**Feedback Case #13160844**

**In Review**

**Case Information**

**Submitted**02/28/2023

**Category**

Repaying My Aid

**Subcategory**

Discharging, Cancelling, or Forgiving My Loans

**Case Description**

My qualifying payments for 2007 to 2011 have not been counted. I have been trying to resolve this for 14 months and have submitted 2 previous complaints. I have MANY more than the necessary 120 qualifying payments.

**Feedback Case #09860704**

**In Review**

**Case Information**

**Submitted**08/15/2022

**Category**

Repaying My Aid

**Subcategory**

Discharging, Cancelling, or Forgiving My Loans

**Case Description**

I filed a complaint on 7/20/2022 (case #09423670). I received an email on 7/22 stating that I would be contacted within 15 days, but that has not happened. I have called several times and spent hours on hold, to no avail. I have been told on four separate occasions that a supervisor would return my call, but no one has. I submitted my PSLF application eight months ago, and I meet all of the requirements. FSA has failed to count my payments from 2007 to 2011. I submitted a payment history from Navient with my last complaint, but this still has not been corrected.

# Feedback Case #09423670

**CLOSED**

## Case Information

**Submitted**07/22/2022

**Category**

Repaying My Aid

**Subcategory**

Discharging, Cancelling, or Forgiving My Loans

## Case Description

I applied for PSLF in December 2021. I worked for the federal government from March 11, 2002 to March 25, 2022 (20 years). When I finally received my qualifying payment count, the payments from 2007 to 2011 had not been counted. I have been repaying these loans since 1993 and was in repayment status during from 2007 to 2011. I submitted a reconsideration request a few days ago, and I received an email saying that the request was being closed because the information requested was already in my account. It is not. Those payments are still not showing. I submitted another reconsideration request today. I have many more than the required 120 payments and should have been received forgiveness months, if not years, ago. I need an accurate count of my payments, including from 2007 to 2011.

## Your Messages

### Susan K. Herman added a message

*July 29, 2022 4:30 PM*

Attached is my complete payment history beginning in 2002, when Sallie Mae purchased my loans. The payments missing from my qualifying payments count--from 2007 to 2011--are all listed. I have many more than the 120 qualifying payments necessary to qualify for PSLF. Please resolve this ASAP. I have been waiting for 7 months. Thank you.