

QUICK REFERENCE to SERVICE CENTERS

Service Centers for Students

Borrower Defense Hotline

For general information about borrower defense to repayment, visit the StudentAid.gov Web site at StudentAid.gov/borrower-defense. For additional assistance with questions related to borrower defense to repayment, use the contact information listed below.

Phone: 855-279-6207

Email: FSAOperations@ed.gov

Office Hours: 8:00 a.m. - 8:00 p.m. (ET), Monday through Friday.

Default Resolution Group

For questions related to individual loan status and repayment of loans in default and owed to the Department of Education.

Phone: 800-621-3115

TDD: 877-825-9923

Email: drghelp@ed.gov

Website: <https://myeddebt.ed.gov/borrower/>

Office Hours: 8:00 a.m. – 10:00 p.m. (ET), Monday through Friday. 8:00 a.m. – 6:00 p.m. (ET), Saturday.

Mail:

U.S. Department of Education

Default Resolution Group

P.O. Box 5609

Greenville, TX 75403-5609

Borrower Payments:

National Payment Center

P.O. Box 105028

Atlanta, GA 30348-5028

Federal Student Aid Information Center (FSAIC)

The Federal Student Aid Information Center (FSAIC) serves the public with information about the federal student aid application process. FSAIC's primary role is to respond to student and parent inquiries. Customer service representatives provide comprehensive assistance in English, as well as Spanish, on general information related to federal student aid (Title IV programs), the FAFSA application (paper and online), pre-filled FAFSA on the Web, FAFSA corrections, FAFSA4caster, the U.S. Department of Education's federal student aid grant and loan programs and student loan history.

FSAIC responds to inquiries from a variety of communication channels, including phone calls to 1-800-4-FED-AID, TTY Assistance at 1-800-730-8913, a Toll number at 1-334-523-2691, live online help (chat), e-mail. FSAIC also offers a self serve option for customers using an interactive voice response (IVR) system. Customers can order single copies of many of our publications such as fact sheets, worksheets, checklists, and the paper FAFSA application.

If a student who is enrolled at your school or who is planning to enroll at your school has provided you with his or her DRN number, you may call to inquire about the application data that is on file for that student

Phone: 1-800-433-3243 (1-800-4 FED AID)

Overseas Callers: For those who are unable to access the toll-free service number, please call: 1-334-523-2691.

TDD: 1-800-730-8913

Website: fafsa.ed.gov

Student Aid on the Web, Website: studentaid.ed.gov

Health Education Assistance Loan (HEAL) Program for Borrowers

From fiscal year 1978 through fiscal year 1998, the Health Education Assistance Loan (HEAL) Program insured loans made by participating lenders to eligible graduate students in schools of medicine, osteopathy, dentistry, veterinary medicine, optometry, podiatry, public health, pharmacy, chiropractic, or in programs in health administration and clinical psychology. It is no longer possible to obtain a new HEAL Program loan. The making of new HEAL Program loans was discontinued on September 30, 1998.

On July 1, 2014, the HEAL Program was transferred from the U.S. Department of Health and Human Services to the U.S. Department of Education.

For Borrowers Not in Default

A borrower who is not in default on his or her HEAL Program loans and who has an account-related question should contact the borrower's lender or lender servicer using the contact information provided by the lender or lender servicer.

For Borrowers in Default

A borrower who is in default on his or her HEAL Program loans and who has an account-related question should contact the Debt Collection Center using the following contact information:

Mailing Address:

Debt Collection Center
Accounting Services
Program Support Center
12501 Ardennes Ave
Suite 200
Rockville, MD 20857

For General HEAL Information

A member of the community who has a general HEAL Program question should contact the HEAL Program Team using the following contact information:

Phone: 844/509-8957

Email: HEAL@ed.gov

Office Hours: 8:00 a.m. – 4:30 p.m. (ET), Monday through Friday.

Loan Consolidation for Applicants

Effective May 18, 2014, the Department of Education (the Department) has one Direct Consolidation Loan process. For general information about Direct Consolidation Loans, visit the StudentAid.gov Web site at <http://studentaid.ed.gov/repay-loans/consolidation>. The Department also has other resources to assist applicants before they apply, while they complete the application, and after they submit the application for a Direct Consolidation Loan.

Questions Before Applying

To ask questions about consolidating his or her loans before applying for a Direct Consolidation Loan, an applicant can

contact the Student Loan Support Center at 1-800-557-7394.

Technical Assistance While Completing Online Application

To request technical assistance while signed in to StudentLoans.gov and completing the Federal Direct Consolidation Loan Application and Promissory Note, an applicant can click on the Contact Us tab in the top menu bar of StudentLoans.gov. The applicant can then 1) complete and submit the feedback form or 2) click on Additional Information and contact the Student Loan Support Center at the phone number provided.

Questions After Submitting Application

To ask questions after submitting a Federal Direct Consolidation Loan Application and Promissory Note electronically via StudentLoans.gov or by mailing a paper application, an applicant must contact the consolidation servicer he or she selected during the application process. The contact information for all consolidation servicers is as follows:

- **FedLoan Servicing (PHEAA)**

Phone: 800-699-2908

Website: <http://myfedloan.org/manage-account/consolidation.shtml>

Mailing Address: FedLoan Consolidation Department
P.O. Box 69186
Harrisburg, PA 17106

- **Great Lakes Educational Loan Services, Inc.**

Phone: 800-236-4300

Website: www.mygreatlakes.org

Mailing Address: Consolidation Department
P.O. Box 8956
Madison, WI 53708

- **Navient**

Phone: 800-722-1300

Website: www.navient.com

Mailing Address: Navient
Attn: ED Loan Consolidation
P.O. Box 6180
Indianapolis, IN 46206

Note: Sallie Mae completed its transition into two companies—Sallie Mae and Navient—on October 13, 2014. Navient services federal student loans for the U.S. Department of Education.

- **Nelnet**

Phone: 866-426-6765

Website: www.nelnet.com

Mailing Address: Nelnet
P.O. Box 82658
Lincoln, NE 68501

Office of the Ombudsman FSA

The Ombudsman Office is a final resource after individuals look for help through other customer service avenues. Before contacting the Ombudsman, borrowers concerned about student loans should contact their loan holder or visit our web site for further information. Current students should contact their financial aid office first.

When contacting the Ombudsman Office, be ready to:

- Identify the problem and the reason behind it
- Define expectations
- Describe actions already taken to resolve the problem
- Supply Documentation to support your position

The easiest way to contact the Ombudsman is to file an on-line assistance request thru <http://studentaid.gov/repay-loans/disputes/prepare>. Other contact options are:

Mail:

U. S. Department of Education
FSA Ombudsman Group
830 First Street, N. E., Mail Stop 5144
Washington, D.C. 20202-5144

Phone: 202-377-3800(Toll) Washington DC - Financial Aid Professionals should use this number

Phone Toll Free: 1-877-557-2575(Best used to initiate a Case)

TDD: 202-377-3800

FAX: 202-275-0549

Email: fsaombudsmanoffice@ed.gov

Website: <http://StudentAid.gov/ombudsman>

Total and Permanent Disability Discharge and Veterans Disability Discharge

The U.S. Department of Education (the Department) has one contact point, the Nelnet Total and Permanent Disability Servicer, for borrowers seeking assistance with all total and permanent disability (TPD) discharge questions.

Phone: 888/303-7818

Fax: 303/696-5250

TDD/TTY: A borrower who is hearing-impaired may Web chat with a representative by visiting the total and permanent disability Web site and clicking on "Chat Now".

Special Assistance Team: A borrower who has special needs and requires assistance navigating the total and permanent disability discharge process simply needs to request assistance when he or she contacts the Nelnet Total and Permanent Disability Servicer.

Website: www.disabilitydischarge.com

Email: disabilityinformation@nelnet.net

Office Hours: 8:00 a.m. – 8:00 p.m. (ET), Monday through Sunday

Mailing Address:

U.S. Department of Education
P.O. Box 87130
Lincoln, NE 68501

For overnight delivery:

U.S. Department of Education
121 South 13th Street, Suite 201
Lincoln, NE 68508

Loan Servicing Centers for Students

- **CornerStone**

Phone: 800/663-1662

Fax: 801/366-8400

TDD/TTY: 801/321-7130

Overseas borrowers: 801/321-7236

Website: www.MyCornerStoneLoan.org

Email: CustomerService@mycornerstoneloan.org

Office Hours: 6:00 a.m. – 7:00 p.m. (MT), Monday through Thursday. 6:00 a.m. – 5:00 p.m. (MT), Friday.

Website: <https://efpls.com>

- **ECSI Federal Perkins Loan Servicer**

Phone: 866/313-3797

TDD/TTY: A borrower who is hearing-impaired may use the 711 Telecommunications Relay Service for assistance.

Overseas borrowers: 866/313-3797

Website: www.efpls.com

Office Hours: 8:00 a.m. – 8:00 p.m. (ET), Monday through Friday.

- **ESA/Edfinancial**

Phone: 855/337-6884

Fax: 865/692-6348 or 865/692-6349

TDD/TTY: 855/337-6884

Overseas borrowers: 855/337-6884

Website: www.edfinancial.com/DL

Contact Us Page: www.edfinancial.com/Contact

Office Hours: 8:00 a.m. – 8:30 p.m. (ET), Monday through Thursday. 8:00 a.m. – 6:00 p.m. (ET), Friday.

- **FedLoan Servicing (PHEAA)**

Phone: 800/699-2908

Fax: 717/720-1628

TDD/TTY: A borrower who is hearing-impaired may use the 711 Telecommunications Relay Service for assistance.

Overseas borrowers: 717/720-1985

Website: <https://myfedloan.org>

Office Hours: 8:00 a.m. – 9:00 p.m. (ET), Monday through Friday.

- **Granite State – GSMR**

Phone: 888/556-0022

Fax: 603/227-5415

TDD/TTY: A borrower who is hearing-impaired may e-mail dlcustomerservice@gsmr.org for assistance. A borrower who is hearing-impaired may also use the 711 Telecommunications Relay Service for assistance.

Overseas borrowers: 603/227-5321

Website: <https://gsmr.org/>

Email: dlcustomerservice@gsmr.org

Office Hours: 8:00 a.m. – 6:00 p.m. (ET), Monday through Friday.

- **Great Lakes Educational Loan Services, Inc.**

Phone: 888/686-6919

Fax: 866/632-0590

Website: www.mygreatlakes.org

Email: schoolrelations@mohela.com

Office Hours: 8:00 a.m. – 5:00 p.m. (CT), Monday through Friday.

- **HESC/Edfinancial**

Phone: 855/337-6884

Fax: 800/887-6130 (toll free) or 865/692-6348

TDD/TTY: 855/337-6884

Overseas borrowers: 855/337-6884

Website: <https://edfinancial.com>

Contact Us Page: <https://edfinancial.com/Contact>

Office Hours: 8:00 a.m. – 8:30 p.m. (ET), Monday through Thursday. 8:00 a.m. – 6:00 p.m. (ET), Friday.

- **MOHELA**

Phone: 888/866/4352

Fax: 866/222-7060

TDD/TTY: A borrower who is hearing-impaired may use the 711 Telecommunications Relay Service for assistance.

Overseas borrowers: 636/532-0600

Website: www.mohela.com

Office Hours: 7:00 a.m. - 9:00 p.m. (CT), Monday through Thursday. 7:00 a.m. - 5:00 p.m. (CT), Friday.

- **Navient**

Phone: 800/722-1300

Fax: 866/266-0178 (within United States)

Fax: 570/706-8563 (outside United States)

TDD/TTY: 877/713-3833

Overseas borrowers: If toll-free (no cost per call) number cannot be accessed, use 317/806-0580 (cost per call).

Website: <https://navient.com/loan-customers>

Office Hours: 8:00 a.m. - 9:00 p.m. (ET), Monday through Thursday. 8:00 a.m. - 8:00 p.m. (ET), Friday.

- **Nelnet**

Phone: 888/486-4722

Fax: 877/402-5816

TDD/TTY: A borrower who is hearing-impaired may Web chat with a representative by visiting the Web site and clicking on "Chat Now".

Overseas borrowers: 303/696-3625

Website: <https://www.nelnet.com/>

Office Hours: 24 hours a day, 7 days a week.

- **OSLA Servicing**

Phone: 866/264-9762

Fax: 855/813-2224

TDD/TTY: 405/556-9230

Website: <https://public.osla.org/>

Email: dlss@osla.org

Office Hours: 8:00 a.m. – 5:00 p.m. (CT), Monday through Friday.

Service Centers for Schools

Closed School Contacts

For questions related to Perkins default rates, FISAP information, and Campus-Based Programs.

Phone: 1-800-4-FED-AID (1-800-433-3243)

TDD: 1-800-730-8913

The following is a list of School Participation Teams, at the US Department of Education and the states they cover, with a designated point of contact (POC) for Closed Schools. Please contact the respective POC for specific information about the school you attended.

School Participation Team - Northeast Section

New York /Boston Team- NJ, PR, VI, NY, CT, ME, MA, NH, RI, VT

NJ, NY, PR, VI,

POC - Marie Bangura: 202-377-3072

Email: Marie.Bangura@ed.gov

NJ, NY, PR, VI

POC: Teresa Martinez: 646-428-3748

Email: Teresa.Martinez@ed.gov

CT, ME, MA, NH, RI, VT

POC - Cheryl Marotta: 617-289-0131

Email: Cheryl.Marotta@ed.gov

Philadelphia Team - DE, DC, MD, PA, VA, WV

POC - Alekia Campbell: 202-377-4216

Email: Alekia.Campbell@ed.gov

Foreign Schools Team

POC - Jorge Matos: 202-377-3359

Email: Jorge.Matos@ed.gov

School Participation Team - South Central Section

Atlanta Team - AL, GA, NC, MS, SC, FL

POC – Sherry Blackman: 404-974-9287

Email: sherry.blackman@ed.gov

Kansas City Team - IA, KS, KY, MO, NE, TN

POC - Christopher Thompson: 816-268-0527

Email: Christopher.Thompson@ed.gov

Dallas Team - AR, LA, NM, OK, TX

POC - Deborah Tucker: 202-377-4372

Email: Brittney.Stubblefield@ed.gov

School Participation Team - Northwest Section

Chicago/Denver Team - IL, MN, MT, OH, UT, WY

POC - Herschel Wallace: 312-730-1537

Email: Herschel.Wallace@ed.gov

Chicago/Denver Team - CO, IN, MI, ND, SD, UT, WI

POC – Rosa Reth: 312-730-1469

Email: Rosa.Reth@ed.gov

San Francisco/Seattle Team - AZ, CA, HI, NV, American Samoa, Guam, Palau, Marshall Islands, N. Marianas, and Micronesia, AK, ID, OR, WA

POC - DeNise L. Hill: 206-615-3638

Email: DeNise.L.Hill@ed.gov

COD School Relations Center

For questions related to the Common Origination and Disbursement (COD) System, the Campus-Based programs, or Iraq and Afghanistan Service Grant, Pell Grant, TEACH Grant, and Direct Loan processing.

COD School Relations Center: 1-800-848-0978

Student Loan Support Center: 800-557-7394

Fax: 1-877-623-5082

Email: CODSupport@ed.gov

Website: <https://cod.ed.gov/cod/LoginPage>

Office Hours: 8:00 a.m. - 11:00 p.m. (ET), Monday through Friday.

General COD:

COD Communications

COD School Testing

COD System Interface Issues

COD Web Processing

Current Funding Level

Custom System (Mainframe) Assistance

Document/Batch Processing

Reports and Data Requests (all programs)

Campus-Based Programs:

ESOA and MRR Questions

Funding Adjustments

HS Program Codes and CIP Codes

Post-Deadline Processing

Reconciliation

Reports and Data Request

Iraq and Afghanistan Service Grant Program:

Web Award and Disbursement Processing (2010-2011 Award Year and forward)

TEACH Grant Program:

Agreement to Serve
Initial and Subsequent Counseling
Reconciliation and Closeout
TEACH Grant Web Site

Pell Grant Program:

Administrative Cost Allowance
ESOA, MRR, and POP Questions
Lifetime Eligibility Used (LEU)
Post-Deadline Processing
Reconciliation
Verification Status Code Processing

Direct Loan Program:

Direct Loan Participation Requests
Master Promissory Notes (Electronic and Paper)
Direct PLUS Loan Credit Checks/Appeals
Direct PLUS Loan Endorser Application Questions
Direct PLUS Loan Requests
Reconciliation and Closeout
Refunds of Cash
Reports
StudentLoans.gov Web site

CPS/SAIG Technical Support and the TFA Support Center

For questions related to the Central Processing System (CPS), the Student Aid Internet Gateway (SAIG), Web products such as FAA Access to CPS Online, and assistance with software products such as EDconnect and EDExpress. Questions related to Two Factor Authentication (TFA) tokens may also be directed here.

Phone: 800-330-5947

TDD: 800-511-5806

Fax: 319-665-7662

Email: CPSSAIG@ed.gov: for questions specific to TFA, e-mail TFASupport@ed.gov

Office Hours: 8:00 a.m. - 8:00 p.m. (ET), Monday through Friday.

Technical support includes assistance with the following:

FAFSA and Correction Processing
FAA Access to CPS Online (faaaccess.ed.gov)
ISIR Analysis (IA) Tool
Return of Title IV Funds (R2T4) on the Web
CPS Web Demonstration Site
SAIG Enrollment and Participation (www.fsawebenroll.ed.gov)
SAIG Network Password Changes and Resets
SAIG Transmission Errors
CPS Batch Status
Rejected EDE Records and Batches

Restore Batches to Customers' Mailboxes
CPS Test System
Custom/Combo/Mainframe Support
FSAdownload (www.fsadownload.ed.gov)
Software Assistance: EDEExpress, Direct Loan (DL) Tools, EDconnect, Student Status Confirmation Report (SSCR)

Default Resolution Group, Greenville

For questions related to defaulted loan assignments and Pell Grant Overpayments.

Loan Intake (FFEL Assignments) and Title IV (Pell Grant) Referrals:

Phone: 903-259-3877

Fax: 903-454-2243

E-mail: drghelp@ed.gov

Web site: <https://myeddebt.ed.gov/partner>

Mail:

U.S. Department of Education
Default Resolution Group
P.O. Box 5609
Greenville, TX 75403-5609

Department of Education's On-Site Monitor at Greenville Facility:

Phone: 903-259-3915

Fax: 903-454-2312

eZ Audit

EZ Audit provides schools with a paperless single point of submission for financial statements and compliance audits through the web.

Phone: 1-877-263-0780

Email: fsaezaudit@ed.gov

Website: ezaudit.ed.gov

Foreign School Contacts

Authorized personnel at eligible schools located outside the United States (commonly referred to as foreign schools) use functionality within the U.S. Department of Education's (the Department's) Common Origination and Disbursement (COD) System to process William D. Ford Federal Direct Loan (Direct Loan) Program loans for eligible U.S. students who attend their schools. Before a foreign school may begin participating in the Direct Loan Program, it must request COD System and Web site access, and complete funding related actions.

For detailed information about the Direct Loan Setup actions for foreign schools, go to the [Foreign School Information page](#).

If you have questions or need assistance with COD System processing, contact the COD School Relations Center at 800/848-0978.

G5 Hotline

For questions related to G5, the Department of Education's electronic system for grants management and payments.

Phone: 888-336-8930 (no cost per call)

TDD: 866-697-2696 (no cost per call)

Email: edcaps.user@ed.gov

Website: <https://www.g5.gov>

Office Hours: 8:00 a.m. - 6:00 p.m. (ET), Monday through Friday.

Health Education Assistance Loan (HEAL) Program for Lenders and Lender Servicers

From fiscal year 1978 through fiscal year 1998, the Health Education Assistance Loan (HEAL) Program insured loans made by participating lenders to eligible graduate students in schools of medicine, osteopathy, dentistry, veterinary medicine, optometry, podiatry, public health, pharmacy, chiropractic, or in programs in health administration and clinical psychology. It is no longer possible to obtain a new HEAL Program loan. The making of new HEAL Program loans was discontinued on September 30, 1998.

On July 1, 2014, the HEAL Program was transferred from the U.S. Department of Health and Human Services to the U.S. Department of Education.

For questions related to the HEAL Program, use the contact information listed below.

HEAL – General

Phone: 844/509-8957

Email: HEAL@ed.gov

Office Hours: 8:00 a.m. – 4:30 p.m. (ET), Monday through Friday

HEAL – Claims

Email: HEALClaims@ed.gov

Mailing Address:

U.S. Department of Education
HEAL Claims
50 Beale Street #8629
San Francisco, CA 94105

Loan Consolidation for Loan Holders and Servicers

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Questions Before Applying

To ask questions about consolidating his or her loans before applying for a Direct Consolidation Loan, an applicant can contact the Student Loan Support Center at 1-800-557-7394.

Technical Assistance While Completing Online Application

To request technical assistance while signed in to StudentLoans.gov and completing the Federal Direct Consolidation Loan Application and Promissory Note, an applicant can click on the Contact Us tab in the top menu bar of StudentLoans.gov. The applicant can then 1) complete and submit the feedback form or 2) click on Additional Information and contact the Student Loan Support Center at the phone number provided.

Questions After Submitting Application

To ask questions after submitting a Federal Direct Consolidation Loan Application and Promissory Note electronically via StudentLoans.gov or by mailing a paper application, an applicant must contact the consolidation servicer he or she selected during the application process. The contact information for all consolidation servicers is as follows:

- **FedLoan Servicing (PHEAA)**

Phone: 717-720-2110

Website: <http://myfedloan.org/manage-account/consolidation.shtml>

Email: directloanconsol@myfedloan.org

Mailing Address: FedLoan Consolidation Department
P.O. Box 69186
Harrisburg, PA 17106

- **Great Lakes Educational Loan Services, Inc.**

Phone: 866-348-0714

Website: www.mygreatlakes.org

Mailing Address: Consolidation Department
P.O. Box 8956
Madison, WI 53708

- **Navient**

Phone: 317-578-6176

Mailing Address: Navient
Attn: ED Loan Consolidation
P.O. Box 6180
Indianapolis, IN 46206

Note: Sallie Mae completed its transition into two companies—Sallie Mae and Navient—on October 13, 2014. Navient services federal student loans for the U.S. Department of Education.

- **Nelnet**

Phone: 855-554-0050

Website: www.nelnet.com

Mailing Address: Nelnet
P.O. Box 82658
Lincoln, NE 68501

National Student Loan Data System (NSLDS)

For questions related to NSLDS functions such as student eligibility, overpayments, loan history, and enrollment reporting.

Phone: 800-999-8219

Email: nslds@ed.gov

NSLDS Professional Access Web Site: https://www.nsldsfap.ed.gov/nslds_FAP/default.jsp

NSLDS Student Access Web Site: www.nslds.ed.gov

Contact the NSLDS Customer Support Center for assistance regarding NSLDS functions including:

Aggregate Calculations
Cohort Default Rates
Data Provider Schedules
Enrollment Reporting
Exit Counseling Completion
Federal Grant Information, including Pell Grants and TEACH Grants
Gainful Employment Reporting
Loan History/Detail
Online Enrollment Reporting
Organizational Contacts
Organizational Search
Overpayments
Reported Enrollment History
Reports
Transfer Student Monitoring
Web Site Access and Passwords

PEPS Help Desk

For connectivity interruptions or other PEPS application problems questions, please email FSA_PEPS@ed.gov.

Total and Permanent Disability Discharge and Veterans Disability Discharge

The U.S. Department of Education (the Department) has one contact point, the Nelnet Total and Permanent Disability Servicer, for loan holders seeking assistance with all total and permanent disability (TPD) discharge questions.

Phone: 888/303-7818

Fax: 303/696-5250

Website: www.disabilitydischarge.com

Email: disabilityinformation@nelnet.net

Office Hours: 8:00 a.m. – 8:00 p.m. (ET), Monday through Sunday

Mailing Address:

U.S. Department of Education
P.O. Box 87130
Lincoln, NE 68501

For overnight delivery:

U.S. Department of Education
121 South 13th Street, Suite 201
Lincoln, NE 68508

Loan Servicing Centers for Schools

- **CornerStone**

Phone: 877/336-7397

Fax: 801/366-8415

Website: www.MyCornerStoneLoan.org

Email: CampusContact@mycornerstoneloan.org

Office Hours: 6:00 a.m. – 7:00 p.m. (MT), Monday through Thursday. 6:00 a.m. – 5:00 p.m. (MT), Friday.

- **ECSI Federal Perkins Loan Servicer**

Phone: 866/313-4130

Fax: 412/490-7498

Email: Clientsupport@efpls.com

Office Hours: 8:00 a.m. - 8:00 p.m. (ET), Monday through Friday.

- **ESA/Edfinancial**

Phone: 855/845-1001

Fax: 865/692-6378

Website: www.edfinancial.com/DLSchools

Email: Schools@Edfinancial.com

Office Hours: 8:00 a.m. – 8:30 p.m. (ET), Monday through Thursday. 8:00 a.m. – 6:00 p.m. (ET), Friday.

- **FedLoan Servicing (PHEAA)**

Phone: 800/655-3813

Fax: 717/720-1628

Website: <https://myfedloan.org/>

Email: schoolsupport@myfedloan.org

Office Hours: 8:00 a.m. – 9:00 p.m. (ET), Monday through Friday.

- **Granite State – GSMR**

Phone: 800/303-8353

Fax: 603/227-5441

Website: <https://gsmr.org/>

Email: schoolcontact@gsmr.org

Office Hours: 8:00 a.m. – 5:00 p.m. (ET), Monday through Friday.

- **Great Lakes Educational Loan Services, Inc.**

Phone: 888/686-6919

Fax: 866/632-0590

Website: <https://schools.mygreatlakes.org/>

Email: clientservices@glhec.org

Office Hours: 7:00 a.m. – 6:30 p.m. (CT), Monday through Thursday. 7:00 a.m. – 6:00 p.m. (CT), Friday.

- **HESC/Edfinancial**

Phone: 855/845-1001

Fax: 865/692-6378

Website: <https://edfinancial.com/Clients>

Email: Schools@Edfinancial.com

Office Hours: 8:00 a.m. – 8:30 p.m. (ET), Monday through Thursday. 8:00 a.m. – 6:00 p.m. (ET), Friday.

- **MOHELA**

Phone: 888/866/4353

Fax: 866/222-7060

Website: www.mohela.com/schools

Email: schoolrelations@mohela.com

Office Hours: 8:00 a.m. - 5:00 p.m. (CT), Monday through Friday.

- **Navient**

Phone: 888/272-4665

Fax: 800/828-0250

Website: <https://navient.com/schools>

Email: collegeserv@navient.com

Office Hours: 8:00 a.m. – 9:00 p.m. (ET), Monday through Thursday. 8:00 a.m. – 8:00 p.m. (ET), Friday.

- **Nelnet**

Phone: 866/463-5638

Fax: 888/274-9876

Website: <https://www.nelnetloanservicing.com/>

Email: ssc@nelnet.net

Office Hours: 8:00 a.m. – 8:00 p.m. (ET), Monday through Friday.

- **OSLA Servicing**

Phone: 866/264-9762

Fax: 855/813-2224

Website: <https://public.osla.org/>

Email: dlss@osla.org

Office Hours: 8:00 a.m. – 5:00 p.m. (CT), Monday through Friday.

Federal Student Aid Offices

Conferences

Questions or feedback related to the FSA conferences can be directed to the Conferences Service Center.

Phone: 202-377-3633

Email: fsaconferences@ed.gov

Website: <http://fsaconferences.ed.gov/index.html>

Default Prevention Assistance

Federal Student Aid is committed to assisting schools with efforts that educate students about their loan repayment obligation, encourage successful repayment, and address delinquent repayment when it occurs. By employing evaluation, prevention, and outreach activities, schools can work in advance to reduce the risk of default by their students. Ultimately, this intervention will assist schools in managing their cohort default rates.

For questions related to default prevention, contact us at: defaultpreventionassistance@ed.gov.

For consolidated delinquency and default prevention resources, refer to the [Default Prevention Resource Information Web page](#).

Other Default-Related Assistance

In addition to default prevention assistance, Federal Student Aid provides cohort default rate (CDR) support for schools and default resolution support for student and parent borrowers. Our federal loan servicers also provide delinquency and default prevention support for schools and borrowers.

For questions related to CDRs, refer to the [Operations Performance Division page](#).

For questions related to default resolution, refer to the [Default Resolution Group page](#).

For questions related to federal loan servicer delinquency and default prevention support for schools, refer to the [Loan Servicing Centers for Schools page](#).

For questions related to federal loan servicer delinquency and default prevention support for borrowers, refer to the [Loan Servicing Centers for Students page](#).

Experimental Sites Initiative

Schools that participate as experimental sites test the outcomes of modifying specific components of the laws and regulations governing the awarding of Title IV aid. The Department of Education uses the results of these experiments to guide regulatory policy changes and propose legislative changes that will enhance program integrity, improve student outcomes, and reduce administrative burden.

Information about previous and current experiments is available at <http://experimentalsites.ed.gov>.

Remaining questions should be directed to the following e-mail address: ExperimentalSites@ed.gov.

Operations Performance Division

School Default Rates – Operations Performance Division calculates and disseminates school cohort default rates and processes appeals/adjustments/challenges to the default rate data.

Phone: 202-377-4259 (Calls responded to within 24-48 hours)

Email: fsa.schools.default.management@ed.gov

Website: <http://ifap.ed.gov/DefaultManagement/DefaultManagement.html>

Lender and Guaranty Agency Default Rates – Operations Performance Division calculates and disseminates lender and guaranty agency default rates and processes data corrections to the default rate data.

Phone: 202-377-3053 (Calls responded to within 24-48 hours)

Website: <http://www2.ed.gov/offices/OSFAP/defaultmanagement/lga.html>

Other Default-Related Assistance

In addition to cohort default rate assistance, Federal Student Aid provides default prevention support for schools and default resolution support for student and parent borrowers.

For questions related to default prevention, refer to the [Default Prevention Assistance page](#).

For questions related to default resolution, refer to the [Default Resolution Group page](#).

Quality Assurance (QA) Program

Mission: The Quality Assurance (QA) Program helps schools Attain, Sustain, and Advance exceptional student aid delivery and service excellence.

Vision: To broaden Federal Student Aid's Quality Process to serve all participating Title IV institutions, by providing tools that promote better service to students, compliance, and continuous improvement in program delivery.

You can contact the QA Program staff in Washington by sending an e-mail to the Quality Assurance Program mailbox at: qualityassurance@ed.gov or you may contact the QA Regional Representatives at their contact information listed below:

Regions 1, 2, 5

Holly.Langer-Evans@ed.gov

(617) 289-0136

Regions 3, 4, 6, 7

Anne.Tuccillo@ed.gov

(202) 377-4378

Regions 8, 9, 10

Michael.Cagle@ed.gov

(206) 615-2586

School Participation Divisions

Call the appropriate School Participation Division for information and guidance on audit resolution, financial analysis, program reviews, technical assistance, and school and program eligibility/recertification.

Website for School and Program Eligibility/Recertification: <http://www.eligcert.ed.gov>

General Compliance Information and Requests: CaseTeams@ed.gov

Foreign School Participation Division

Wash DC - 202-377-3168

School Participation Division - New York/Boston (Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont, New Jersey, New York, Puerto Rico, Virgin Islands)

Boston - 617-289-0133

New York - 646-428-3750

Wash DC – 202-377-3173

School Participation Division – Philadelphia (DC, Delaware, Maryland, Pennsylvania, Virginia, West Virginia)

Philadelphia - 215-656-6442

Wash DC - 202-377-3173

School Participation Division – Atlanta (Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina)

Atlanta - 404-974-9303

Wash DC - 202-377-3173

School Participation Division – Chicago/Denver (Illinois, Indiana, Minnesota, Ohio, Wisconsin Colorado, Michigan, Montana, North Dakota, South Dakota, Utah, Wyoming)

Chicago - 312-730-1515

Denver – 303-844-3677

Wash DC - 202-377-3173

School Participation Division - Dallas (Arkansas, Louisiana, New Mexico, Oklahoma, Texas)

Dallas - 214-661-9490

Wash DC - 202-377-3173

School Participation Division - Kansas City (Iowa, Kansas, Kentucky, Missouri, Nebraska, Tennessee)

Kansas City - 816-268-0410

Wash DC - 202-377-3173

School Participation Division - San Francisco/Seattle (Alaska, American Samoa, Arizona, ,California, Guam, Hawaii, Nevada, Palau, Marshall Islands, N. Marianas, and Micronesia, Idaho, Oregon, Washington)

San Francisco - 415-486-5677

Seattle - 206-615-2594

Wash DC - 202-377-3173