REPAYING YOUR STUDENT LOANS

THE UNIVERSITY OF CHICAGO
Student Loan Administration
970 E. 58th St.
CHICAGO, IL 60637
(773) 702-6061
Student-loans@uchicago.edu
Repaying Your Student Loans

As you leave the University of Chicago, you probably have several questions about repaying your student loans. This document will discuss some of the basic issues, remind you of the federal regulations for student loans, and provide you with an easy reference guide. Familiarizing yourself with your obligations now will help you to avoid misunderstandings and save yourself time later.

Below you will find descriptions of the most important requirements you need to know. If you have questions or need assistance, please contact: The Student Loan Administration Office, Room 411, 970 E. 58th St., Chicago, IL 60637, telephone 773-702-6061, or student-loans@uchicago.edu.

Student Loan Exit Counseling

As a student loan recipient, federal regulations require you to contact your lenders and attend an exit counseling meeting if you are leaving the University. This is to inform you of your rights and obligations for repayment of your loan(s) and to review your loan portfolio.

Contact All Your Lenders

You must take responsibility for contacting all your lenders when you leave the University of Chicago, and informing them of any address change. If you have not heard from your lender, do not assume that all necessary information has been provided. Your loan may be in default by the time you are contacted if your lender does not have your correct address. Always notify ALL your lenders whenever your name or address changes.

Who are your Lenders?

As a result of the Health Care and Reconciliation Act of 2010, as of July 1, 2010, federal student loans under the Federal Family Education Loan (Stafford, PLUS, GradPLUS loans) program are no longer made by private lenders. Under the Direct Loan program, all new federal loans come directly from the Department of Education.

Federal Perkins loans are serviced by the University of Chicago Student Loan Administration counselors while a student at the University of Chicago.

Institutional Loans such as Pritzker Medical School loans are made by the University of Chicago and are serviced by staff at the University of Chicago in Student Loan Administration.

All Federal loans you borrowed (Stafford, GradPLUS, PLUS and Perkins) are listed under the National Student Loan Database system. This database includes federal loans borrowed while attending other institutions. If you would like to check the interest rate, current balance or servicer information for any of the federal loans you have borrowed, visit the National Student Loan Database web site at: www.nslds.ed.gov

You will need your FAFSA pin number to access this information.

Your Repayment Schedule

Each of your lenders will provide you with a repayment schedule for your loans that will specify when your first payment is due and the amount of your monthly payment. Read it carefully and be sure you understand it before you sign it. Your lenders will also provide you with a monthly billing statement.
Repayment Options

All Federal loans are set up on a standard repayment plan with fixed monthly payments that remain constant throughout the repayment period. However, you have the option of requesting one of the following are methods to repay your loans under the Direct Loan Program. You must contact your lender/servicer if you opt to choose a plan other than the standard repayment plan.

- **Standard Repayment Plan** – You’ll pay a fixed amount each month until your loans are paid in full. Your monthly payments will be at least $50, and you’ll have up to 10 years to repay your loans.

- A **Graduated Repayment Plan** – Your payments will start out low and increase every two years. The length of your repayment period will be up to 10 years and if you expect your income to increase steadily over time, this plan may be right for you.

- The **Extended Repayment Plan** - If you have outstanding principal and interest in Stafford Loans and/or GradPlus Loans totaling more than $30,000.00, your lender may schedule a standard or graduated installments up to 25 years.

- An **Income-Sensitive repayment plan** – (Allowed for loans borrowed under the FELP loan program only) Your payments will begin with a low monthly payment that is adjusted annually based on your total expected monthly gross income. The maximum repayment period is 10 years and to qualify for this type of plan, you must provide your lender with evidence of yearly income. Your FELP lender will provide more details.

- The **Income Contingent Repayment Plan** – (ICR) Allowed for Stafford and GradPlus loans borrowed under Direct Loans only) This plan gives you the flexibility to meet your Direct Loan obligations without causing undue financial hardship. Each year, your monthly payments will be calculated on the basis of your adjusted gross income (AGI, plus your spouse’s income if you are married), family size and the total amount of your Direct Loans.

- **Income Based Repayment Plan** – (Effective July 1, 2009) Your monthly payment is capped at an amount based on your income and family size. If you repay under the IBR plan for 25 years and meet other requirements, your remaining balance may be cancelled. For more information on the IBR plan visit: www.ibrinfo.org or studentloans.gov

**Prepayment Can Save You Money**
Federal student loan programs do not impose penalties for prepayment. If you pay more than the minimum payment, you will be charged less interest long term. Because interest is always charged on the unpaid balance each month, the faster you reduce your balance, the less interest you will be charged. Sending in prepayment does not alter your payment schedule because you are still required to submit your payment the following month.

**If You Can’t Make Your Loan Payments**
If you cannot make your loan payments, don’t panic! Consider your alternatives and make long-range financial plans. Most lenders/servicers are willing to work with a borrower during a difficult financial period and will make suitable payment arrangements during these times. The next step is to accurately assess your financial situation and determine a budget. You may be eligible for deferments to avoid default. For additional advice on loan repayment visit the following web site: http://www.finaid.org/loans/troublerepayingdebt.phtml.
You Are Responsible For Repayment
Even if you do not receive a payment schedule in advance, you must begin repayment at the required
time. Always contact the lender if you don’t receive a repayment schedule or a billing statement.
Make payments EVEN if a billing statement is not received because billing statements are acourtesy.

Penalties for Nonpayment
If you fail to make an installment payment on time or to meet other terms of the promissory note,
your loan will be considered in default. Do everything you can to avoid your loan going into default
because the penalties are severe. Your default will be reported to national credit bureaus and may
result in denial of educational transcripts, deferment eligibility, financial aid at any school, credit
cards, car loans, home mortgages or other types of loan programs. You may be assessed late
charges/penalty fees for late payment on all federal loan programs. In many cases, late
charges/penalty fees will be charged each month that you are delinquent and will continue to be
assessed until your account becomes current. Review your promissory notes closely to determine
what fees are involved.

Other penalties include assignment to a collection agency, legal action, garnished wages from your
paycheck. In addition to being required to pay the outstanding balance in full, you will be required
to pay collection agency fees, court costs, and attorney fees.

An institution has the option of accelerating the loan and the full balance of principal and interest
will be immediately due and payable. This acceleration option can be even more severe if your
account is placed with a collection agency and you are required to pay their contingency fee. Once
acceleration has occurred, it will not be reversed and you will have forfeited deferment and
cancellation eligibility.

The Student Loan Administration office will place restrictions on transcripts, which will not be lifted
until an account is made current. This will hamper future attempts to continue your education or to
obtain gainful employment.

Federal student loans offer several deferment and forbearance options which can assist you in
avoiding default. Whether the default was the result of a misunderstanding or the inability to pay
because of financial hardship, you must contact your lender or servicer immediately to make suitable
arrangements to get your loan out of default.

Grace Periods
Under most loan programs, you will be allowed a grace period between the time your enrollment falls
below half time and the time you have to begin repayment. Please note that this may differ from
your actual graduation date. Refer to your promissory note for the length of grace period because it
may vary from loan to loan.

Interest on all Subsidized Federal Stafford Loans will not begin to accrue until the end of the grace
period; however, you are responsible for interest on all Unsubsidized Federal Stafford Loans from
the date of disbursement. Interest on Federal Perkins Loans will not begin to accrue until the end of
the grace period.

- Federal Perkins Loans – 9 month Grace Period
- Federal Stafford Loans – 6 month Grace Period*
- Federal Consolidation Loans- 0 month Grace Period **

*If you take a leave of absence and have allowed your Stafford grace period to elapse you will not be
allowed another grace period.

**Once loans are consolidated, borrowers will lose any remaining grace period. Borrowers will
receive their first bills within 60 days after the new Direct Consolidation Loan is made or when their
deferment expires. If you are currently deferring a Direct Consolidation Loan, that loan will
immediately go into repayment.

Refer to your Private loan promissory note for grace period information.
Credit Bureau Reporting

Federal Regulations require that institutions report each federal loan to national credit bureaus at the time of disbursement of the loan. If applicable, adverse credit reporting may remain on your credit history for up to seven years after your loan is paid in full.

Deferments

If you qualify for deferment(s), you must contact the lender for a deferment form. You must see that the deferment form is completed and certified by the appropriate school or agency official and returned to the lender. Always follow up with your lenders to verify that deferments have been received and processed. You may be required to make your loan payments until your lender receives the form. Be sure to indicate clearly what type of deferment you are requesting.

If for any reason you are not able to make on time payments, contact your lender and explain your situation. If you can demonstrate to the lender that you are willing but unable to pay (based on a full financial disclosure that the lender will require), you may be granted forbearance or a hardship deferment. During this period you may be allowed to postpone payment or make lower monthly payments. Interest will continue to accrue during forbearance and the lender may require you to make interest-only payments.

NOTE: Please return deferment applications for your Federal Perkins to the Student Loan Administration office. All other deferment forms are to be submitted to your designated lender.
Federal Perkins Loans

Federal Perkins Deferments

You may request to defer the repayment of your loan(s) and to interrupt your repayment period. To apply for a deferment of payments you must complete a deferment request form, and submit this form to the Student Loan Administration office at the University of Chicago. You should complete and mail this form immediately upon receipt of the first bill after you are eligible to request deferment of payments. If you are unable to make your loan payments and not eligible for any of the following deferments, you should contact the Student Loan Administration office as soon as possible.

Deferment benefits for ALL Perkins Loans
To be eligible you must be:

1. Enrolled and in attendance as a regular student in at least a half-time course of study in an institution of higher education
2. Enrolled and in attendance as a regular student in an approved fellowship program or approved rehabilitation training program for disabled individuals (does not include medical internship or residency program, except a residency in dentistry)
3. Unemployed and unable to find full-time employment (3-year limit)
4. Experiencing an economic hardship (3-year limit)
5. Engaged in services under the Cancellation Benefits
6. Serving in a residency program in dentistry
7. Serving on active duty or performing qualifying National Guard duty during a war or other military operation or national emergency.

NOTE: (effective July 1, 2009) Due to scheduled changes in the federal regulations, if a single borrower’s gross income exceeds 150% of the poverty guideline for the borrower’s household economic hardship deferment is not an option. Under current poverty guidelines, a single borrower living in the continental U.S. would have to earn $1354 or less per month to qualify for Economic Hardship deferment. Married borrowers and/or those with several children aren’t likely to qualify either.

Deferments for loans made prior July 1, 1993. To be eligible you must be:

1. Enrolled and in attendance as a regular student in at least a half-time course of study in an institution of higher education
2. Serving in an internship program required for certification or a residency program in a hospital or health-care facility offering postgraduate training and leading to a degree/certificate awarded by an institution of higher education (2-year limit)
3. Active duty as a member of the Armed Forces or in the Commissioned Corps of the Public Health Service (3-year limit)
4. Volunteer service under the Peace Corps Act or Domestic Volunteer Service Act of 1973 (Vista) (3-year limit)
5. Full-time volunteer for at least 1 year in a non-profit organization comparable to the Peace Corps (3-year limit)
6. Temporary total disability of the borrower or spouse (3-year limit)
7. Temporary total disability of dependent in your care preventing you from attending school or from being employed (3-year limit)
8. Active duty in the National Oceanic and Atmospheric Administration Corps (3-year limit)
9. Mother of preschool age children returning or re-entering the work force and making less than $1 more than the federal minimum wage (12-month limit)
10. Parental leave (6-month limit) if you are pregnant or are caring for your newborn or newly adopted child, and you are not gainfully employed or not attending school, but you have attended an eligible school at least half-time during the last six months
Federal Perkins Loan Partial Cancellation Benefits

You are eligible to apply for partial cancellation of loan principal on your Federal Perkins student loan if you meet one of the eligibility criteria described below.

Teacher Cancellations
A teacher is a person who provides students direct classroom teaching, classroom-type teaching in a non-classroom setting or educational services directly related to classroom teaching (e.g. school librarian, guidance counselor). A supervisor, administrator, researcher, or curriculum specialist is not a teacher unless he or she primarily provides direct and personal educational services to students. Your outstanding loan principal balance may be canceled entirely at the rate of 15% the first and second year, 20% the third and fourth year and 30% the fifth year. You are eligible if you work full-time in a public or nonprofit elementary or secondary school system as:

1. A teacher in a low-income school or a low-income educational service agency in which more than 30% of the school’s enrollment is Title I children, according to the list published annually in the Federal Register.
2. A special education teacher including teachers of infants, toddlers, children and youth with disabilities in a public or nonprofit elementary or secondary school system. The applicant must specify what percentage of students or clients in the class are disabled.
3. Teacher in a field of expertise such as mathematics, science, foreign languages, bilingual education or other fields where the state education agency determines there is a shortage of qualified teachers.

Employment Cancellations
Your outstanding loan principal balance may be cancelled at the rate of 15% the first and second year, 20% the third and fourth year, and 30% the fifth year. The employment must be full time and for a complete academic year or its equivalent, if you are a:

1. Law enforcement or corrections officer in an eligible local, state or federal agency. The agency must be publicly funded and its principal activities must pertain to crime prevention, control, reduction, or enforcement of criminal law, and/or your principal responsibilities are unique to the criminal justice system. The applicant must be a sworn law enforcement officer, or a person whose principal responsibilities are unique to the criminal justice system.
2. Full-time nurse or medical technician providing health care services for 12 consecutive months. A medical technician is an allied health professional who is working in fields such as therapy, dental hygiene, medical technology or nutrition, and who is certified, registered, or licensed by the appropriate State agency. An allied health professional is someone who assists, facilitates, or complements the work of physicians and other specialist in the health care system.
3. A full time employee in a public or private nonprofit child or family services agency for 12 consecutive months. To qualify for cancellation, the borrower must be providing services directly and exclusively to high-risk children from low-income communities and to the families of these children, or supervising the provision of such services. Any services provided to the children’s families must be secondary to the services provided to the children. The Department of Education has determined that an elementary or secondary school system, a hospital, or an institution or higher education is not an eligible employing agency.
4. Qualified professional provider for early intervention services working full-time for 12 consecutive months in a public or other nonprofit program. Early intervention services are provided to infants and toddlers with disabilities.
Service Cancellations

1. Active duty service in the military in an area of hostilities or an area of imminent danger that qualifies for special pay. The borrower’s commanding officer must certify the service dates. Active duty service for less than a complete year or a fraction of a year beyond a complete year does not qualify. A complete year of service is 12 consecutive months. Principal is cancelled at the rates of 15% for the first and second year, 20% for the third and fourth year, and 30% for the fifth year.

2. Volunteer service under the Peace Corps Act or Domestic Volunteer Act of 1973 (VISTA). Up to 70% of the outstanding loan principal balance may be cancelled, at the rate of 15% for the first two years of service, and 20% for the third and fourth year.

3. Full-time service in a Head Start program carried out under the Head Start Act and operated for a complete academic year or its equivalent. The applicant must be a full-time educational staff member, and must not earn more than a comparable employee working in the local educational agency. Validation must be included. Up to 100% of the outstanding loan principal balance may be cancelled, at the rate of 15% for each year of service.

Additional Cancellation Benefits – Service Performed on or After 8/14/08

1. Full-time service in a pre-kindergarten or child care program that is licensed or regulated by the state and is operated for a complete academic year or its equivalent.

2. Full-time attorney employed in federal public defender organizations or community defender organizations established in accordance with Section 3006A (g) (2) of Title 18, U.S. Code.

3. Full-time firefighters for service to local, State, or Federal fire department or fire district. A firefighter is an individual employed to extinguish destructive fires or provide fire fighting related services such as conducting search and rescue, providing hazardous materials mitigation or providing community disaster support and, as a first responder, providing emergency medical services.

4. Full-time faculty member of a Tribal College or University, as defined in section 316.

5. Librarians with a master’s degree in library science and employed in an elementary or secondary school that is eligible for assistance under Part A of Title I of the Elementary and Secondary Education Act (ESEA) of 1965 or in a public library that serves a geographic area that contains one or more schools eligible for assistance under Part A of Title I of the ESEA.

6. Full-time speech language pathologist with a master’s degree and working exclusively with schools that are eligible for assistance under Title I of the ESEA of 1965.

Federal Perkins Loan Rehabilitation

The Higher Education Amendments of 1998 created a Loan Rehabilitation program for Perkins Loans. Under this program you have the opportunity to request the rehabilitation of a defaulted loan. Effective August 14, 2008, rehabilitation means that after making 9 on-time consecutive monthly payments of an amount agreed to by your lending institution, your loan will be returned to regular repayment status, the default will be removed from your credit history, and you will be again eligible to borrow Title IV funds.

Deferments under the Stafford and GradPLUS loan Program

You may have a right to postpone payments on your Stafford and/or Grad PLUS loans by deferring your loans. The most common reasons for deferment are:

1. Attending a school at least half-time, studying full-time in a graduate fellowship program, or participating in a full-time rehabilitation training program for the disabled.

2. Unemployment - Actively looking for employment, but unable to find a full-time job (3-year limit).


4. Forbearance-if you have difficulty making payments, you may qualify for forbearance but you are responsible for the interest on the loan during a forbearance.

5. Serving active duty during war, military operation, or national emergency.
Federal Teacher Loan Forgiveness Program under the Stafford Loan Program

The Federal Teacher Loan Forgiveness Program cancels your obligation to repay all or part of your outstanding principal and interest on Stafford loans or Consolidation loans you used to repay those loans. You may qualify if you:

- Teach at an elementary or secondary school and are a highly qualified teacher.
- Teach elementary school and can demonstrate your knowledge and teaching skills in reading, writing, math and other areas of the elementary school curriculum.
- Teach secondary school in a subject area relevant to your academic major.
- You are a full-time elementary or secondary special education teacher, or you are a full-time secondary math or science teacher.

Contact your lender/servicer to find out more about the Teacher Loan Forgiveness Program. You must complete a Department of Education approved Teacher Loan Forgiveness application, which is available through your lender.

Public Service Loan Forgiveness

Congress created the Public Service Loan Forgiveness Program to encourage individuals to enter and continue to work full-time in public service jobs. Under this program, borrowers may qualify for forgiveness of the remaining balance due on their eligible federal student loans after they have made 120 payments on those loans under certain repayment plans while employed full-time by certain public service employers. Since borrowers must make 120 monthly payments on their eligible federal student loans beginning after October 1, 2007 in order to qualify for loan forgiveness, the first cancellations of loan balances will not be granted until October 2017.

Federal student loans eligible under the Public Service Loan Forgiveness Program

Any non-defaulted loan made under the William D. Ford Federal Direct Loan Program is eligible for loan forgiveness. The Direct Loan Program includes the following types of loans:

- Federal Direct Stafford/Ford Loans (Direct Subsidized Loans)
- Federal Direct Unsubsidized Stafford/Ford Loans (Direct Unsubsidized Loans)
- Federal Direct PLUS Loans (Direct PLUS Loans) – for parents and graduate or professional students
- Federal Direct Consolidation Loans (Direct Consolidation Loans)

Borrower Eligibility requirements for loan forgiveness

- The borrower must not be in default on the loans for which forgiveness is requested.
- The borrower must be employed full-time by a public service organization-
- When making the required 120 monthly loan payments you must apply for loan forgiveness and your remaining balance is eligible for forgiveness.

Specific loan repayment requirements

The borrower must have made 120 separate monthly payments after October 1, 2007 on the Direct Loan Program loans for which forgiveness is requested. Earlier payments do not count toward meeting this requirement. Each of the 120 monthly payments must be made for the full scheduled installment amount within 15 days of the due date. The 120 required payments must be made under one or more of the following Direct Loan Program repayment plans:

- Income Base Repayment (IBR)- not available to parent Direct PLUS loan borrowers
- Income Contingent Repayment Plan-not available to parent Direct PLUS loan borrowers
- Standard Repayment Plan with 10 year repayment period
- Any other Direct Loan Program repayment plan, but only payments that are at least equal to the monthly payment amount that would have been required under Standard Repayment Plan with 10-year repayment period may be counted toward the required 120 payments.
For more information about the repayment plans available in the Direct Loan program, please visit: www.ed.gov/DirectLoan

IMPORTANT NOTE: The Public Service Loan Forgiveness Program provides for forgiveness of the remaining balance of a borrower's eligible loans after the borrower has made 120 payments on those loans. In general, only borrowers who are making reduced monthly payments through the Direct Loan Income Contingent or Income Based plans will have a remaining balance after making 120 payments on a loan.

What types of public service jobs will qualify a borrower for loan forgiveness under this program?

The borrower must be employed full-time, in any position, by a public service organization or must a full-time AmeriCorps or Peace Corps employee. For purposes of the Public Service Loan Forgiveness Program, a public service organization includes:

- A federal state, local, or Tribal government organization, agency, or entity includes most public schools, colleges and universities
- A public child or family service agency
- A non-profit organization under section 501(c) (3) of the Internal Revenue Code that is exempt from taxation under section 501 (a) of the Internal Revenue Code includes most not-for-profit schools, colleges and universities
- A Tribal college or university;
- A private organization that is not a for-profit business, labor union, a partisan political organization, or an organization engaged in religious activities, unless the qualifying activities are unrelated to religious instruction, worship or services, or any form of proselytizing

Note: To qualify for forgiveness of a parent PLUS loan the parent borrower, not the student on whose behalf the loan was obtained, must be employed by a public service organization.

How can other federal student loans qualify for loan forgiveness?

Although loan forgiveness under this program is available only for loans made and repaid under the Direct Loan Program, loans made under other federal loan programs may qualify for forgiveness if they are consolidated into a Direct Consolidation Loan. However, only payments made on the Direct Consolidation Loan will count toward the required 120 monthly payments.

The following types of loans may be consolidated into the Direct Loan Program:

- Federal Family Education Loan (FELP) Program loans
- Subsidized Stafford Loans
- Unsubsidized Stafford Loans
- Federal PLUS or GradPLUS loans for parents and graduate or professional students
- Federal Consolidations Loans (excluding joint spousal consolidation loans)
- Federal Perkins Loans
- Certain Health Professions and Nursing Loans

Note: To consolidate a Federal Perkins Loan or Health Professions/Nursing Loan into the Direct Loan Program, you must also consolidate at least one FELP Program loan or Direct Loan.

For more information about the Public Service Loan Forgiveness program visit: www.studentloans.gov or www.ibrinfo.org

Loan Consolidation

Loan consolidation enables a borrower with loans from different lenders to obtain one loan with one interest rate and repayment schedule. The following loan programs can be consolidated:

- Stafford Loans (subsidized and unsubsidized)
- Federal Perkins Loans
Federal Grad PLUS Loans
Federal PLUS Loans (parent loans made after October 16, 1986)
Health Professions Student Loans (HPSL)

To be eligible for loan consolidation, a borrower you:
- must be in the grace period or in repayment status on all loans being consolidated.
- must have made satisfactory arrangements to repay the defaulted loan if in default.
- must not have another consolidation loan application pending.

Loan Consolidation is not for everyone. Consolidation Loans are intended for those who need greater flexibility in repaying their student loans, or who seek to increase their monthly disposable income. Interest rate is calculated by taking the weighted average of the loans being consolidated, rounded upward to the nearest whole percent.

**ADVANTAGES**
- Extended repayment period up to 30 years.
- Lower monthly payment amount.
- Convenient, single monthly payment.
- May help protect your credit rating.
- No prepayment penalty.

**DISADVANTAGES**
- Extended repayment period adds to total interest expense.
- Interest rate may be higher than rate for original loans. (Interest rate is the weighted average between the loans being consolidated, rounded upward to the nearest whole percent.)

**Federal Direct Loan Consolidation Program**
The U.S. Department of Education offers a Federal Direct Loan Consolidation Program. Direct Consolidation allows you to combine one or more of your federal education loans into a new loan. For details or to apply, contact the U.S. Department of Education-Federal Direct Loan Consolidation Program at 1-800-557-7392 or [http://loanconsolidation.ed.gov/](http://loanconsolidation.ed.gov/) The website has an online calculator which will assist you in making a final determination as to whether consolidation is a good option for you. Additionally, it will illustrate various repayment options available to you.

**Consumer Information**

*Tax Benefits available to borrowers*
Take advantage of the student loan interest deduction on your federal income tax return. A deduction of up to $2,500.00 may be taken, but this deduction will not be available as your household income reaches certain levels (see chart). Contact a tax accountant or visit the IRS web site at [www.irs.gov](http://www.irs.gov) and type “Publication 970, Tax Benefits for Education” in the search section of the site.

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FSA Student Loan Ombudsman Group
This office receives and reviews complaints from student loan borrowers. The goal is to accomplish an informal resolution of loan disputes with lenders or with the school that have not been resolved through normal channels. The Student Loan Ombudsman can be contacted by:

- Via on-line assistance: [http://studentaid.gov/repay-loans/disputes/prepare](http://studentaid.gov/repay-loans/disputes/prepare)
- Via telephone: 877-557-2575
- Via fax: 202-275-0549
- Via mail: U.S. Department of Education
  FSA Ombudsman Group
  830 First Street, NE, Mail Stop 5144
  Washington, DC 20202-5144

National Student Loan Data System
For assistance and information concerning all current federal loan holders you may contact at 1-800-433-3243 or at [www.nslds.ed.gov](http://www.nslds.ed.gov/).

The web site will provide you information on:
- Loan types
- Disbursements
- Loan statuses
- Interest rates
- Lender Information
- Your FAFSA pin is required

Note: Private loans are not included as information on the NSLDS system.

AmeriCorps
AmeriCorps is made up of three main programs: AmeriCorps State and National, AmeriCorps VISTA and AmeriCorps NCCC (National Civilian Community Corps). Only VISTA alumni who choose the stipend and have student loans may be eligible for up to 15% cancellation of their student loans. To determine what student loans may be eligible for cancellation and to receive forms, contact the Department of Education at 1 800 433 3243. AmeriCorps VISTA members who choose the education may not claim a partial cancellation.

For assistance and information concerning the AmeriCorps program visit: [www.americorps.gov](http://www.americorps.gov)

Free Credit Report
[www.annualcreditreport.com](http://www.annualcreditreport.com)

Repayment Calculator
[http://mappingyourfuture.org/paying/standardcalculator.htm](http://mappingyourfuture.org/paying/standardcalculator.htm)
Helpful Contact Information

Federal Perkins, Health Profession Student Loans, University of Chicago Cash and Pritzker Medical Cash Loans:

Lender is: The University of Chicago
For deferments, inquiries, address or name changes contact:

UNIVERSITY OF CHICAGO
Student Loan Administration
970 E. 58th Street Rm 411
Chicago, IL  60637
(773) 702-6061
Email: student-loans@uchicago.edu
Web: https://sla.uchicago.edu/

The University of Chicago is contracted with Campus Partners as an agent to bill for Federal Perkins, Health Profession Student Loans, University Cash and Pritzker Medical School Loans.

Send payments for federal Perkins, Health Profession, University Cash and Pritzker Medical School Loans to the Campus Partners lock box at:

The University of Chicago
P.O. Box 970004
Boston, MA 02297-0004

Web site to view and manage your Federal Perkins, Health Profession, University Cash and Pritzker Medical School Loan accounts: www.mycampusloan.com

If you are having problems with accessing this web page you may contact our servicer, Campus Partners at 1 800 334 8609

Contact Information for Stafford, GradPLUS and Private Loan, Lenders

Access Group
http://www.accessgroup.org/Student-Loans/student-loan-repayment/index.htm
1-800- 282-1550

American Education Services
http://www.aessuccess.org/
1-800-233-0557

Bank of America
http://www.bankofamerica.com/studentbanking/
1-800-344-8382

Citibank:
https://www.studentloan.com/faq/repaystudentloan.htm
1-800-967-2400

Discover Student Loans
BUREAU OF CONSUMER FINANCIAL PROTECTION
The Bureau of Consumer Financial Protection (CFPB) is a new federal regulator created by the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010 (PL 111-203) that President Obama signed into law on July 21st, 2010. It is an independent Bureau housed in the Federal Reserve (the Fed) that will be charged with regulating consumer financial products. To ask a question, file a complaint, or share your story: go to www.consumerfinance.gov/complaint or call the toll-free number at 1-855-411-CFPB. For more information, visit their website. http://www.consumerfinance.gov/

Contact Information for the Direct Loan Program
The Department has entered into agreements with the following servicers to handle Direct Loan Servicing. For more detailed contact information visit http://www.ifap.ed.gov/ifap/helpContactInformationDetailedList.jsp?lsc=2

Aspire Resources, Inc.
www.aspireresourcesinc.com
(855) 475-3335

Cornerstone
www.MyCornerStoneLoan.org
(800) 663-1662

COSTEP
www.costep.myedloan.com
(877) 292-8639

Direct Loan Servicing Center (ACS)
www.mvedaccount.com
(800) 848-0979

Dept. of Education Student Loan Servicing Center(ACS)
(800) 835-4611

EDGeucation Loans
www.EDGeucationloans.myedloan.com
(877) 292-7470

EdManage
www.EdManage.MyEdLoan.com
(855) 479-0490

Educational Services of America, Inc.
(Edfinancial)
www.edfinancial.com/DL
(855) 337-6884

FedLoan Servicing (PHEAA)
www.myfedloan.org
(800) 699-2908

Granite State
www.gsmr.org
(888) 556-0022

Great Lakes Educational Loan Services
www.mygreatlakes.org
(800) 236-4300

KSA Servicing
www.ksa.myedloan.com
(877) 292-4825

Missouri Higher Education Loan Authority
(MOHELA)
www.mohela.com  
(888) 866-4352

National Education Loan Network (Nelnet)  
www.nelnet.com  
(888) 486-4722

OSLA Servicing (OSLA)  
www.osla.org

Student Loan Marketing Association (SLMA or Sallie Mae)  
www.salliemae.com  
(800) 722-1300

VSAC Federal Loans  
www.VSACFederalLoans.org  
(888) 932-5626