

# Student Loan Debt

## Freedom Debt Relief Onboarding

09.2025

\* Ver 15 - updates are reflected in Pink

<b>Summary:</b>	The purpose of this document is to outline the enrollment requirements for Student Loan debt.
<b>Audience: (Responsibility)</b>	<i>Freedom Debt Relief</i>
<b>Related Published Documents:</b>	The below are located in Knowledge: <ul style="list-style-type: none"><li>• Unacceptable Debt Type</li></ul>

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## What is a Student Loan

A student loan is a form of financial assistance that is offered to students to pay off education-related expenses, such as college tuition, room and board at the university, or textbooks.

Student loans are available from many sources. Most student loans come from the federal government through the U.S. Department of Education's Federal Direct Loan program. Other student loans come from private lenders, such as banks and other financial institutions, state governments and colleges.

## How to Identify a Student Loan Debt (Federal vs. Private)

Search the [National Student Loan Data Services website](#) maintained by the U.S. Department of Education. 99% of all federal student loans are listed on the National Student Loan Data Services website. If a particular student loan is not listed there, it is most likely a private student loan.

Look for loans with a Co-Signer. Loans with cosigners are likely private student loans because most federal loans are not credit-based. Therefore, most federal student loans do not call for a cosigner.

Review the loan rates, private student loans typically offer fixed or variable interest rates, while federal student loans only offer fixed rates.

Google the student loan to determine the origin of the loan (Private or Federal).



*The US Board of Education can assist clients who are unsure of the origin of their debt and help the client determine if their debt was federally or privately funded.*

*US Board of Education Phone Number: 800-872-5327.*

*Clients will need to provide their social security number, date of birth, and the school(s) they attended.*

## Enrollment Requirements

Attorney Represented Program	<p><b>Federal Student Loans are unacceptable.</b></p> <ul style="list-style-type: none"> <li>Student Loans &amp; Educational/Tuition Debt -Private (with a disclaimer) are acceptable.</li> </ul> <p>Turnbull Student Loan Acknowledgement is required.</p>
Century Support Services	<p><b>Federal Student Loans are unacceptable.</b></p> <ul style="list-style-type: none"> <li>Student Loans &amp; Educational/Tuition Debt -Private (with a disclaimer) are acceptable. <ul style="list-style-type: none"> <li>The client cannot be currently enrolled in the school where the loan originated.</li> <li>The loan cannot exceed 50% of the total enrolled debt. (Proof will be required)</li> </ul> </li> </ul>
Freedom Debt Relief	<p><b>Federal Student Loans are unacceptable.</b></p> <ul style="list-style-type: none"> <li>Student Loans in Deferment or Forbearance <u>cannot</u> be enrolled.</li> <li>Student Loans directly to an Educational facility must be with a 3rd Party collection to be eligible for enrollment.</li> <li>National Collegiate loans must provide the original lender documents or a current <b>NSLDS</b> report if the loan is not private.</li> <li>FDR Student Loan Acknowledgement is required.</li> <li>State-sponsored supplemental loans are unacceptable due to being linked to wage garnishment. <ul style="list-style-type: none"> <li>Example: Education Assistance Authority type of student loans.</li> </ul> </li> </ul>

## Private Student Loans

Private student loans are non-federal education loans, offered by banks, credit unions, state loan agencies and other financial institutions. They are automatically eligible to be enrolled into the program.

- Discover/Discover Financial Student Loans
- Sallie Mae (2014 and on)
- SoFi
- Chase Student Loans (Sold to Navient)
- Citizens
- Wells Fargo (After 7/1/2010)
- Suntrust (Prior to May 2020, now not offered)
- Conserve (Collections Agency)
- WF EFS (Wells Fargo?)
- Earnest
- ELFI (Education Loan Finance)
- USCB Corporation (Collections Agency)
- Ability Recovery Services (Collections Agency)
- General Revenue Corp (Collections Agency)
- Citibank/Citi Assist
- Chase/Chase Select Private Student Loans
- FAME/ Finance Authority of Maine
- Firstmark
- NCT (National Collegiate Trust)
- Iowa Student Loans
- First Merit Bank
- PNC Bank/PNC Private Loans
- Charter One Student Loan/TruFit Student Loan, by Citizens bank
- Fifth Third Bank/SMART Option Student Loan, Sallie Mae
- Wells Fargo/ Wells Fargo Collegiate Loan, Wells Fargo Graduate Loans, Education Connection Loans, MEDCAP Alternative Loan, MEDCAP-Xtra Loan, Wells Fargo Bar Exam Loan
- Student Funding Group Loans/ SMART Option Student Loan
- Student Loan Network/ Alternative Student Loans, Graduate Private Loans
- Texas Dow Employees Credit Union/ Interest Only Parent's Survival Loan
- SunTrust/ Academic Answers Loan
- Banks and Credit Union
- NCT (National Collegiate Trust)
- Launch Servicing
  - The original lender is needed

## Both Private and Federal Student Loans

These lenders have been Identified as being both Private or Federal.

**Note:** If there are no indicators of being private or federal, an NSLDS will be required.

If a lender on this list is partnered with another lender that is always private, we would warrant the account as a private student loan.

- i.e. AES/Truist & MOHELA/SoFi would be private because all of Truist and SoFi education loans are private.
  - Only exception is MOHELA/US Bank as always federal
- i.e. AES/PHEAA & MOHELA/ Dept. of ED. would be federal because all of PHEAA and Dept. of ED. Education loans are federal.
  - Sallie Mae (prior to 2014)
  - AES (American Education Services)
    - Depending on the creditor partnering with AES
  - SLMA (Sallie Mae)
  - ACS (Affiliated Computer Services)
  - NELNET
  - ED Financial
  - Michigan Finance Authority
  - FM/MHESLA (Michigan Higher Education Student Loan Authority)
  - State of MD/CCY
  - Equiant Financial services
  - MOHELA
  - MOHELA/US Bank
  - Navient
    - Navient accounts after August 2024 are private and **DON'T** need an NSLDS
    - Navient accounts prior to August 2024 **DO** require a NSLDS

## Federal Student Loans

Federal student loans, also known as government loans, allow students and parents/guardians to borrow money for college directly from the federal government. These loans are **Unacceptable, Do not enroll.**

- CMPPTNRS ( Campus Partners)
- Dept. of ED.
- Cornerstone
- PHEAA
- ECMC (Educational Credit Management)
- Fed Loan Servicing
- GLHEGC ( Great Lakes Higher Education Guaranty Corporation)
- IDAPP
- MDHE ( Missouri Department of Higher Education)
- MOHELA/Dept of ED
- NHHELC/GSM&R
- OK Student Loan
- PHEAA/CIT NATL BERKELE
- PHEAA/FARMERS TR CO
- PHEAA/MERCHANTS NAT
- Society Natl/PHEAA
- STFFRD (Stafford)
- Student Loan Mkt Assn
- Texas Guard Student LOAUSA Funds
- US Dept of Ed
- US Dept of ED/FISL/AT
- Dept of ED/AidV
- US Dept of ED/FISL/CH
- US Dept of ED/FISL/SF
- US Dept of ED/GLELSI
- US Dept of ED/GSC/CHI
- US Dept of ED/GSL/ATL
- US Dept of ED/GSL/SF
- US Dept of ED/NDSL/AT
- US Dept of Education
- UHEAA ( Utah Higher Education Assistance Authority)
- University of Phoenix
- UNSTFD
- VSACFEDERAL Loans (Vermont Student Association Corporation)

## Historical Policy & Version Log:

Rev #	Prepared By	Description	Line of Business Approval and Date	Compliance/ Legal Approval & Date	Published Date	Effective Date
04	Genesis Leon	Added MOHELA to both Private and Federal list Removed MOHELA from Federal list	Tyler Mobley Elva Ramirez Aaron MacLeod		11/01/2021	11/01/21
05	Genesis Leon	Added Firstmark to the Private loan list	Tyler Mobley, Samantha McManaway Julie Soares		01/13/22	01/13/22
06	Genesis Leon	Added Navient to private student loans Added Dept of ED/AidV to Federal Student loans Added Truist Formly Suntrust to AES (American Education Services)	Tyler Mobley, Samantha McManaway Oneishia Heard Julie Soares		03/25/2022	03/25/22
07	Kassandra Jimenez BOB008933	Added Iowa Student Loans to the private indicator list.	Tyler Mobley, Oneishia Heard Julie Soares		09/06/2022	09/09/22
08	Kassandra Jimenez BOB009360	Moved FM/MHESLA (Michigan HigherEducation Student Loan Authority) to Both private and federal  Updated the NSLDS link	Tyler Mobley, Toni Butler Oneishia Heard Julie Soares		12/01/2022	12/06/22
09	Genesis Leon BOB009788	Moved Navient to <i>Both Private and Federal Student Loans</i>	Toni Butler Oneishia Heard Julie Soares		05/02/2023	05/02/23
10	Kimberley Simmons BOB010838	Moved the examples of when a lender that can be private or federal is partnered with a private lender making it good to take without an NSLDS	FDR Onboarding Kimberley Simmons Bre Munoz Julie Soares		6/5/2024	6/5/2024
11	Kimberley Simmons	Removed Joint Student loans NSLDS	Jaclyn Armijo Bre Munoz		08/15/24	08/15/24

	BOB011162					
12	Kimberley Simmons BOB011418	Adding Navient accounts after Sept '24 are private. Any prior to that would still need an NSLDS	Jaclyn Armijo Bre Munoz		11/27/24	11/27/24
13	Kimberley Simmons BOB011866	Removing MOHELA/US BANK from the unacceptable list Moving MOHELA/US BANK to Private and Federal	Jaclyn Armijo Bre Munoz Axel Fabian Mojica Symon Rastad-Reynolds		6/9/25	6/9/25
14	Kimberley Simmons BOB011994	Adding Launch Servicing to private Adding (Educational Credit Management) to ECMC	Jaclyn Armijo Bre Munoz Axel Fabian Mojica Symon Rastad-Reynolds		8/1/25	8/1/25
15	Kimberley Simmons BOB012091	Corrected bullet point for collection accounts Adding State-sponsored supplemental loans	Jaclyn Armijo Bre Munoz Axel Fabian Mojica Symon Rastad-Reynolds		9/9/25	9/9/25