Exit counseling is designed to prepare you for the repayment of your University of the Pacific Student Loans. This will also provide you with detailed information regarding your Deferment and Cancellation Privileges.

To complete your On-Line Exit Interview, please access ECSI’s Website at www.heartlandecsi.com.

- Click on the “Borrower/Student Login”
- Click on “Your Student Loan Account”
- Enter the following information:
  - School Code: Z4
  - Acct #: Your 9-digit Pacific Student Identification number
  - PIN Number: Your PIN #. (If you do not have a PIN#; Click on “Need help logging in?”)

- View the Main Menu
  - eSignature
  - Click on Unsigned Exit Interviews

If you have any trouble completing your On-Line Exit Interview, please feel free to contact our office at (209) 946-2446 or via e-mail at studentloans@pacific.edu.

Here are a few tips for completing the exit interview:

1) We cannot accept N/A or blanks as answers.

2) Your next of kin personal reference can have the same address as you. Make sure your 3 personal references do not live at the same address as you or any other reference on the exit interview.

3) If you elect to receive e-bills, your statement and loan information will go to the email address you provide. If you use a Spam Filter, please make sure to set your filter to allow mail from webmaster@ecsi.net and ebill@ecsi.net. Also, do not use Pacific’s email address, use a permanent email address you will check when you enter repayment.

4) If you elect to receive a paper billing statement it will be mailed to the permanent address you provide on the exit interview.

Upon completing the exit interview, you will receive an immediate confirmation from Heartland Campus Solutions ECSI. If additional information is required, you will receive an email from the Student Loans Department. To respond, simply reply to the e-mail with the requested information.