

**TO:** Roanoke College Loan Borrowers

**FROM:** Roanoke College Financial Aid Office

**RE:** Instructions for submitting your e-promissory note

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Included in your financial aid award for this year is a Roanoke College Loan. Refer to your financial aid planner for amount for which you are eligible. If you choose to accept the loan, you are required to complete the online promissory note. This form must be completed before we can process your loan.

**If you would prefer not to borrow, please notify the Financial Aid Office of this decision in writing. We will process the loan for the maximum amount you are eligible for unless we receive written notification from you.**

The loan servicer, Heartland/ECSI will be emailing you with instructions on how to complete the promissory note

- Log on to ECSI's website at <https://www.ecsi.net/promA0> .
- Provide your Social Security Number or Student ID Number, last name, and date of birth.
- Enter your ECSI PIN: 52312 when requested for authentication.

The following are some important things to remember as you complete this process:

- You must provide complete reference information for yourself, next of kin (relative), and two additional references. Failure to complete all lines accurately will delay disbursement of your loan to your account.
- Most pages require that you accept the terms by checking a box at the bottom of the page. You will not be able to proceed without completing this important step.
- Read the Promissory Note completely.
- You must “sign” the note at the bottom of the page. If you are completing the online process, you must sign the Promissory Note electronically. To electronically sign the Promissory Note, mark the check box and enter your full legal name.

Your loan(s) cannot be disbursed until all electronic documents are accurately completed with ECSI. Timely completion of the processes will ensure disbursement on the scheduled disbursement date.

Once you have completed all parts of process outlined above, the Financial Aid Office will receive notification within 48 hours. If you have any questions, contact our office at (540) 375-2235, or at [finaid@roanoke.edu](mailto:finaid@roanoke.edu).