNISA today. To learn more about due dates, visit our website at <https://heartland.ecsi.net>

If you are currently enrolled in school, are in your grace period, or are in deferment/forbearance, no payment is due at this time. You will begin to receive billing statements prior to your first payment due date.

Due to the transition, Heartland ECSI will not add late fees or negatively report to the credit bureaus for any payment that is received late during the next 90 days.

Contact Information

Payment Mailing Address:

Boston University, Student Loan Department,
881 Commonwealth Avenue, Lower Level Boston, MA 02215
OR

Boston University, P.O. Box 718, Wexford, PA 15090

Paperwork Mailing Address:

Boston University, Student Loan Department
881 Commonwealth Avenue, Lower Level
Boston, MA 02215

Customer Service:

Last Names A-L: stuloana@bu.edu

Last Names M-Z: stuloanm@bu.edu

Telephone: 617-353-2340