

SAVE TIME AND MONEY AT

MyFedLoan.org

- Make Payments
- Explore Repayment Plan Options
- Update Contact Information
- Review Account History
- Go Paperless

HOW TO PAY

- **Pay Automatically:** Enroll at MyFedLoan.org to save 0.25% off your interest rate for using *Direct Debit* (our FREE automated payment service)!
- **Pay Online:** MyFedLoan.org
- **Pay by Phone:** 800.699.2908
- **Pay by Smartphone:**



- **Pay by Mail:** Department of Education
FedLoan Servicing
P.O. Box 530210
Atlanta, GA 30353-0210

Include your account number on a check or money order made payable to **FedLoan Servicing**. *Do not send cash*. Only send payments to this address. Send any other correspondence to the address listed below.

PAYMENT OPTIONS

If you can't afford your student loan payments, there are different directions you can take, such as:

- Lower your monthly payments
- Temporarily postpone your payments*
- Change your payment due date
- Reduce or "cancel" your loan*

* Subject to eligibility requirements

You can change your repayment plan at any time. Both FFELP and Direct Loans are eligible for Standard, Graduated, 25-Year Extended (fixed or graduated), and Income-Based plans. The Income-Sensitive plan is only available to FFELP borrowers. Direct Loan borrowers are eligible for Pay As You Earn, Revised Pay As You Earn and Income-Contingent repayment plans.

Borrowers making payments toward Public Service Loan Forgiveness (PSLF): You can change your repayment plan at any time. To view eligible repayment plans for PSLF, visit MyFedLoan.org/PSLF. **Remember:** If you want to receive the most benefits from the PSLF program, you should select a Pay As You Earn, Revised Pay As You Earn, Income-Based, or Income-Contingent plan.

For additional payment plan information, or to request a plan, call us or visit MyFedLoan.org/PaymentPlans. You can also explore your options at the U.S. Department of Education's website: studentaid.gov.

GENERAL INFORMATION

Payment Application: We apply payments first to outstanding accrued interest, then to principal balance, unless fees have been assessed. To learn more about how your payments are applied and targeting payments, visit MyFedLoan.org/PaymentApplication.

Payment Processing: It may take a few days for the payment to be posted to your account. Once we are notified of the payment, we will update your account and the payment will be effective the day it was received.

Payments In Full: The balance on this bill is not a valid payoff amount, as it may not account for all accrued interest or fees. For a valid payoff amount, select Payoff within Account Access at MyFedLoan.org or call our toll-free number. Portions of a consolidation (such as subsidized and unsubsidized) must be treated as one loan.

Paid Ahead Status: Unless you specify otherwise, we apply payments in excess of the amount due first to outstanding installments, then future bills. *EXCEPTION: if you are billed for \$0.00 under an Income-Driven Repayment plan, payments will not satisfy future bills.* If your paid ahead amount only **partially satisfies** a future bill, your Total Amount Due will be the portion not satisfied by your paid ahead amount.

If you've satisfied a full future bill, your amount due could be \$0.00. While paid ahead, you should continue to make payments since interest will continue to accrue on your outstanding principal balance.

Authorization for Electronic Debit: If you pay by check, you authorize us to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. This can mean that funds are withdrawn the day we receive your check and/or that you will not receive your check back from your financial institution.

Consumer Reporting Agencies: We report information about your account to the nationwide consumer reporting agencies. Late payments, missed payments or other defaults on your account may be reflected in your credit report.

Privacy Notice: Federal law requires us to tell you how we collect, share and protect your personal information. Our privacy policy has not changed and can be viewed at any time at MyFedLoan.org/PrivacyPolicy. We will mail you a copy if you contact us at 800.699.2908.

Document Format: Alternative formats of student loan documents are available electronically online, as well as by mail. If you are in need of assistance or interested in requesting alternative formats, contact us at 800.699.2908.



Need help understanding your bill?

Visit MyFedLoan.org/bill.

**QUESTIONS?**

Visit MyFedLoan.org or call us at 800.699.2908
Monday – Friday 8 AM to 9 PM (ET).

Correspondence Address: FedLoan Servicing
PO Box 69184
Harrisburg, PA 17106-9184

Credit Dispute: FedLoan Servicing Credit
PO Box 60610
Harrisburg, PA 17106-0610

Do not send payments to these addresses. Sending payments to these addresses will cause a delay and could cause your loans to show past due.

For Our Servicemembers

Learn about the benefits that you may be eligible for, including the Servicemembers Civil Relief Act (SCRA), at MyFedLoan.org/Servicemembers.

**Learn more about Public Service Loan Forgiveness at MyFedLoan.org/PSLF**

If you are currently a borrower making payments toward PSLF, your full monthly installment amount must be received on time each month to count as a qualifying payment.

Reminder: A payment will only be "counted" as qualifying when you submit an ECF that certifies your employment.