

## Department of Education Student Loan Servicer Web Site Access for Borrowers

### Attachment to June 2009 Electronic Announcement

Borrowers whose Federal Family Education Loan (FFEL) Program loans have been purchased by the Department of Education (the Department) can access information about their loans and learn about the services offered by the Department of Education Student Loan Servicing Center via the center's Web site at <https://www.ed-servicing.com>. More specifically, borrowers can view their account information, make payments, update contact information, and obtain deferment assistance online.

**Important Note About Web Site URL:** The “.com” domain in the URL for the Department of Education Student Loan Servicer Web site is correct. We have heard recently from borrowers concerned about the legitimacy of e-mails from the Department of Education Student Loan Servicing Center that directed them to the Web site because the URL did not have a “.gov” domain as expected. We appreciate schools' assistance in conveying the message to borrowers that the Department of Education Student Loan Servicer Web site URL, <https://www.ed-servicing.com>, is correct and legitimate.

To access the [Department of Education Student Loan Servicer Web site](#), a borrower must first register for a user name and password. Once the borrower registers, he or she will simply log in to the Web site; the borrower will not need to register again.

#### **Registering for Access**

A borrower who needs to complete the one-time registration will do so by completing the following steps:

**Step 1:** Go to <https://www.ed-servicing.com>.

**Step 2:** In the gray area on the right side of the Home page, click on the How To Register link to open the Borrower Registration page.

**Step 3:** On the Borrower Registration page, complete each of the required fields (indicated by a red asterisk) and click on the CONTINUE button at the bottom of the page.

**Step 4:** After electronically submitting the registration information and receiving an e-mail from the Department of Education Student Loan Servicing Center, follow the instructions in the e-mail to authenticate the borrower's e-mail address.

#### **Logging In After Registration**

After a borrower successfully completes the one-time registration, he or she will simply log in to the [Department of Education Student Loan Servicer Web site](#) by entering his or her information (user name, password, and last four SSN digits) in the gray area on the right side of the Home page and clicking on the LOGIN button.

#### **Getting Help**

For assistance with accessing the [Department of Education Student Loan Servicer Web site](#), contact the Department of Education Student Loan Servicing Center at 800/508-1378.