

**284—5.3(261A) Requests for access to records.**

**5.3(1)** *Location of record.* A request for access to a record should be directed to the office where the record is kept. If the location of the record is not known by the requester, the request shall be directed to the Iowa Higher Education Loan Authority, 309 Equitable Building, Des Moines, Iowa 50309. The authority will forward the request to the appropriate person.

**5.3(2)** *Office hours.* Records shall be made available during all customary office hours, which are 8:30 a.m. to 4:30 p.m. daily, excluding Saturdays, Sundays and holidays as designated by the authority.

**5.3(7)** *Fees.*

- c. *Supervisory fee.* Reserve for future use.
- d. *Advance deposits.* Reserve for future use.