

Our customers tell us...

“My Specialist was willing to do whatever it took to find a solution and certainly went the extra mile in my case.”

“You were not only helpful, but respectful and diligent. Thank You!”

“My Specialist was everything I could have wanted—accurate, courteous and timely.”

“I want to extend a personal thank you for your commitment in handling my case quickly and professionally. It was a relief to speak with someone who was knowledgeable and willing to take action to resolve my loan concerns.”



Useful information:

Federal Student Aid Information Center:

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

General Information on Financial Aid:

- www.studentaid.ed.gov

National Student Loan Data System Access:

- www.nsls.ed.gov

Other Government Resources:

- www.students.gov

Contact the Ombudsman:

Telephone:

- 1-877-557-2575 (toll-free)
- 202-377-3800

Fax:

- 202-275-0549

Mail:

U.S. Department of Education
FSA Ombudsman
830 First Street, N.E.
Washington, DC 20202-5144

Online:

- www.ombudsman.ed.gov

Email:

- fsaombudsmanoffice@ed.gov



START HERE
GO FURTHER
FEDERAL STUDENT AID



THE OFFICE OF THE OMBUDSMAN

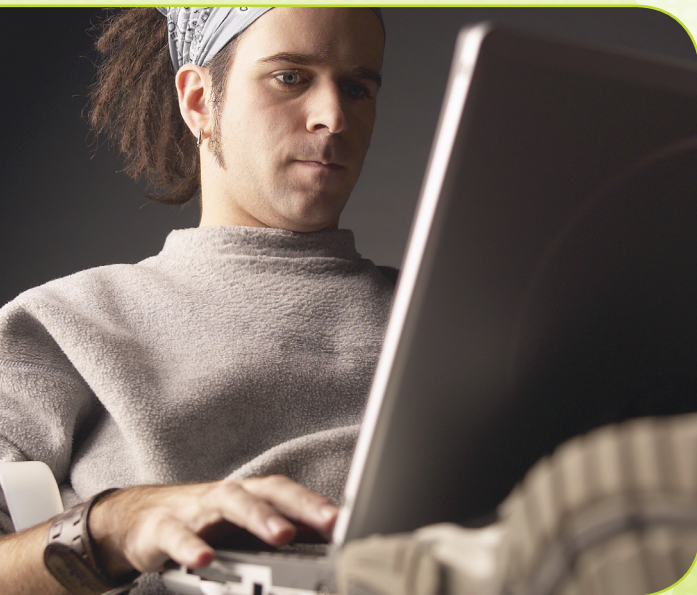
We help resolve federal
financial aid concerns.

U.S. Department of Education • Federal Student Aid

THOROUGH

The Ombudsman helps...

- Resolve discrepancies with loan balances and payments.
- Explain loan interest and collection charges.
- Resolve issues related to consolidations, service quality, default status, bankruptcies, income tax refund offsets and other concerns.
- Identify loan repayment options for:
 - ✓ Direct Loans;
 - ✓ Federal Family Education Loans (FFEL); and
 - ✓ Perkins Loans.
- Clarify provisions for loan deferment or forbearance and cancellation or discharge.



Before contacting the Ombudsman...

Use the customer service processes at your school, lender or loan servicer. Keep careful notes of the conversation and ask that they summarize the conversation in their records too. Ask them what documentation they require. Consider explaining your concern in writing and include the needed documentation.

The Ombudsman ensures...

CONFIDENTIALITY:

Information or materials you share with us are disclosed only to parties to the dispute, unless there appears to be imminent risk of serious harm or other criminal activity.

IMPARTIALITY:

The concerns, positions and interests of all parties will be considered, but the Ombudsman does not take sides with any person or group. The Office does advocate for fair processes, policies and procedures.

INDEPENDENCE:

The Office is organizationally distinct from Federal Student Aid's student aid functions and operates independently from them.

INFORMALITY:

Assistance from the Ombudsman is informal; the Office does not make binding decisions or testify at formal judicial or administrative hearings. The Office does listen with an open mind, perform a thorough review of the facts, explore options, and provide contextual explanations.

ACCURATE