



# Federal Student Loan Borrower Quick Guide

*You May Always Contact Us for Information and Guidance:*

Office of Financial Aid      Phone: 603/513-1392

Email: [financial.aid@granite.edu](mailto:financial.aid@granite.edu)

## Direct Loan Servicing Centers for Students

When students borrow a Federal Direct Loan, they are assigned a loan servicer who is responsible to collect and process payments for the life of their loan. For questions about loan repayment or other issues, a borrower can contact his or her loan servicing center. *These are current servicers as of 3/7/2011 and are subject to change.*

Direct Loan Servicing Center

**Phone:** 800/848-0979

**TDD/TTY:** 800/848-0983

**Overseas:** 315/738-6634

**Web site:** [www.dl.ed.gov](http://www.dl.ed.gov)

Great Lakes Ed Loan Servicing

**Phone:** 800/236-4300

**TDD/TTY:** 800/236-4300

**Overseas:** 608/246-1700

**Web site:** [www.mygreatlakes.org](http://www.mygreatlakes.org)

PHEAA Fed Loan Servicing

**Phone:** 800/699-2908

**TDD/TTY:** 800/722-8189

**Overseas:** 717/720-1985

**Web site:** [www.myfedloan.org](http://www.myfedloan.org)

ACS Educational Services

**Phone:** 800/508-1378

**TDD/TTY:** 800/662-1220 in NY

**TDD/TTY:** 800/855-2880 outside NY

**Web site:** [www.ed-servicing.com](http://www.ed-servicing.com)

NelNet

**Phone:** 800/486-4722

**TDD/TTY:** 800/486-4722

**Overseas:** 303/696-3625

**Web site:** [www.nelnet.com](http://www.nelnet.com)

Sallie Mae

**Phone:** 800/772-1300

**TDD/TTY:** 877/713-3833

**Overseas:** 254/554-4535

**Web site:** [www.salliemae.com](http://www.salliemae.com)

## NSLDS Student Access      [www.nsls.ed.gov](http://www.nsls.ed.gov)

NSLDS allows you to view all your federal student loan amounts borrowed as well as account for all the current servicers that hold your loans. You will need your Student Aid PIN in order to view your loan records.

## Student Options When Repaying Loans      [www.studentaid.ed.gov](http://www.studentaid.ed.gov)

No one wants to default on their student loans, but unforeseen circumstances can sometimes make it difficult for borrowers in repayment. Default generally occurs on a federal student loan when borrowers do not make payment in agreement with their Promissory Note. **Default may lead to a damaged credit score, garnished wages, litigation, and ineligibility for additional student aid. The following are our options that may assist you:**

- Consolidate your federal school loans for the convenience of one monthly payment. It is important to consider all the factors before consolidating. [www.loanconsolidation.ed.gov](http://www.loanconsolidation.ed.gov) Phone: 800/557-7391
- Repayment Plans that may lower monthly payments (these plans may increase the total cost of your loans)
- Loan Forgiveness and Discharge Programs that may cancel loan obligations
- Deferments and Forbearances to temporarily suspend monthly loan payment

## FSA Ombudsman      [www.ombudsman.ed.gov](http://www.ombudsman.ed.gov)      Phone: 877/557-2575

The FSA Ombudsman encourages borrowers to make every effort to resolve their student loan problems. When you have done all you can do yourself and haven't been able to reach a solution, you can contact the FSA ombudsman for resolution from a neutral, independent viewpoint. This service is free from the Department of Education.