The Butler University Office of Financial Aid works diligently to offer the best financial aid service and options possible. In its effort to provide outstanding loans, primary lenders are chosen to streamline the process for the students and staff. An annual review is conducted to ensure the primary lenders continue to be the best possible resource for the loans.

Listed below are several reasons why these lenders were chosen to be included on the list:

Borrower Service
- Commitment to service at all levels – students, parents and financial aid staff.
- Excellent customer service skills and dedicated staff.
- Customer service extends throughout the life of the loan. The borrower will be able to contact these lenders while at Butler and then also after graduating from the University.
- Willingness to listen and respond to any and all concerns in a timely manner.

Technology
- Choosing primary lenders allows the financial aid processors to work with lenders that are supported by our system electronically. This allows for a quicker turn around time to the student/parent. Primary lenders send loan disbursements via EFT (electronic funds transfer) resulting in the funds being applied to the student’s account sooner. Other lenders may send the funds by paper check causing a delay as the borrower must sign these checks before the money can be applied to the student’s account.
- Cutting edge or the most up-to-date system for processing, certifying, and disbursing of the loans. Superior reconciliation and follow-up of the disbursement process.
- Online entrance and exit counseling for students.
- Debt Management offered--life skills that go beyond borrowing money for school.

Product
- Competitive rates that take into account “savings” at the front and back end of the loan and offer overall best financial advantages.
- An array of products, i.e. simple private loans for Butler families. Providing a one stop process for the student to borrow Federal student and parent loans and private loans.
- Long standing reputation: USA Funds is the state appointed guarantee agency and has provided 20 years of outstanding service to Butler University.

Choosing a lender is a very important process in the student loan cycle. Butler’s Office of Financial Aid offers guidance to students and families with hopes of giving them the best experience possible.