



## Servicing Contact List

To help lenders answer questions in a timely manner, we have provided the primary and secondary contacts below.

If you are a borrower, please visit our [Contact Us](#) page or call **1-800-337-6884**.

### Account Managers - general questions



**Nick McCook**  
[nmccook@edfinancial.com](mailto:nmccook@edfinancial.com)  
865-342-5272



**Elena Lubimtsev**  
[elubimtsev@edfinancial.com](mailto:elubimtsev@edfinancial.com)  
865-342-0702

### Finance – billing questions

**Finance Primary:** Jenny McCarter  
[jmccarter@edfinancial.com](mailto:jmccarter@edfinancial.com)  
865-342-5139

**Finance Secondary:** Steven Beasley  
[sbeasley@edfinancial.com](mailto:sbeasley@edfinancial.com)  
865-342-5150

### Information Systems – reporting requests

**IS Primary:** Rich Tarantino  
[rtarantino@edfinancial.com](mailto:rtarantino@edfinancial.com)  
865-342-5398

**IS Secondary:** Eddy Semaan  
[esemaan@edfinancial.com](mailto:esemaan@edfinancial.com)  
865-342-0765

### Compliance or Security & Risk – compliance, audit, or security requests

**Compliance Primary:**  
Brenda Cox  
[bcox@edfinancial.com](mailto:bcox@edfinancial.com)  
865-342-5345

**Compliance Secondary:**  
Misty Hamilton  
[mhamilton@edfinancial.com](mailto:mhamilton@edfinancial.com)  
865-342-5304

**Security & Risk Primary:**  
Bob Sande  
[bsande@edfinancial.com](mailto:bsande@edfinancial.com)  
865-342-5340



We're here to help.