



**Student Loan
Borrower Assistance**
National Consumer Law Center

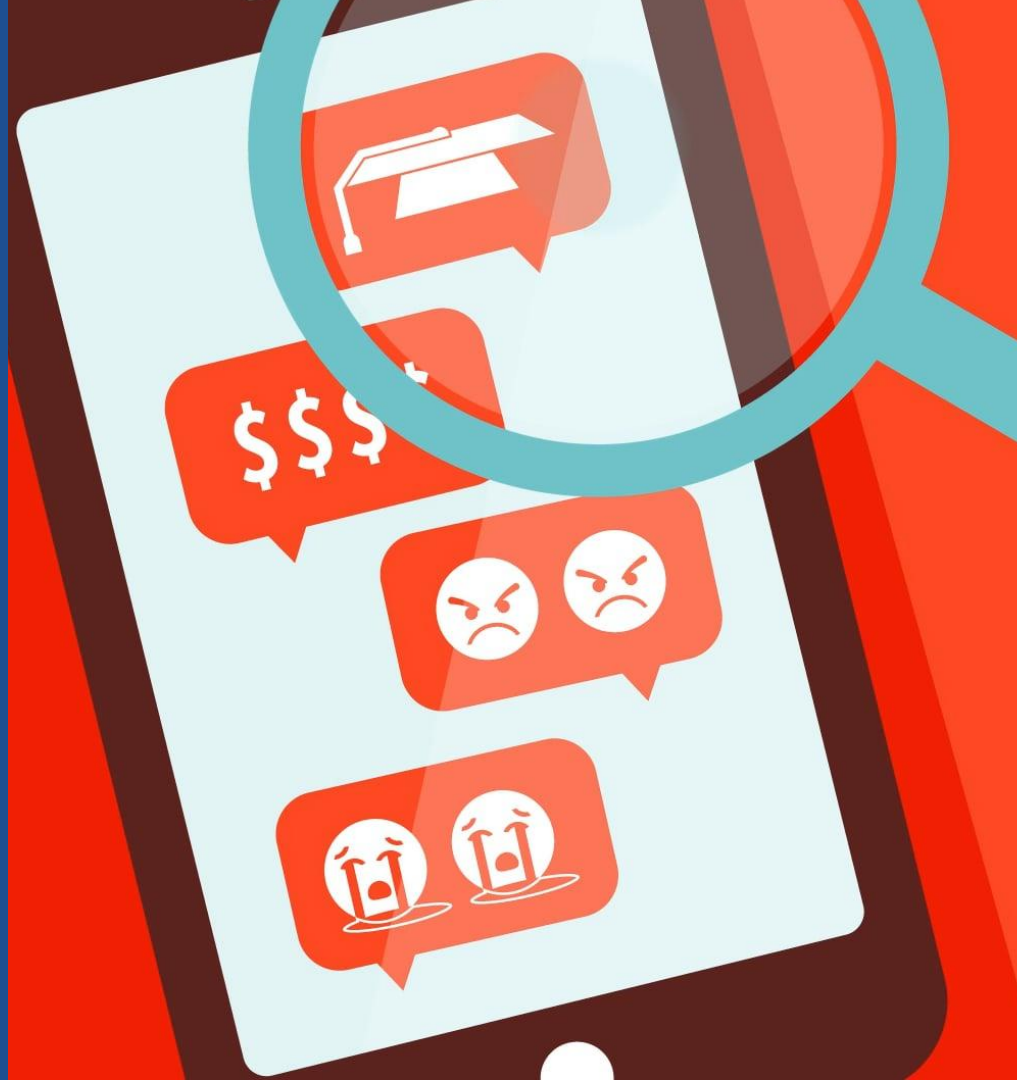
Know Your Loans Part I: *Understanding Your Loan Situation*


**Why are we
talking
about this
now?**



The payment pause is over

Congress passed a law that ended the COVID-19 student loan payment pause on September 1, 2023





Understanding Your Loan Situation

What you need to know about your student loans:

1. What type of loans do you have?
2. What is the status of your loans?
3. Who holds the loans?
4. Who is your loan servicer?

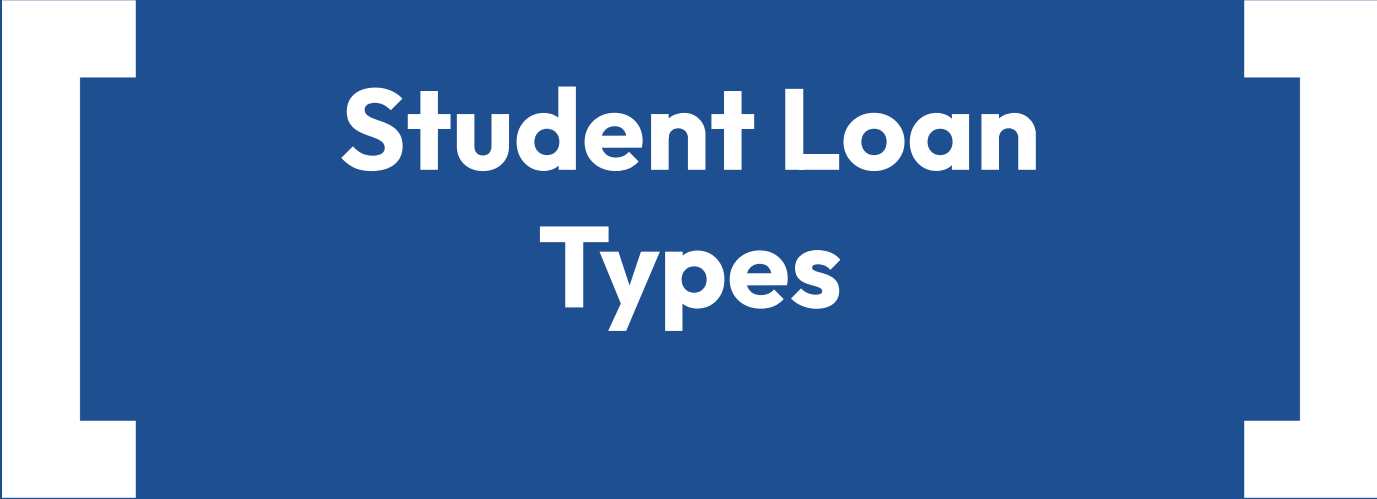


Why do I need to know these things?

Is it really important?

You have different options for dealing with your student loans.

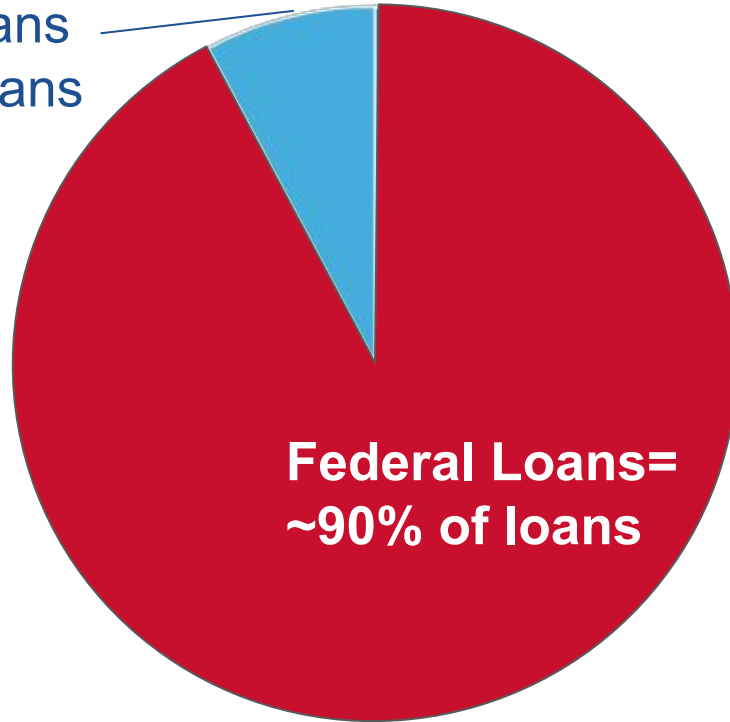
Your options will depend on your current student loan situation.



Student Loan Types

Student Loan Types: Private and Federal

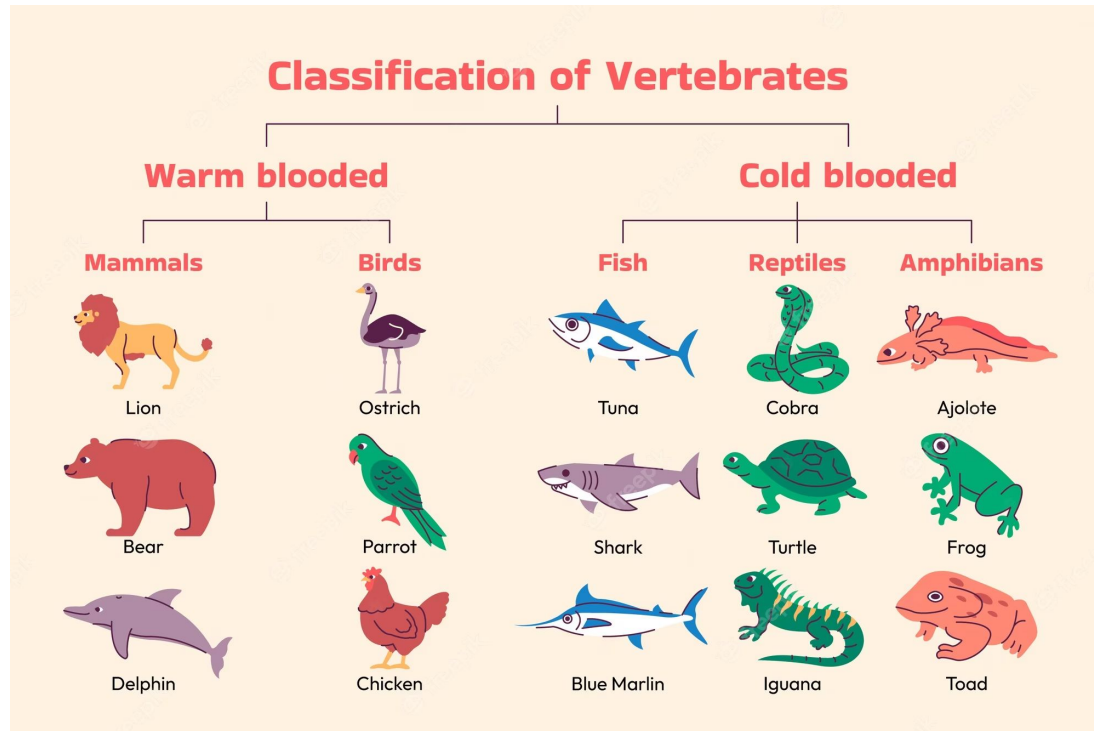
Private Loans
~10% of loans



Federal Loans =
~90% of loans

We'll talk only
about **federal
student loans**
today!

There are multiple types of federal loans



Different Types of Federal Loans

The most common types of federal student loans are:

- Direct Loans, Perkins Loans, HEAL and Federal Family Education Loans (FFEL).
 - Perkins loans stopped being issued in 2018.
 - FFEL loans stopped being issued in 2010.
 - HEAL loans stopped being issued in 1998.

There are also:

- Parent PLUS, Graduate PLUS, Stafford, and Consolidation Loans
- These types of loans can either be Direct Loans or FFEL loans.

Direct or FFEL Stafford loans for the borrower's undergraduate education are either subsidized or unsubsidized.

Parent PLUS Loans

Let's talk about Parent PLUS loans:

- Some folks borrow Parent PLUS loans to cover the cost of their child's undergraduate education
- Even though it was for your child's education, YOU are the borrower on a Parent PLUS loan, not your child



**Figuring Out Which
Loan Types
YOU Have**


1. What type of federal loans do you have?

How can I figure out what types of federal student loans I have?

- Call Federal Student Aid Call Center: 1-800-433-3243
- Log in to your account on studentaid.gov

Log in to your account on studentaid.gov

An official website of the United States government. [Help Center](#) [Submit a Complaint](#) [English](#) | [Español](#)


Federal Student Aid AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION [FAFSA® Form](#) [Loans and Grants](#) [Loan Repayment](#) [Loan Forgiveness](#) [Log In](#) | [Create Account](#) 

Apply for Aid Using the FAFSA Form

[Apply Now](#) [Learn About Applying for Aid](#)

POPULAR TOPICS

- [Learn About Public Service Loan Forgiveness >](#)
- [Learn About Student Loan Debt Relief >](#)
- [Prepare for Loan Payments to Restart >](#)
- [Complete a *Master Promissory Note \(MPN\)* >](#)



Studentaid.gov

An official website of the United States government.

Help Center

Submit a Complaint

English | Espanol

Federal Student Aid
AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION

FAFSA® Form ▾

Loans and Grants ▾

Loan Repayment ▾

Loan Forgiveness ▾

Log In

Create Account



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POPULAR TOPICS

Learn About Public Service Loan Forgiveness >

Learn About Student Loan Debt Relief >

Prepare for Loan Payments to Restart >

Complete a *Master Promissory Note (MPN)* >



Log In

Email, Phone, or FSA ID Username

Password

 [Show Password](#)

Log In

[Forgot My Username](#)

[Forgot My Password](#)

[Create an Account](#)

[Help Me Log In to My Account](#)

[← Back](#)

Two-Step Verification

You have the following two-step verification methods enabled. Select one to complete verification.

**SMS Verification**

***** [REDACTED]

[Send Code](#)**Email Verification**

[REDACTED]@gmail.com

[Send Code](#)[Help me access my account](#)

Please Read Before Continuing

You are accessing a U.S. Federal Government computer system intended to be solely accessed by individual users expressly authorized to access the system by the U.S. Department of Education. Usage may be monitored, recorded, and/or subject to audit. For security purposes and in order to ensure that the system remains available to all expressly authorized users, the U.S. Department of Education monitors the system to identify unauthorized users. Anyone using this system expressly consents to such monitoring and recording. Unauthorized use of this information system is prohibited and subject to criminal and civil penalties. Except as expressly authorized by the U.S. Department of Education, unauthorized attempts to access, obtain, upload, modify, change, and/or delete information on this system are strictly prohibited and are subject to criminal prosecution under 18 U.S.C. § 1030, and other applicable statutes, which may result in fines and imprisonment. For purposes of this system, unauthorized access includes, but is not limited to:

- any access by an employee or agent of a commercial entity, or other third party, who is not the individual user, for purposes of commercial advantage or private financial gain (regardless of whether the commercial entity or third party is providing a service to an authorized user of the system); and
- any access in furtherance of any criminal or tortious act in violation of the Constitution or laws of the United States or any State.

If system monitoring reveals information indicating possible criminal activity, such evidence may be provided to law enforcement personnel.

Accept

Decline

< Back

Two-Step Verification



Enter Security Code

Enter the security code from your mobile phone

Enter the security code

602345

Resend code

Having Trouble? Try a different device



Dashboard

My Aid



- \$ [redacted] Principal ⓘ
- \$ [redacted] Interest ⓘ

[View Details](#)

Loan information as of 12/31/2022

Upcoming Payments

Servicer
Nelnet

Due Date	Total Due
9/26/23	\$0.00

[Make a Payment](#)

My Loan Servicers

[View Servicer Details >](#)

DEPT OF ED/NELNET

www.nelnet.com ↗

My Cases & Applications [View All Cases and Applications >](#)

[Borrower Defense Application](#)

Your Student Loan Dashboard

Dashboard


An official website of the United States government. Help Center Submit a Complaint English | Español

Federal Student Aid
AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION

FAFSA® Form ▾ Loans and Grants ▾ Loan Repayment ▾ Loan Forgiveness ▾

Dashboard

My Aid



Loans
Total Balance

- \$ [REDACTED] Principal
- \$ [REDACTED] Interest

[View Details](#)

Loan information as of 12/31/2022

My Cases & Applications

[View All Cases and Applications >](#)

Borrower Defense Application
Last Saved: 11/10/2020

DRAFT

Upcoming Payments

Servicer
Nelnet

Due Date	Total Due
9/26/23	\$0.00

[Make a Payment](#)

My Loan Servicers

[View Servicer Details >](#)

DEPT OF ED/NELNET
www.nelnet.com

Quick Links

Click “View Details” on Your Dashboard

My Aid Page

An official website of the United States government. Help Center Submit a Complaint English | Español

Federal Student Aid AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION FAFSA® Form ▾ Loans and Grants ▾ Loan Repayment ▾ Loan Forgiveness ▾


Dashboard ▸ Aid Summary

My Aid

LOANS GRANTS [Download My Aid Data](#) ⓘ

STUDENT AID TIP
Making payments while you are in a deferment or forbearance can save you money in interest.

17 Loans [View Breakdown](#)
4 Servicers | Total original amount awarded: \$ [REDACTED]



The donut chart displays the Total Balance of the loans. The legend indicates that the balance is composed of Principal and Interest. The Total Balance is shown as a dollar amount followed by a redacted box.

Category	Amount
Total Balance	\$ [REDACTED]
Principal	[REDACTED]
Interest	[REDACTED]

Loan information as of 12/31/2022

HELPFUL LINKS

- [Explore Repayment Options](#)
- [Try the *Loan Simulator*](#)
- [Learn About Public Service Loan Forgiveness \(PSLF\)](#)
- [Explore Income-Driven Repayment Options](#)
- [Learn About Loan Consolidation](#)

Scroll Down
the “My Aid
Page” to the
“Loan
Breakdown”

Loan Breakdown

Loan Breakdown

LOANS SERVICED BY

DEPT OF ED/MOHELA [↗](#)

REPAYMENT PLAN: Revised Pay As You Earn Repayment Plan (REPAYE)

TOTAL BALANCE

[REDACTED]

NEXT PAYMENT ON

9/30/23

[Pay on Servicer Website ↗](#)

[View Loans](#) ▾

LOANS SERVICED BY

DEPT OF ED/NELNET [↗](#)

REPAYMENT PLAN: Standard Repayment Plan

TOTAL BALANCE

[REDACTED]

NEXT PAYMENT ON

N/A

[View Loans](#) ▾

LOANS SERVICED BY

PENNSYLVANIA HIGHER EDUC. ASST.
AGENCY

TOTAL BALANCE

[REDACTED]

NEXT PAYMENT ON

N/A

[View Loans](#) ▾

The loan breakdown page will show you the loan servicers for different loans

Loan Breakdown

LOANS SERVICED BY

DEPT OF ED/MOHELA 

REPAYMENT PLAN: Revised Pay As You Earn Repayment Plan (REPAYE)

TOTAL BALANCE

[REDACTED]

NEXT PAYMENT ON
9/30/23

[Pay on Servicer Website !\[\]\(642aa997563f9a325b310230bb5078b7_img.jpg\)](#)

[View Loans](#) 



LOANS SERVICED BY

DEPT OF ED/NELNET 

REPAYMENT PLAN: Standard Repayment Plan

TOTAL BALANCE

[REDACTED]

NEXT PAYMENT ON
N/A

[View Loans](#) 

LOANS SERVICED BY

PENNSYLVANIA HIGHER EDUC. ASST.
AGENCY

TOTAL BALANCE

[REDACTED]


NEXT PAYMENT ON
N/A

[View Loans](#) 


Click “View Loans” to see the loan types

“View Loans” on “Loan Breakdown” Page

LOANS SERVICED BY

DEPT OF ED/MOHELA 

REPAYMENT PLAN: Revised Pay As You Earn Repayment Plan (REPAYE)




TOTAL BALANCE 

NEXT PAYMENT ON 9/30/23

[Pay on Servicer Website !\[\]\(5fff40472ad10d456ceb3775edf98340_img.jpg\)](#)

[Hide Loans ^](#)

Sort By

Unsubsidized Loan	LOAN DATE	LOAN STATUS	REPAYMENT PLAN	INTEREST RATE	TOTAL BALANCE
<i>University of California, Berkeley</i>	11/21/12	In Repayment	Revised Pay As You Earn Repayment Plan (REPAYE)	5.84%	
VIEW LOAN DETAILS >					
Graduate PLUS Loan	LOAN DATE	LOAN STATUS	REPAYMENT PLAN	INTEREST RATE	TOTAL BALANCE
<i>University of California, Berkeley</i>	1/12/13	In Repayment	Revised Pay As You Earn Repayment Plan (REPAYE)	6.84%	
VIEW LOAN DETAILS >					
Graduate PLUS Loan	LOAN DATE	LOAN STATUS	REPAYMENT PLAN	INTEREST RATE	TOTAL BALANCE
<i>University of California, Berkeley</i>	11/21/12	In Repayment	Revised Pay As You Earn Repayment Plan (REPAYE)	6.84%	
VIEW LOAN DETAILS >					

Click “View Loan Details”
For each loan listed

“View Loans Details” Page [different page for each loan]

Dashboard > Aid Summary > Loan Details

STUDENT AID TIP

Remember to submit an employment certification form annually to ensure you are on track for Public Service Loan Forgiveness. [Learn more about loan forgiveness and complete the certification form.](#)

LOAN TYPE

Direct Unsubsidized

University of California, Berkeley OPE ID 00131200

Loans

Total Balance

- \$ [redacted] Principal
- \$ [redacted] Interest

LOAN PERIOD

08/19/2015 - 05/13/2016

LOAN STATUS

- In Repayment

[View loan status history](#)

INTEREST RATE

5.84% (fixed)

AMOUNT YOU'VE PAID OFF

\$ [redacted]

REAFFIRMATION DATE

N/A

PSLF CUMULATIVE MATCH MONTHS

55 months

[Learn more about loan forgiveness](#)

Loan Information as of 08/31/2023

Look at the loan type!

“View Loans Details” Page [different page for each loan]

Dashboard > Aid Summary > Loan Details

STUDENT AID TIP

Remember to submit an employment certification form annually to ensure you are on track for Public Service Loan Forgiveness. [Learn more about loan forgiveness and complete the certification form.](#)

LOAN TYPE

Direct Unsubsidized

University of California, Berkeley OPE ID 00131200

Look at the loan type!



- \$ [redacted] Principal
- \$ [redacted] Interest

LOAN PERIOD
08/19/2015 - 05/13/2016

LOAN STATUS
● In Repayment
[View loan status history](#)

INTEREST RATE
5.84% (fixed)

AMOUNT YOU'VE PAID OFF
\$ [redacted]

REAFFIRMATION DATE
N/A

PSLF CUMULATIVE MATCH MONTHS
55 months

[Learn more about loan forgiveness](#)

Loan Information as of 08/31/2023

“View Loans” on “Loan Breakdown” Page

LOANS SERVICED BY

DEPT OF ED/MOHELA [↗](#)

TOTAL BALANCE

[REDACTED]

NEXT PAYMENT ON

9/30/23

[Pay on Servicer Website ↗](#)

REPAYMENT PLAN: Revised Pay As You Earn Repayment Plan (REPAYE)

[Hide Loans ^](#)

Sort By

Select [v](#)

Unsubsidized Loan

University of California, Berkeley

LOAN DATE

11/12/12

LOAN STATUS

In Repayment

REPAYMENT PLAN

Revised Pay As You Earn
Repayment Plan (REPAYE)

INTEREST RATE

5.84%

TOTAL BALANCE

[REDACTED]

[VIEW LOAN DETAILS >](#)

Graduate PLUS Loan

University of California, Berkeley

LOAN DATE

1/12/13

LOAN STATUS

In Repayment

REPAYMENT PLAN

Revised Pay As You Earn
Repayment Plan (REPAYE)

INTEREST RATE

6.84%

TOTAL BALANCE

[REDACTED]

[VIEW LOAN DETAILS >](#)

Graduate PLUS Loan

University of California, Berkeley

LOAN DATE

11/21/12

LOAN STATUS

In Repayment

REPAYMENT PLAN

Revised Pay As You Earn
Repayment Plan (REPAYE)

INTEREST RATE

6.84%

TOTAL BALANCE

[REDACTED]

[VIEW LOAN DETAILS >](#)

Repeat for
each loan
under the
servicer....

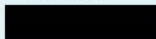
Loan Breakdown

LOANS SERVICED BY

DEPT OF ED/MOHELA [↗](#)

REPAYMENT PLAN: Revised Pay As You Earn Repayment Plan (REPAYE)

TOTAL BALANCE



[View Loans](#) ▾

NEXT PAYMENT ON

9/30/23

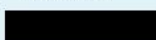
[Pay on Servicer Website](#) [↗](#)

LOANS SERVICED BY

DEPT OF ED/NELNET [↗](#)

REPAYMENT PLAN: Standard Repayment Plan

TOTAL BALANCE



[View Loans](#) ▾

NEXT PAYMENT ON

N/A

LOANS SERVICED BY

PENNSYLVANIA HIGHER EDUC. ASST.
AGENCY

TOTAL BALANCE

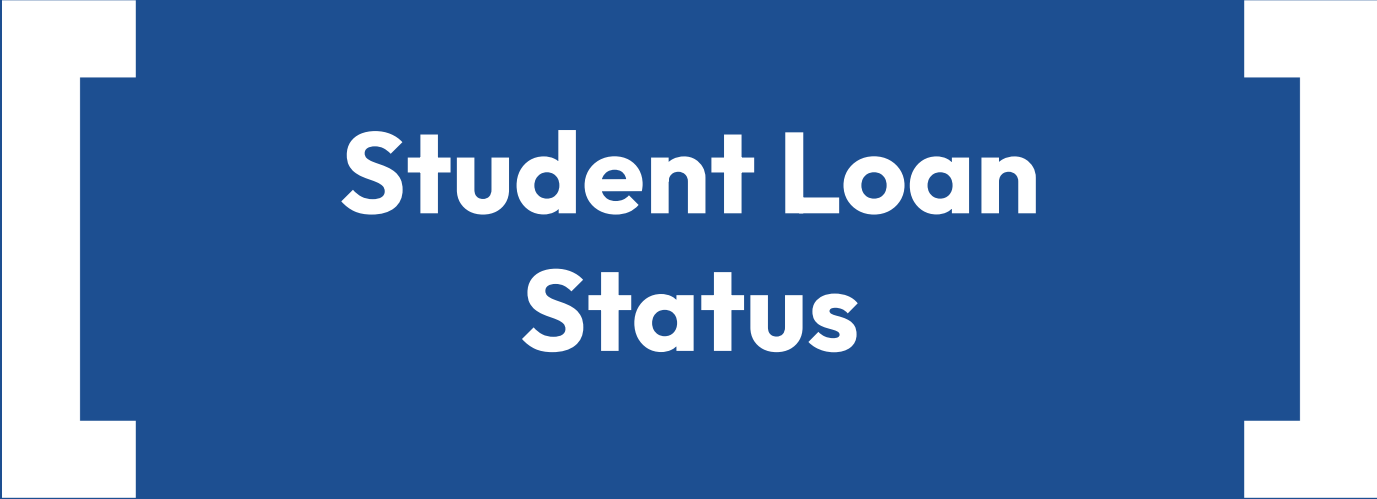


[View Loans](#) ▾

NEXT PAYMENT ON

N/A

**And repeat for
each of the
servicers with
an outstanding
total balance**



Student Loan Status

2. What is the status of your federal loans?

Depending on your situation, your loans may be:

- in repayment
- in a grace period (if you recently left school)
- in deferment
- in forbearance
- delinquent
- in default

Find the status of your loans
on [StudentAid.Gov](https://studentaid.gov).

Are your loans in default?



You have 9 loans in default.

Don't get discouraged if you're in default on your federal student loans. You have options for getting out of default. Find out who to contact.

[Get Contact Info](#)

14 Loans [View Breakdown](#)

3 Servicers | Total original amount awarded: [REDACTED]



Principal ?



Interest ?

HELPFUL LINKS

Explore

Try the

Dashboard/My Aid

6 LOANS IN DEFAULT

LOANS SERVICED BY

DEBT MANAGEMENT AND COLLECTIONS
SYSTEM [↗](#)

REPAYMENT PLAN: Standard Repayment Plan

TOTAL BALANCE



[View Loans](#) ▾

NEXT PAYMENT ON

N/A

[Pay on Servicer Website](#) [↗](#)

Loan Breakdown (By Servicer)

6 LOANS IN DEFAULT

LOANS SERVICED BY

DEBT MANAGEMENT AND COLLECTIONS SYSTEM

REPAYMENT PLAN: Standard Repayment Plan

TOTAL BALANCE

NEXT PAYMENT ON

Pay on Servicer Website

Hide Loans

Sort By

Select

Default

Subsidized Loan

School Name

LOAN DATE

10/10/08

LOAN STATUS

Default

REPAYMENT PLAN

Standard Repayment Plan

INTEREST RATE

0.00%

TOTAL BALANCE

VIEW LOAN DETAILS

Default

Subsidized Loan

School Name

LOAN DATE

10/10/08

LOAN STATUS

Default

REPAYMENT PLAN

Standard Repayment Plan

INTEREST RATE

0.00%

TOTAL BALANCE

VIEW LOAN DETAILS

Default

Subsidized Loan

LOAN DATE

LOAN STATUS

REPAYMENT PLAN

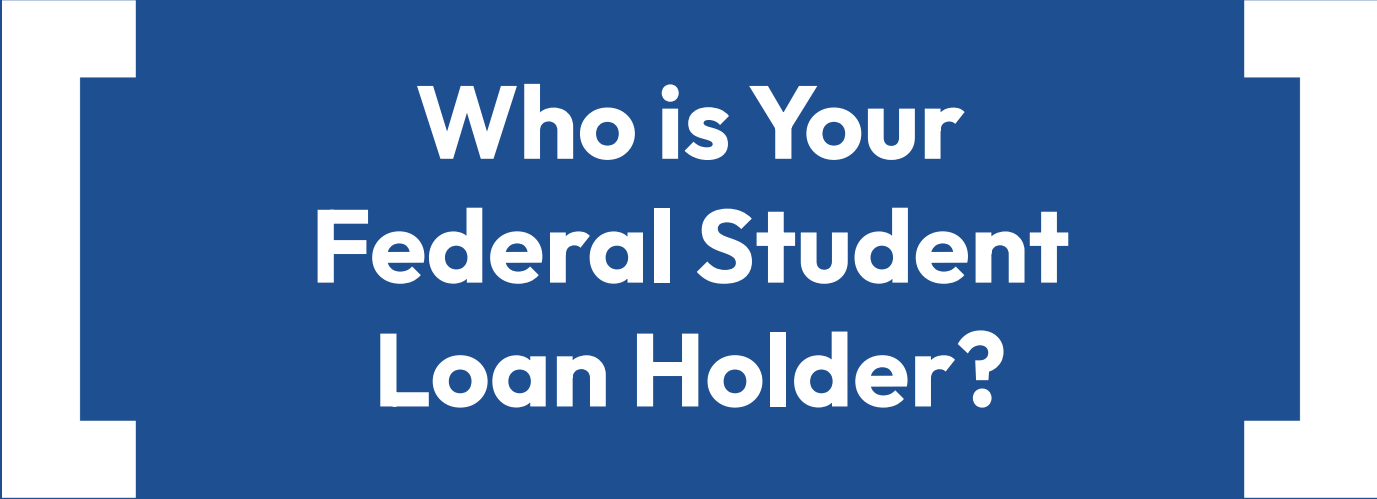
Standard Repayment Plan

INTEREST RATE

0.00%

TOTAL BALANCE

View Loans (By Servicer)



**Who is Your
Federal Student
Loan Holder?**

3. Who holds my loans?

The Basics:

- All Direct Loans are held by the **Department of Education**
- FFEL loans can be held *either* by the Department of Education, or by a guaranty agency or private lender
- Perkins loans can be held *either* by the Department of Education or by a school

**How can I tell if
my loan is held by
the federal
government?**



Find who your loan holder is by clicking on “**Loan Breakdown**” on the **My Aid/Dashboard** page on your StudentAid.Gov account.

Loan Breakdown

LOANS SERVICED BY

DIRECT LOAN SERVICING CENTER (ACS)

TOTAL BALANCE

\$0

[View Loans](#) 

LOANS SERVICED BY

WELLS FARGO BANK, N.A.



Owned by Private Lender

TOTAL BALANCE

\$29,781

[View Loans](#) 

LOANS SERVICED BY


AMERICAN EDUCATION SERVICES

TOTAL BALANCE

\$0

[View Loans](#) 

LOANS SERVICED BY

DEPT OF ED/MOHELA 

REPAYMENT PLAN: [Extended Repayment Plan](#)



Owned by U.S. Department of Education

TOTAL BALANCE




\$42,106

[View Loans](#) 

If the name of the loan servicer starts with “Dept. of Ed” or “Default Management Collection System,” then that loan is held (owned) by the federal government.

However, if the name of the loan servicer starts with either a company’s name or a school’s name, the loan is not held by the federal government.

Loan Breakdown

LOANS SERVICED BY <u>DIRECT LOAN SERVICING CENTER (ACS)</u>	TOTAL BALANCE \$0 View Loans ✓
LOANS SERVICED BY <u>WELLS FARGO BANK, N.A.</u>  Owned by Private Lender	TOTAL BALANCE \$29,781 View Loans ✓
LOANS SERVICED BY <u>AMERICAN EDUCATION SERVICES</u>	TOTAL BALANCE \$0 View Loans ✓
LOANS SERVICED BY <u>DEPT OF ED/MOHELA</u>  <small>REPAYMENT PLAN: Extended Repayment Plan</small>  Owned by U.S. Department of Education	TOTAL BALANCE \$42,106 View Loans ✓

Example of a loan held by the Department

LOANS SERVICED BY

DEPT OF ED/MOHELA 

REPAYMENT PLAN: *Extended Repayment Plan*

TOTAL BALANCE
\$ 42.106

 Owned by U.S. Department of Education [View Loans](#) 

Example of a loan held by a private lender

Loan Breakdown

LOANS SERVICED BY

WELLS FARGO BANK, N.A.



Owned by Private Lender

TOTAL BALANCE

\$ 29,781

[View Loans](#) 



**Loan
Servicers**

4. Who is your loan servicer?

- A loan servicer is the company that the loan holder hires to manage your student loans.
 - The loan servicer is usually a different company or agency than your loan holder.
- The federal government uses different companies to service federal student loans it holds.
 - Some of these companies also service private student loans and federal loans that are not held by the Department of Education

4. Who is your loan servicer?

Here are names of the federal loan servicers for ED-held loans:

- EdFinancial
- MOHELA
- Aidvantage
- Nelnet
- OSLA
- ECSI
- Default Resolution Group, or DCMS

Find your loan servicer on StudentAid.Gov

Dashboard

My Aid



- \$ [redacted] Principal ⓘ
- \$ [redacted] Interest ⓘ

[View Details](#)

Loan information as of 12/31/2022

Upcoming Payments

Servicer
Nelnet

Due Date	Total Due
9/26/23	\$0.00

[Make a Payment](#)

My Loan Servicers

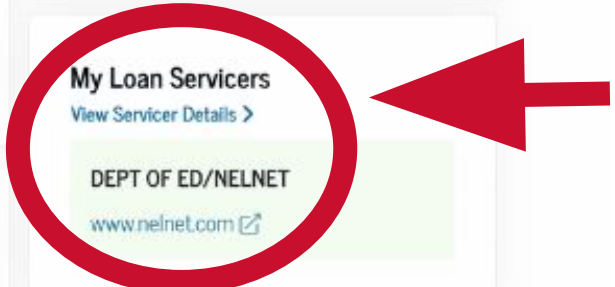
[View Servicer Details >](#)

DEPT OF ED/NELNET

www.nelnet.com

My Cases & Applications [View All Cases and Applications >](#)

[Borrower Defense Application](#)



Click on
“View
Servicer
Details”
to see
your
loan
servicer
contact
info.

Servicers

This section provides contact information about the loan servicer(s) for your Federal Direct Loans, Federal Family Education Loan Program loans, and/or Federal

Connect with your servicer(s) to discuss questions about your loans and to make loan payments.

AMERICAN EDUCATION SERVICES

✉ WEBMASTER@PHEAA.ORG 📄 PO BOX 2461 HARRISBURG,
PA 17105(2461)
📞 800-233-0557

DEPT OF ED/MOHELA

📄 moheila.com 📄 633 SPIRIT DR
CHESTERFIELD, MO 63005
📞 888-866-4352

[Pay on Servicer Website](#) ↗

DEPT OF ED/NELNET

📄 nelnet.com 📄 PO BOX 740283 ATLANTA,
GA 30374(0283)
✉ nelnetcustomersolutions@nelnet.com
📞 888-486-4722

BANK OF AMERICA, NA

📄 fleeteducation.com 📄 100 FRONT STREET 2ND
FLOOR WORCESTER, MA
01608
✉ pamela_h_hayes@fleet.com
📞 800-235-3385



**I have all my
information,
now what?**

Next Steps

Now that you have all of your student loan information you can:

- make plans for returning to repayment,
- pick a payment plan that's right for you,
- see if you're eligible for loan forgiveness or cancellation,
- get a Fresh Start on loans in default,
- decide whether or not to consolidate your loans, and more!

Need more information?

Join the next two webinars in this series:

- Returning to Repayment
- Lower Your Payments & Get Closer to Loan Cancellation with Income-Driven Repayment!



Student Loan Basics

- What's next after Court strikes down debt relief? →
- Learn more about student loans →
- Find your student loan info →
- Help with repayment →
- Stop collections and get out of default →
- Cancellation and other relief →
- Get more help →
- President Biden's debt cancellation plan →
- Returning to school in September →

Find more information at:
studentloanborrowerassistance.org



Latest News

Pres. Biden Announces New Student Debt Relief Effort After Court's Decision



**Share Your
Thoughts On This
Session!**