



GEMCOR Departmental Contact Guide

At **GEMCOR**, we believe that true support comes from **specialized expertise**, not just general knowledge. Unlike other companies that assign a single representative to handle a wide range of issues, we introduce you to a team of dedicated professionals, each a **subject matter expert** in their specific niche of **Title IV federal funding and compliance**.

Each department at GEMCOR is staffed by individuals who have **15 to 30+ years** of focused experience, meaning you're not just getting help—you're getting the *right* help from someone who lives and breathes that topic every single day.

You'll get to know our TEAM by name and build relationships rooted in trust, consistency, and deep expertise. When a question or challenge arises, you'll know exactly who to turn to—and you'll receive insights from someone who's not just familiar with the issue, but has solved it before. This depth of knowledge leads to faster answers, better solutions, and a stronger **partnership**. At GEMCOR, you're not just a client—you're part of a collaborative network built on precision, trust, and decades of experience.

To make your experience seamless, we've created a **quick reference contact guide** so you know exactly who to contact for specific questions. And no matter who you reach out to, we'll always ensure you're connected with the right expert.

Contact Guide:

- Pell or FSEOG related questions: steve@gemcorinc.com or niki@gemcorinc.com
- Loan related questions: megan@gemcorinc.com or michele@gemcorinc.com
- TEAM, TRAX, or ShareFile support: laurie@gemcorinc.com, terrah@gemcorinc.com, or tyler@gemcorinc.com
- Verification & C-Code: jacki@gemcorinc.com
- Cash requests, disbursement journals, bank reconciliations, R2T4s: carri@gemcorinc.com or steveng@gemcorinc.com
- Enrollment roster reporting & periodic file reviews: sue@gemcorinc.com
- Client contracts, audit prep, program review responses, regulatory guidance: don@gemcorinc.com
- Marketing, Onboarding, & 1098-T's: terrah@gemcorinc.com

Click here to learn more about our team and departmental responsibilities:

👉 www.gemcorinc.com/departments.html

We're excited to support you!

Terrah Griffin
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