



Loan Providers: How Do You Contact Us?

Your Profile or Process

A Member Relationship Manager will assist you with your set up, training, testing and processing needs. They will also assist with troubleshooting issues and making changes to a loan provider profile. Please send an email to **MemberServices@elmresources.com** or contact your Member Relationship Manager (MRM).

Please send an email to **MemberServices@elmresources.com** if you are not sure who your MRM is.

Disbursements or NDN Processing

The ELM National Disbursement Network is ready to assist at **ndresearch@elmresources.com** or **1-866-524-8198, Option #2**.

ELM System Access or an ELM ID and Password

- 1 You can reset and change your password online. On the ELMNet Logon screen, directly beneath the User ID and Password fields, click "Forgot your password?"
- 2 If that doesn't help, contact your company's ELM Security contact for assistance.
- 3 If there is still an issue, please have the Security contact send an email to: **CSD@elmresources.com**.

An Existing ELM School

If your question is in regards to a specific school or how schools in general process on ELM, please contact the school's PSS. If you're not sure who that is, refer to the map posted on our website:
<http://www.elmresources.com/web/guest/salesandservicemap>.

A Prospect School

If you know of a school that is interested in using ELM, please reach out to the Business Development Manager for that state. If you're not sure who to contact, refer to the map posted on our website:
<http://www.elmresources.com/web/guest/salesandservicemap>.

A Borrower

Borrowers are able to view their loans on ELM at **www.elmresources.com** by clicking the Students and Parents tab. Borrowers may also check to see if their school is an ELMSelect school at that same website. All other inquiries should be referred back to the school's financial aid office.