



STUDENT LOAN SERVICING ALLIANCE

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Scott Buchanan Chosen as New SLSA Executive Director

November 26, 2018 (Washington, DC) — The Board of Directors of the Student Loan Servicing Alliance (SLSA) is pleased to announce the appointment of C. Tapscott (“Scott”) Buchanan as its new Executive Director. Mr. Buchanan, who is succeeding Winfield P. (“Winkie”) Crigler as Executive Director, will assume his new responsibilities on December 10, 2018.

Additionally, the Board is pleased to announce that Ms. Crigler will continue to serve in a limited capacity through early 2019 as Executive Director Emeritus.

Prior to joining SLSA as its Executive Director, Mr. Buchanan was Senior Vice President of Business Development and Government Relations for CBE Companies that provides call center and collections outsourcing for commercial and government clients. Previously he also worked as a consultant to financial services companies, including loan servicers, after having served as a Vice President for Navient where he led corporate marketing and business development efforts. Mr. Buchanan also held several roles as an officer for Sallie Mae, including serving as Vice President of Government Affairs and Services. Over the course of his career, he has worked to improve higher education and student loan policy at both the federal and state level by working with Congress, state legislatures, and regulators.

“SLSA is indeed fortunate to have been able to recruit Scott to serve as its next Executive Director. We believe this will further build on our reputation for policy leadership in the student loan arena,” Julie A. Lee, SLSA President, said.

“I am looking forward to serving as SLSA’s new Executive Director and helping to make SLSA a stronger force for objective and rigorous policy analysis and advocacy for student loan servicers,” Mr. Buchanan said. “I look forward to working with the Board in helping to develop student loan policy at the federal and state levels.”

Ms. Lee also stated: “We are grateful to Winkie for her many years of service to SLSA. She has been a superb leader of the Alliance and will now help Scott in the transition to new leadership.”

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SLSA is the trade organization representing student loan servicers in the Federal Family Education Loan Program (FFELP), the Federal Direct Loan Program (FDLP), as well as servicers of private education loans. As loan servicers, its members provide the full range of servicing operations, including conversion from in-school status to repayment, payment processing, customer service, collections, and claims processing for defaulted loans.

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