Borrower Service & Support

for your ECSI serviced Institutional Loan product: *EA Loan, Education Loan Assistance, Fortis Loan Assistance*

- *ECSI Customer Service Representatives (CSR) available*
  7:30 a.m. to 8:00 p.m. EST, Monday through Friday
  - *1-888-549-3274 – Borrower/Student Support*
  - *1-866-291-5384 – Toll-Free Fax Number*

- Access your account online to view and print loan documents, enroll for electronic billing and/or auto payments, make single online payments, or update demographic information (address, phone, etc.)
  - Visit the secure website at https://borrower.ecsi.net
    - Login with: School Code 9A, your Social Security Number, and ECSI PIN*

- If you prefer not to make payments electronically, simply mail your check or money order, made payable to your School to:
  - **<<School Name>> / ECSI**
  - **181 Montour Run Road**
  - **Coraopolis, PA 15108**
    - *Students should include their account number and name on the check or money order*

- Email: webcservice@ecsi.net for questions regarding statements or loan account
- Also available: Secure, On-Line, Live Chat Support via www.ecsi.net

*ECSI PIN can be found on billing statement