



MA Student Loan Servicer Branch Office Amendment Checklist

CHECKLIST SECTIONS

- [General Information](#)
- [Amendments](#)

GENERAL INFORMATION

Instructions

When making changes to your record in NMLS, Massachusetts requires advance notification for some changes. See the checklist below for details.

Uploading Agency-Specific Documents

If you are required to upload documents to NMLS for an Advance Change Notice (ACN), select “Advance Change Notice” for the document type in the NMLS *Document Uploads* section. If you are required to upload documents for an amendment that doesn’t require ACN, select the applicable document type in the NMLS *Document Uploads* section.

Note: Use the recommended filing naming convention found on the [Document Upload Descriptions and Examples](#)

Helpful Resources

- [Amendments & Advance Change Notice Quick Guide](#)
- [Document Uploads Quick Guide](#)
- [Document Upload Descriptions and Examples](#)

Agency Contact Information

Contact *Massachusetts Division of Banks* licensing staff by phone at (617) 956-1500, ext. 61479 or send your questions via email to nmls@mass.gov for additional assistance. **Licensees are strongly encouraged to contact Licensing staff by email.**

For U.S. Postal Service & Overnight Delivery:

Massachusetts Division of Banks
ATTN: Licensing Unit – Student Loan Servicer
1000 Washington Street
10th Floor
Boston, MA 02118-2218

THE APPLICANT/LICENSEE IS FULLY RESPONSIBLE FOR ALL OF THE REQUIREMENTS OF THE LICENSE FOR WHICH THEY ARE APPLYING. THE AGENCY SPECIFIC REQUIREMENTS CONTAINED HEREIN ARE FOR GUIDANCE ONLY TO FACILITATE APPLICATION THROUGH NMLS. SHOULD YOU HAVE QUESTIONS, PLEASE CONSULT LEGAL COUNSEL.

AMENDMENTS

- [Change of Branch Address](#)
 - Change of Branch Address: \$50 per office location
- [Addition or Modification of Other Trade Name](#)
 - Addition of Other Trade Names: \$0 per office location
- [Deletion of Other Trade Name](#)
 - Deletion of Other Trade Name: \$0
- [Change of Branch Manager](#)
 - Change of Branch Manager: \$0 per office location
- [Change of Branch Manager Disclosure Question\(s\)](#)

Note: Information uploaded or filed in NMLS will not be viewable to the agency until the filing has been attested to and submitted through NMLS. Agency-specific requirements that should be emailed or mailed to the agency on the checklist below must be received with the appropriate checklist within five (5) business days of the electronic submission of your submission through the NMLS.

Complete	MA Student Loan Servicer Branch Office Change of Branch Address Amendment Items	Submitted via...
<input type="checkbox"/>	Change of Branch Address: Submit an ACN for a change of Branch Address through the Branch Form (MU3) in NMLS. 30 days' notice must be provided for this change.	NMLS
<input type="checkbox"/>	Change of Branch Address: \$50 per office location. Fees collected through NMLS are NOT REFUNDABLE OR TRANSFERABLE.	NMLS

Complete	MA Student Loan Servicer Branch/Office Location Addition or Modification of Other Trade Name Amendment Items	Submitted via...
Note	Addition or Modification of Other Trade Name: Other Trade Names (OTNs) are managed at the company license level. Note: When adding an Other Trade Name to a Branch Form (MU3), it must also be added to the Company Form (MU1).	NMLS

Complete	MA Student Loan Servicer Branch Office Change of Branch Manager Amendment Items	Submitted via...
<input type="checkbox"/>	Addition or Modification of Branch Manager: Submit an amendment for a change in Branch Manager within the Branch Form (MU3) in NMLS.	NMLS
Note	Change of Branch Manager Fee: \$0 per office location Fees collected through NMLS are NOT REFUNDABLE OR TRANSFERABLE.	N/A
<input type="checkbox"/>	Credit Report: Branch Managers are required to authorize a credit report through NMLS. Individuals will be required to complete an Identity Verification Process (IDV) along with an individual attestation before a license request for your company can be filed through NMLS.	NMLS
<input type="checkbox"/>	FBI Criminal Background Check for MU2 Individual: \$36.25 per person.	NMLS (Filing submission)
<input type="checkbox"/>	MU2 Individual FBI Criminal Background Check Requirements: When added to the Branch Form (MU3), Branch Managers are required to authorize a FBI criminal background check (CBC) through NMLS. After authorizing a FBI criminal background check through the submission of the Company Form (MU1) and Individual Form (MU2), you must schedule an appointment to be fingerprinted if new prints are required.	NMLS

Complete	MA Student Loan Servicer Branch Office Change of Branch Manager Amendment Items	Submitted via...
	<p>See the Criminal Background Check section of the NMLS Resource Center for more information.</p> <p>Note: If you are able to 'Use Existing Prints' to process the FBI criminal background check, you DO NOT have to schedule an appointment. NMLS will automatically submit the fingerprints on file.</p>	

Complete	MA Student Loan Servicer Branch Office Change to Branch Manager Disclosure Question(s) Amendment Items	Submitted via...
<input type="checkbox"/>	<p>Change of Disclosure Question(s): Submit an amendment for a change to Disclosure Question response(s) through the Branch Manager's Individual Form (MU2) in NMLS.</p>	NMLS
<input type="checkbox"/>	<p>Changing a Response from No to Yes: Provide a complete and detailed explanation and document upload for each response that changes from "No" to "Yes" for the Branch Manager.</p> <p>See the Individual Disclosure Explanations Quick Guide and the Disclosure Explanations - Document Upload Quick Guide for instructions.</p>	Upload in NMLS in the <i>Disclosure Explanations</i> section of the Individual Form (MU2).
<input type="checkbox"/>	<p>Changing a Response from Yes to No: When changing a Disclosure Question response from Yes to No for the Branch Manager, you will be required to remove the question from the associated Disclosure Explanation and provide an Amendment Reason.</p> <p>You may select "Add Explanation for "No" Responses" and provide an explanation for each response that changes from "Yes" to "No" for the Branch Manager. You may also upload a document (PDF) related to the explanation.</p> <p>See the Individual Disclosure Explanations Quick Guide and the Disclosure Explanations - Document Upload Quick Guide for instructions.</p>	NMLS