

## MEFA UPDATE:

While we continue to monitor the evolving situation of COVID-19, we remain committed to serving students, families, and our partners.

### The National Emergency

Based on Governor Baker's guidance intended to prevent and mitigate the spread of COVID-19, we have paused our in-person community events to ensure the safety of all potential attendees. We will not offer any After the College Acceptance (ACA) seminars this year, and we have canceled all Saving for College, College Admissions, and College Financing seminars scheduled for the next several weeks.

### What Remains the Same

Though we won't see each other in the community during this recess in events, our ability to offer our expert guidance and information to support you and your families as they plan for college remains unchanged. Please know that you and your families have several ways to connect with us:

- We have increased our offering of family webinars, and [invite families to register](#) for one of these events, scheduled for both daytime and evening hours.
- Our website, [mefa.org](http://mefa.org), contains articles, videos, calculators, timelines, and blog posts, all with information to help families plan for the future.
- We're active throughout the day, every day, on our social media platforms. You and your families can be in touch with us anytime through [Facebook](#), [Twitter](#), and [LinkedIn](#).
- Our college planning team remains committed to assisting you and your families. Please continue to reach out to us at (800) 449-6332 or [collegeplanning@mefa.org](mailto:collegeplanning@mefa.org) with any questions.

### Our Partners

Our business partners are taking similar measures to protect their staff and ensure everyone's safety while continuing to offer assistance.

- **U.Fund and Attainable Account Owners** can utilize Fidelity's [Virtual Assistant](#), read a helpful article on [market volatility](#), and find the latest details about local Investor Centers [here](#).
- **U.Plan Owners** can [log in online](#) to manage their account and call (888) 590-5653 if they have questions.
- **MEFA Loan Applicants** can continue to contact our loan originations center for assistance. Undergraduate and graduate loan applicants can call (800)

266-0243 or email [mefaloans@mefa.org](mailto:mefaloans@mefa.org); education refinancing loan (MEFA REFI) applicants can call (855) 433-7334 or email [refi@mefa.org](mailto:refi@mefa.org).

- **MEFA Loan Borrowers** are encouraged to engage with our loan servicing provider AES via their [self-service website](#), mobile app, social channels, or by phone at (800) 233-0557.

### **MEFA's Commitment**

These are challenging times for everyone across the Commonwealth. We remain committed to high service levels for everyone who is planning, saving, and paying for education, today and in the future.

Please be assured that we will continue to monitor the situation. We appreciate your patience, and keep as our top priority the health and safety of our staff and you, the communities we serve.