Student Loan Guide – Delinquent

1. Go to the National Student Loan Data System – www.nslds.gov

When you are logged in, click on the loan number:

[Image of loan number selection]

This will take you to the details of that loan. From that you can scroll down and find your Service Provider’s contact information.

- Current ED Servicer:
  - DEPT OF EDUCRAT LINES
  - PO BOX 53228
  - ATLANTA
  - GA 30353-2289
  - 800-236-4300
  - mynslds@ede.gov

There are several different Service Providers that Dept. of Ed uses for students. Make sure all your loans are with the same Service Provider, if you have more than one you will need to contact all Service Providers for your loans.

2. When you contact your service provider, inform them of your situation. Usually, they apply a Forbearance to bring your account current while you work with them to set up a Income Driven Repayment option that works for your circumstance. The Forbearance brings you current by taking all the payments (principal & interest) that are past due, and adding them back to your balance owed. This will reflect positively on your credit. After the Forbearance is set up, you can concentrate on a repayment plan that works for you.

3. For repayment plan information go to: www.studentloans.gov

When you get to this page, go to Managing Repayment ↔ Income Driven Repayment. All the options for repayment are there for you to review. Your service provider will guide you and let you know which program would be best for you.