

QUICK REFERENCE to SERVICE CENTERS

Service Centers for Students

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

E-mail: drghelp@ed.gov

Web site: <https://www.myeddebt.com/borrower/>

Office Hours: 8:00 a.m. – 10:00 p.m. (ET), Monday through Friday. 8:00 a.m. – 7:00 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

Direct Loan Consolidation Center

The Higher Education Act (HEA) provides for a loan consolidation program under the William D. Ford Federal Direct Loan (Direct Loan) Program. Under this program, a borrower's individual loans are paid off and a new consolidation loan is created. Consolidation simplifies loan repayment by combining several types of federal education loans (that may have different terms and repayment schedules or may have been made by different lenders) into one new loan. The interest rate may be lower than on one or more of the underlying loans. In addition, the monthly payment amount on a consolidation loan is usually lower and the amount of time to repay may be extended beyond what was available in the separate loan programs. These features should result in more manageable debt and should make borrowers less prone to default.

Phone: 800-557-7392

TDD: 800-557-7395

Fax: 800-557-7396

Email: loan_consolidation@mail.ed.gov

Website: <http://www.loanconsolidation.ed.gov>

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

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 319-337-5665, 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: 319-337-5665

TDD: 1-800-730-8913

Web site: fafsa.ed.gov

PIN Registration Web site: (For students and parents access) pin.ed.gov

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

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 www.ombudsman.ed.gov. Other contact options are:

Mail:

Office of the Ombudsman
US Department of Education
Fourth Floor (UCP-3/MS 5144)
830 First Street NE
Washington, DC 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

E-Mail: fsaombudsmanoffice@ed.gov

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

Total and Permanent Disability Discharge and Veterans Disability Discharge

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

General Total and Permanent Disability Discharge Information

For questions about **applying** for a discharge a borrower should first contact the loan holder. If the borrower has already applied for a discharge **and** the loan holder has informed the borrower that the request has been assigned or referred to the Department, the borrower should contact the Nelnet Total and Permanent Disability Servicer in Denver, CO:

Phone: 888/303-7818

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".

Web site: www.disabilitydischarge.com

E-mail: disabilityinformation@nelnet.net

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

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.

Veterans Disability Discharge Information

For questions about **applying** for a discharge under the special standard for certain veterans or to check on the status of a previously submitted application that has not yet been referred to the Department, a borrower should contact the current loan holder. If the borrower has already applied for a discharge **and** the loan holder has informed the borrower that the request has been referred to the Department, the borrower should contact the Nelnet Total and Permanent Disability Servicer in Denver, CO:

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".

Web site: www.disabilitydischarge.com

E-mail: disabilityinformation@nelnet.net

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

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.

Loan Servicing Centers for Students

- **Aspire Resources Inc.**

Phone: 855/475-3335

Fax: 515/471-8180

TDD/TTY: 855/475-4889

Overseas borrowers: 515/471-3999

Web site: www.AspireResourcesInc.com

E-mail: LoanCounsel@AspireResourcesInc.com

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

- **CornerStone**

Phone: 800/663-1662

Fax: 801/366-8400

TDD/TTY: 801/321-7130

Overseas borrowers: 801/321-7295

Web site: www.MyCornerStoneLoan.org

E-mail: CustomerService@mycornerstoneloan.org

Office Hours: 6:00 a.m. – 9:00 p.m. (MT), Monday through Thursday. 6:00 a.m. – 5:00 p.m. (MT), Friday. 8:00 a.m. – 12:00 p.m. (MT), Saturday.

- **COSTEP**

Phone: 877/292-8639

Fax: 877/292-8873

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

Overseas borrowers: 402/507-5452

Web site: www.costep.myedloan.com

E-mail: A borrower must log in to www.costep.myedloan.com, click on the "Contact Us" tab, and select the "Secure Email" option.

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

- **Direct Loan Servicing Center (ACS)**

Phone: 800/848-0979

Fax: 800/848-0984

TDD/TTY: 800/848-0983

Overseas borrowers: 315/738-6634

Web site: www.dl.ed.gov

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

- **Department of Education Student Loan Servicing Center (ACS)**

Phone: 800/835-4611

Fax: 315/738-2232

TDD/TTY: 800/662-1220 within New York State

TDD/TTY: 800/855-2880 outside New York State

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

- **EDGEducation Loans**

Phone: 877/292-7470

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

Overseas borrowers: 402/507-5455

Web site: www.EDGEducationloans.myedloan.com

E-mail: A borrower must log in to www.EDGEducationloans.myedloan.com, click on the “Contact Us” tab, and select the “Secure Email” option.

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

- **EdManage**

Phone: 855/479-0490

Fax: 855/479-0487

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

Overseas borrowers: 855/479-0490

Web site: <http://www.EdManage.MyEdLoan.com>

E-mail: A borrower must log in to <http://www.EdManage.MyEdLoan.com>, click on the “Contact Us” tab, and select the “Secure Email” option.

Office Hours: 8:00 a.m. – 9:00 p.m. (ET), Monday through Thursday. 8:00 a.m. – 5:00 p.m. (ET), 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

Web site: www.edfinancial.com/DL

Contact Us Page: www.edfinancial.com/Contact

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

- **FedLoan Servicing (PHEAA)**

Phone: 800/699-2908

Fax: 717/720-1628

TDD/TTY: 800/722-8189

Overseas borrowers: 717/720-1985

Web site: www.myfedloan.org

Office Hours: 8:00 a.m. – 11:00 p.m. (ET), Monday through Thursday. 8:00 a.m. – 9:00 p.m. (ET), 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.

Overseas borrowers: 603/227-5321

Web site: www.gsmr.org

E-mail: dlcustomerservice@gsmr.org

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

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

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

TDD/TTY: 8:00 a.m. – 11:00 a.m. (ET), Monday through Thursday. 8:00 a.m. – 9:00 p.m. (ET), Friday.

Overseas borrowers: 608/246-1700

Web site: www.mygreatlakes.org

Office Hours: 7:00 a.m. – 8:45 p.m. (CT), Monday through Thursday. 7:00 a.m. – 5:45 p.m. (CT), Friday.

- **MOHELA**

Phone: 888/866/4352

Fax: 866/222-7060

TDD/TTY: 636/532-5189

Overseas borrowers: 888/866-4352

Web site: www.mohela.com

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

- **Nelnet**

Phone: 888/486-4722

Fax: 877/402-5816

TDD/TTY: 888/486-4722

Overseas borrowers: 303/696-3625

Web site: 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

Web site: www.osla.org

Email: schoolrelations@mohela.com

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

- **Sallie Mae**

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).

Web site: www.salliemae.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.

Service Centers for Schools

Campus-Based Call Center

For questions related to the Campus-Based Programs, the Fiscal Operations Report and Application to Participate (FISAP), and Federal Perkins Loan cohort default rates.

Phone: 877-801-7168 (no cost per call)

Fax: 866-441-2175

E-mail: CBFOB@ed.gov

Web site: <https://cbfisap.ed.gov>

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

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

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

NJ, NY, PR, VI,
POC - Marie Bangura: 202-377-3072
E-mail: Marie.Bangura@ed.gov

NJ, NY, PR, VI
POC: Teresa Martinez: 646-428-3748
E-mail: Teresa.Martinez@ed.gov

CT, ME, MA, NH, RI, VT
POC - Cheryl Marotta: 617-289-0131
E-mail: Cheryl.Marotta@ed.gov

Philadelphia Team - DE, DC, MD, PA, VA, WV
POC - Alekia Campbell: 202-377-4216
E-mail: Alekia.Campbell@ed.gov

Foreign Schools Team
POC - Jorge Matos: 202-377-3359
E-mail: Jorge.Matos@ed.gov

School Participation Team - South Central Section

Atlanta Team - AL, GA, NC, MS, SC, FL
POC - Andrew Lawrence: 202-377-4369
E-mail: Andrew.Lawrence@ed.gov

Kansas City Team - IA, KS, KY, MO, NE, TN
POC - Charles Glasper: 816-268-0437
E-mail: Charles.Glasper@ed.gov

Dallas Team - AR, LA, NM, OK, TX
POC - Deborah Tucker: 202-377-4372
E-mail: Deborah.Tucker@ed.gov

School Participation Team - Northwest Section

Chicago Team - IL, IN, MN, OH, WI
POC - Herschel Wallace: 312-730-1537
E-mail: Herschel.Wallace@ed.gov

Denver Team - CO, MI, MT, ND, SD, UT, WY
POC - Herschel Wallace: 312-730-1537
E-mail: Herschel.Wallace@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
E-mail: DeNise.L.Hill@ed.gov

COD School Relations Center

For questions related to Common Origination and Disbursement (COD), ACG, Iraq and Afghanistan Service Grant, National SMART Grant, Pell Grant, TEACH Grant, and Direct Loan processing.

Grant Programs: 800-474-7268
Direct Loan Program: 800-848-0978
Applicant Services Line: 800-557-7394
Foreign Schools Line: 571-392-3737
FAX: 877-623-5082
E-mail: CODSupport@acs-inc.com
Web site: <https://cod.ed.gov/cod/LoginPage>
Office Hours: 8:00 a.m. - 8:00 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
COD School Testing

ACG and National SMART Grant 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
Reports and Data Requests
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

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 EDEExpress.

Phone: 800-330-5947
TDD: 800-511-5806
Fax: 319-665-7662
E-mail: CPSSAIG@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.fsaweбенroll.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)

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
E-mail: fsaezaudit@ed.gov
Website: ezaudit.ed.gov

Federal Student Aid Research and Customer Care Center (RCCC)

For questions related to the Title IV federal student aid programs.

Phone: 800-433-7327

E-mail: fsa.customer.support@ed.gov

Office Hours: 9 a.m. - 5 p.m. (ET), Monday through Friday

The RCCC assists schools with questions about the Title IV federal student aid programs, policies, and regulations. The RCCC also provides assistance with contacting other Federal Student Aid staff. The RCCC is an advocate for schools participating in the federal student aid programs and welcomes all comments or questions. Inquiries from students or parents should be directed to the Federal Student Aid Information Center at 800-4-FED-AID (800-433-3243).

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 or 571/392-3737.

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)

E-mail: edcaps.user@ed.gov

Web site: <https://www.g5.gov>

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

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

E-mail: nslds@ed.gov

NSLDS Professional Access Web Site: www.nslds.ed.gov/nslds_FAP/secure/logon.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 Hotline

For connectivity interruptions or other PEPS application problems, call the PEPS Help Desk.

Phone: 1-877-366-3338

Office Hours: 7:30 a.m. - 7:00 p.m. (EST) weekends (excluding Government holidays)

Loan Servicing Centers for Schools

- **Aspire Resources Inc.**

Phone: 888/902-6077

Fax: 515/471-8188

Web site: www.AspireResourcesInc.com

E-mail: SchoolSupport@AspireResourcesInc.com

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

- **CornerStone**

Phone: 877/336-7397

Fax: 801/366-8415

Web site: www.MyCornerStoneLoan.org

E-mail: CampusContact@mycornerstoneloan.org

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

- **COSTEP**

Phone: 877/292-8639

Fax: 877/292-8873

Web site: www.costep.myedloan.com

E-mail: schools@costep.org

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

- **Direct Loan Servicing Center (ACS) -School Services**

Phone: 888/877-7658

Web site: www.dl.ed.gov/schools

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

- **Department of Education Student Loan Servicing Center (ACS)**

Phone: 800/835-6511

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

- **EDGEducation Loans**

Phone: 877/292-6759

Web site: www.EDGEducationloans.myedloan.com

E-mail: A customer must log in to www.EDGEducationloans.myedloan.com, click on the “Contact Us” tab, and select the “Secure Email” option.

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

- **EdManage**

Phone: 855/479-0490

Fax: 855/479-0487

Web site: <http://www.EdManage.MyEdLoan.com>

E-mail: Schools@edmanage.net

Office Hours: 8:00 a.m. – 9:00 p.m. (ET), Monday through Thursday. 8:00 a.m. – 5:00 p.m. (ET), Friday.

- **ESA/Edfinancial**

Phone: 800/845-1001

Fax: 865/692-6378

Web site: www.edfinancial.com/DLSchools

E-mail: Schools@Edfinancial.com

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

- **FedLoan Servicing (PHEAA)**

Phone: 800/655-3813

Web site: www.myfedloan.org

E-mail: 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

Web site: www.gsmr.org
E-mail: 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
Web site: www.mygreatlakes.org
E-mail: clientservices@glhec.org
Office Hours: 8:00 a.m. – 6:30 p.m. (CT), Monday through Thursday. 8:00 a.m. – 6:00 p.m. (CT), Friday.

- **MOHELA**

Phone: 888/866/4353
Fax: 866/222-7060
Web site: www.mohela.com/schools
Email: schoolrelations@mohela.com
Office Hours: 8:00 a.m. - 8:00 p.m. (CT), Monday through Thursday. 8:00 a.m. - 5:00 p.m. (CT), Friday.

- **Nelnet**

Phone: 866/463-5638
Fax: 888/274-9876
Web site: www.nelnetloanservicing.com
E-mail: 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
Web site: www.osla.org
E-mail: DLcustserv@osla.org
Office Hours: 8:00 a.m. – 5:00 p.m. (CT), Monday through Friday.

- **Sallie Mae**

Phone: 888/272-4665
Fax: 800/828-0250
Web site: www.opennet.salliemae.com
E-mail: collegeserv@salliemae.com
Office Hours: 8:00 a.m. – 8:00 p.m. (ET), Monday through Friday.

Total and Permanent Disability Discharge and Veterans Disability Discharge

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

General Total and Permanent Disability Discharge Information

For new and existing assignments or referrals for general total and permanent disability discharge, loan holders and schools should work with the Nelnet Total and Permanent Disability Servicer in Denver, CO:

Phone: 888/303-7818

Web site: www.disabilitydischarge.com

E-mail: disabilityinformation@nelnet.net

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

Nelnet Total and Permanent Disability Servicer
3015 South Parker Road, Suite 400
Aurora, CO 80014

Note: The Nelnet Total and Permanent Disability Servicer is identified above as being located in Denver, CO; however, the physical street address for mailing assignments and referrals is in Aurora, CO, a suburb of Denver.

Veterans Disability Discharge Information

For questions about how to refer an application to the Department for review under the special standard for certain veterans, or to check on the status of an application that has been referred to the Department, loan holders and schools should contact the Nelnet Total and Permanent Disability Servicer in Denver, CO:

Phone: 888/303-7818

Fax: 303/696-5250

Web site: www.disabilitydischarge.com

Web site (for electronic application referrals only, effective July 1, 2011): www.vetstudentloanassistance.com

E-mail: disabilityinformation@nelnet.net

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

Applications for discharge under the special standard for certain veterans should be sent to the Department at the following address:

Nelnet Total and Permanent Disability Servicer
3015 South Parker Road, Suite 400
Aurora, CO 80014

Note: The Nelnet Total and Permanent Disability Servicer is identified above as being located in Denver, CO; however, the physical street address for mailing assignments and referrals is in Aurora, CO, a suburb of Denver.

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)

E-mail: fsa.schools.default.management@ed.gov

Web site: <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)

Web site: <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 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 Teams

Call the appropriate School Participation Team 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>

Foreign School Team

Wash DC - 202-377-3168

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

Philadelphia - 215-656-6442

Wash DC - 202-377-3173

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

Atlanta - 404-974-9303

Wash DC - 202-377-3173

School Participation Team - Chicago (Illinois, Indiana, Minnesota, Ohio, Wisconsin)

Chicago - 312-730-1515

Wash DC - 202-377-3173

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

Dallas - 214-661-9490

Wash DC - 202-377-3173

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

Kansas City - 816-268-0410

Wash DC - 202-377-3173

School Participation Team - Denver (Colorado, Michigan, Montana, North Dakota, South Dakota, Utah, Wyoming)

Denver - 303-844-3677

School Participation Team - 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