Quick Reference to Service Centers

Service Centers for Students

Default Resolution Group

For questions related to individual loan status and repayment of loans in default and owed to the Department of Education.

Phone: 800-621-3115
TDD: 877-825-9923
E-mail: drghelp@ed.gov
Web site: https://www.myeddebt.com/borrower/
Office Hours: 8:00 a.m. – 10:00 p.m. (ET), Monday through Friday. 8:00 a.m. – 7:00 p.m. (ET), Saturday.

Mail:
U.S. Department of Education
Default Resolution Group
P.O. Box 5609
Greenville, TX 75403-5609

Borrower Payments:
National Payment Center
P.O. Box 105028
Atlanta, GA 30348-5028

Direct Loan Consolidation Center

The Higher Education Act (HEA) provides for a loan consolidation program under the William D. Ford Federal Direct Loan (Direct Loan) Program. Under this program, a borrower's individual loans are paid off and a new consolidation loan is created. Consolidation simplifies loan repayment by combining several types of federal education loans (that may have different terms and repayment schedules or may have been made by different lenders) into one new loan. The interest rate may be lower than on one or more of the underlying loans. In addition, the monthly payment amount on a consolidation loan is usually lower and the amount of time to repay may be extended beyond what was available in the separate loan programs. These features should result in more manageable debt and should make borrowers less prone to default.

Phone: 800-557-7392
TDD: 800-557-7395
Fax: 800-557-7396
Email: loan-consolidation@mail.eds.com
Website: http://www.loanconsolidation.ed.gov
Office Hours: 8:00 a.m. - 8:00 p.m. (ET) Monday through Friday

Federal Student Aid Information Center (FSAIC)
The Federal Student Aid Information Center (FSAIC) serves the public with information about the federal student aid application process. FSAIC's primary role is to respond to student and parent inquiries. Customer service representatives provide comprehensive assistance in English, as well as Spanish, on general information related to federal student aid (Title IV programs), the FAFSA application (paper and online), pre-filled FAFSA on the Web, FAFSA corrections, FAFSA4caster, the U.S. Department of Education's federal student aid grant and loan programs and student loan history.

FSAIC responds to inquiries from a variety of communication channels, including phone calls to 1-800-4-FED-AID, TTY Assistance at 1-800-730-8913, a Toll number at 319-337-5665, live online help (chat), e-mail. FSAIC also offers a self serve option for customers using an interactive voice response (IVR) system. Customers can order single copies of many of our publications such as fact sheets, worksheets, checklists, and the paper FAFSA application.

If a student who is enrolled at your school or who is planning to enroll at your school has provided you with his or her DRN number, you may call to inquire about the application data that is on file for that student.

**Phone:** 1-800-433-3243 (1-800-4 FED AID)
**Overseas Callers:** For those who are unable to access the toll-free service number, please call: 319-337-5665
**TDD:** 1-800-730-8913
**Web site:** [fafsa.ed.gov](http://fafsa.ed.gov)
**PIN Registration Web site:** (For students and parents access) [pin.ed.gov](http://pin.ed.gov)
**Student Aid on the Web, Web site:** [studentaid.ed.gov](http://studentaid.ed.gov)

**Office of the Ombudsman FSA**

The Ombudsman Office is a final resource after individuals look for help through other customer service avenues. Before contacting the Ombudsman, borrowers concerned about student loans should contact their loan holder or visit our web site for further information. Current students should contact their financial aid office first.

When contacting the Ombudsman Office, be ready to:

- Identify the problem and the reason behind it
- Define expectations
- Describe actions already taken to resolve the problem
- Supply Documentation to support your position

The easiest way to contact the Ombudsman is to file an on-line assistance request thru [www.ombudsman.ed.gov](http://www.ombudsman.ed.gov). Other contact options are:

**Mail:**
Office of the Ombudsman
US Department of Education
Fourth Floor (UCP-3/MS 5144)
830 First Street NE
Washington, DC 20202-5144

**Phone:** 202-377-3800 (Toll) Washington DC - Financial Aid Professionals should use this number
**Phone Toll Free:** 1-877-557-2575 (Best used to initiate a Case)
**TDD:** 202-377-3800
**E-Mail:** fsaombudsmanoffice@ed.gov
Total and Permanent Disability Discharge and Veterans Disability Discharge

The U.S. Department of Education (the Department) has one contact point for borrowers seeking assistance with total and permanent disability discharge questions. This one contact point, the Nelnet Total and Permanent Disability Servicer, handles both general total and permanent disability discharge and veterans disability discharge.

General Total and Permanent Disability Discharge Information

For questions about applying for a discharge a borrower should first contact the loan holder. If the borrower has already applied for a discharge and the loan holder has informed the borrower that the request has been assigned or referred to the Department, the borrower should contact the Nelnet Total and Permanent Disability Servicer in Denver, CO:

Phone: 888/303-7818

TDD/TTY: A borrower who is hearing-impaired may Web chat with a representative by visiting the total and permanent disability Web site and clicking on "Chat Now".

Web site: www.disabilitydischarge.com

E-mail: disabilityinformation@nelnet.net

Office Hours: 8:00 a.m. – 8:00 p.m. (ET), Monday through Sunday

Special Assistance Team: A borrower who has special needs and requires assistance navigating the total and permanent disability discharge process simply needs to request assistance when he or she contacts the Nelnet Total and Permanent Disability Servicer.

Veterans Disability Discharge Information

For questions about applying for a discharge under the special standard for certain veterans or to check on the status of a previously submitted application that has not yet been referred to the Department, a borrower should contact the current loan holder. If the borrower has already applied for a discharge and the loan holder has informed the borrower that the request has been referred to the Department, the borrower should contact the Nelnet Total and Permanent Disability Servicer in Denver, CO:

Phone: 888/303-7818

Fax: 303/696-5250

TDD/TTY: A borrower who is hearing-impaired may Web chat with a representative by visiting the total and permanent disability Web site and clicking on "Chat Now".

Web site: www.disabilitydischarge.com

E-mail: disabilityinformation@nelnet.net

Office Hours: 8:00 a.m. - 8:00 p.m. (ET), Monday through Sunday

Special Assistance Team: A borrower who has special needs and requires assistance navigating the total and permanent disability discharge process simply needs to request assistance when he or she contacts the Nelnet Total and Permanent Disability Servicer.
Loan Servicing Centers for Students

- **Aspire Resources Inc.**
  
  Phone: 855/475-3335  
  Fax: 515/471-8180  
  TDD/TTY: 855/475-4889  
  Overseas borrowers: 515/471-3999  
  Web site: www.AspireResourcesInc.com  
  E-mail: LoanCounsel@AspireResourcesInc.com  
  Office Hours: 7:00 a.m. – 7:30 p.m. (CT), Monday through Friday.

- **CornerStone**
  
  Phone: 800/663-1662  
  Fax: 801/366-8400  
  TDD/TTY: 801/321-7130  
  Overseas borrowers: 801/321-7295  
  Web site: www.MyCornerStoneLoan.org  
  E-mail: CustomerService@mycornerstoneloan.org  
  Office Hours: 6:00 a.m. – 7:00 p.m. (MT), Monday through Thursday. 6:00 a.m. – 5:00 p.m. (MT), Friday.

- **COSTEP**
  
  Phone: 877/292-8639  
  Fax: 877/292-8873  
  TDD/TTY: A borrower who is hearing-impaired may use the 711 Telecommunications Relay Service for assistance.  
  Overseas borrowers: 402/507-5452  
  Web site: www.costep.myedloan.com  
  E-mail: A borrower must log in to www.costep.myedloan.com, click on the "Contact Us" tab, and select the "Secure Email" option.  
  Office Hours: 8:00 a.m. - 9:00 p.m. (ET), Monday through Friday.

- **Direct Loan Servicing Center (ACS)**
  
  Phone: 800/848-0979  
  Fax: 800/848-0984  
  TDD/TTY: 800/848-0983  
  Overseas borrowers: 315/738-6634  
  Web site: www.dl.ed.gov  
  Office Hours: 8:00 a.m. – 8:30 p.m. (ET), Monday through Friday.

- **Department of Education Student Loan Servicing Center (ACS)**
  
  Phone: 800/835-4611  
  Fax: 315/738-2232  
  TDD/TTY: 800/662-1220 within New York State  
  TDD/TTY: 800/855-2880 outside New York State
Office Hours: 8:00 a.m. – 11:00 p.m. (ET), Monday through Friday.

- EDGEucation Loans
  Phone: 877/292-7470
  TDD/TTY: A borrower who is hearing-impaired may use the 711 Telecommunications Relay Service for assistance.
  Overseas borrowers: 402/507-5455
  Web site: www.EDGEucationloans.myedloan.com
  E-mail: A borrower must log in to www.EDGEucationloans.myedloan.com, click on the “Contact Us” tab, and select the “Secure Email” option.
  Office Hours: 8:00 a.m. - 9:00 p.m. (ET), Monday through Friday.

- EdManage
  Phone: 855/479-0490
  Fax: 855/479-0487
  TDD/TTY: A borrower who is hearing-impaired may use the 711 Telecommunications Relay Service for assistance.
  Overseas borrowers: 855/479-0490
  E-mail: A borrower must log in to http://www.EdManage.MyEdLoan.com, click on the “Contact Us” tab, and select the “Secure Email” option.
  Office Hours: 8:00 a.m. – 9:00 p.m. (ET), Monday through Thursday. 8:00 a.m. – 5:00 p.m. (ET), Friday.

- ESA/Edfinancial
  Phone: 855/337-6884
  Fax: 865/692-6348 or 865/692-6349
  TDD/TTY: 855/337-6884
  Overseas borrowers: 855/337-6884
  Web site: www.edfinancial.com/DL
  Contact Us Page: www.edfinancial.com>Contact
  Office Hours: 8:30 a.m. – 8:00 p.m. (ET), Monday through Thursday. 8:30 a.m. – 6:00 p.m. (ET), Friday.

- FedLoan Servicing (PHEAA)
  Phone: 800/699-2908
  Fax: 717/720-1628
  TDD/TTY: 800/722-8189
  Overseas borrowers: 717/720-1985
  Web site: www.myfedloan.org
  Office Hours: 8:00 a.m. – 11:00 p.m. (ET), Monday through Thursday. 8:00 a.m. – 9:00 p.m. (ET), Friday.
- **Granite State – GSMR**

  **Phone:** 888/556-0022  
  **Fax:** 603/227-5415  
  **TDD/TTY:** A borrower who is hearing-impaired may e-mail dlcustomerservice@gsmr.org for assistance.  
  **Overseas borrowers:** 603/227-5321  
  **Web site:** [www.gsmr.org](http://www.gsmr.org)  
  **E-mail:** dlcustomerservice@gsmr.org  
  **Office Hours:** 8:00 a.m. – 6:00 p.m. (ET), Monday through Friday.

- **Great Lakes Educational Loan Services, Inc.**

  **Phone:** A borrower who is hearing-impaired may use the 711 Telecommunications Relay Service for assistance.  
  **TDD/TTY:** 8:00 a.m. – 11:00 a.m. (ET), Monday through Thursday. 8:00 a.m. – 9:00 p.m. (ET), Friday.  
  **Overseas borrowers:** 608/246-1700  
  **Web site:** [www.mygreatlakes.org](http://www.mygreatlakes.org)  
  **Office Hours:** 7:00 a.m. – 8:45 p.m. (CT), Monday through Thursday. 7:00 a.m. – 5:45 p.m. (CT), Friday.

- **MOHELA**

  **Phone:** 888/866/4352  
  **Fax:** 866/222-7060  
  **TDD/TTY:** 636/532-5189  
  **Overseas borrowers:** 888/866-4352  
  **Web site:** [www.mohela.com](http://www.mohela.com)  
  **Office Hours:** 8:00 a.m. - 8:00 p.m. (CT), Monday through Thursday. 8:00 a.m. - 5:00 p.m. (CT), Friday.

- **Nelnet**

  **Phone:** 888/486-4722  
  **Fax:** 877/402-5816  
  **TDD/TTY:** 888/486-4722  
  **Overseas borrowers:** 303/696-3625  
  **Web site:** [www.nelnet.com](http://www.nelnet.com)  
  **Office Hours:** 24 hours a day, 7 days a week.

- **OSLA Servicing**

  **Phone:** 866/264-9762  
  **Fax:** 855/813-2224  
  **TDD/TTY:** 405/556-9230  
  **Web site:** [www.osla.org](http://www.osla.org)  
  **Email:** schoolrelations@mohela.com  
  **Office Hours:** 8:00 a.m. – 5:00 p.m. (CT), Monday through Friday.
• Sallie Mae

Phone: 800/722-1300
Fax: 866/266-0178 (within United States)
Fax: 570/706-8563 (outside United States)
TDD/TTY: 877/713-3833
Overseas borrowers: If toll-free (no cost per call) number cannot be accessed, use 317/806-0580 (cost per call).
Web site: www.salliemae.com
Office Hours: 8:00 a.m. – 9:00 p.m. (ET), Monday through Thursday. 8:00 a.m. – 8:00 p.m. (ET), Friday.

Service Centers for Schools

Campus-Based Call Center

For questions related to the Campus-Based Programs, the Fiscal Operations Report and Application to Participate (FISAP), and Federal Perkins Loan cohort default rates.

Phone: 877-801-7168 (no cost per call)
Fax: 866-441-2175
E-mail: CBFOB@ed.gov
Web site: https://cbfisap.ed.gov
Office Hours: 8:00 a.m. - 8:00 p.m. (ET), Monday through Friday

Closed School Contacts

For questions related to Perkins default rates, FISAP information, and Campus-Based Programs.

Phone: 1-800-4-FED-AID (1-800-433-3243)
TDD: 1-800-730-8913

The following is a list of School Participation Teams, at the US Department of Education and the states they cover, with a designated point of contact (POC) for Closed Schools. Please contact the respective POC for specific information about the school you attended.

School Participation Team - Northeast Section

York /Boston Team- NJ, PR, VI, NY, CT, ME, MA, NH, RI, VT

NJ, NY, PR, VI,
POC - Marie Bangura: 202-377-3072
E-mail: Marie.Bangura@ed.gov

NJ, NY, PR, VI
POC: Teresa Martinez: 646-428-3748
E-mail: Teresa.Martinez@ed.gov
CT, ME, MA, NH, RI, VT
POC - Cheryl Marotta: 617-289-0131
E-mail: Cheryl.Marotta@ed.gov

Philadelphia Team - DE, DC, MD, PA, VA, WV
POC - Alekia Campbell: 202-377-4216
E-mail: Alekia.Campbell@ed.gov

Foreign Schools Team
POC - Jorge Matos: 202-377-3359
E-mail: Jorge.Matos@ed.gov

School Participation Team - South Central Section

Atlanta Team - AL, GA, NC, MS, SC, FL
POC - Andrew Lawrence: 202-377-4369
E-mail: Andrew.Lawrence@ed.gov

Kansas City Team - IA, KS, KY, MO, NE, TN
POC - Charles Glasper: 816-268-0437
E-mail: Charles.Glasper@ed.gov

Dallas Team - AR, LA, NM, OK, TX
POC - Deborah Tucker: 202-377-4372
E-mail: Deborah.Tucker@ed.gov

School Participation Team - Northwest Section

Chicago Team - IL, IN, MN, OH, WI
POC - Herschel Wallace: 312-730-1537
E-mail: Herschel.Wallace@ed.gov

Denver Team - CO, MI, MT, ND, SD, UT, WY
POC - Herschel Wallace: 312-730-1537
E-mail: Herschel.Wallace@ed.gov

San Francisco/Seattle Team - AZ, CA, HI, NV, American Samoa, Guam, Palau, Marshall Islands, N. Marianas, and Micronesia, AK, ID, OR, WA
POC - DeNise L. Hill: 206-615-3638
E-mail: DeNise.L.Hill@ed.gov

COD School Relations Center

For questions related to Common Origination and Disbursement (COD), ACG, Iraq and Afghanistan Service Grant, National SMART Grant, Pell Grant, TEACH Grant, and Direct Loan processing.

Grant Programs: 800-474-7268
Direct Loan Program: 800-848-0978
Applicant Services Line: 800-557-7394
Foreign Schools Line: 571-392-3737
FAX: 877-623-5082
E-mail: CODSupport@acs-inc.com
Web site: https://cod.ed.gov/cod/LoginPage
Office Hours: 8:00 a.m. - 8:00 p.m. (ET), Monday through Friday

General COD:
COD Communications
COD School Testing
COD System Interface Issues
COD Web Processing
Current Funding Level
Custom System (Mainframe) Assistance
Document/Batch Processing
COD School Testing

ACG and National SMART Grant Programs:
ESOA and MRR Questions
Funding Adjustments
HS Program Codes and CIP Codes
Post-Deadline Processing
Reconciliation
Reports and Data Request

Iraq and Afghanistan Service Grant Program:
Web Award and Disbursement Processing (2010-2011 Award Year and forward)

TEACH Grant Program:
Agreement to Serve
Initial and Subsequent Counseling
Reconciliation and Closeout
TEACH Grant Web Site

Pell Grant Program:
Administrative Cost Allowance
ESOA, MRR, and POP Questions
Lifetime Eligibility Used (LEU)
Post-Deadline Processing
Reconciliation
Reports and Data Requests
Verification Status Code Processing

Direct Loan Program:
Direct Loan Participation Requests
Master Promissory Notes (Electronic and Paper)
Direct PLUS Loan Credit Checks/Appeals
Direct PLUS Loan Endorser Application Questions
Direct PLUS Loan Requests
Reconciliation and Closeout
Refunds of Cash
CPS/SAIG Technical Support

For questions related to the Central Processing System (CPS), the Student Aid Internet Gateway (SAIG), Web products such as FAA Access to CPS Online, and assistance with software products such as EDconnect and EDExpress.

**Phone:** 800-330-5947  
**TDD:** 800-511-5806  
**Fax:** 319-665-7662  
**E-mail:** CPSSAIG@ed.gov  
**Office Hours:** 8:00 a.m. - 8:00 p.m. (ET), Monday through Friday

Technical support includes assistance with the following:

- FAFSA and Correction Processing  
- FAA Access to CPS Online ([faaaccess.ed.gov](http://faaaccess.ed.gov))  
- ISIR Analysis (IA) Tool  
- Return of Title IV Funds (R2T4) on the Web  
- CPS Web Demonstration Site  
- SAIG Network Password Changes and Resets  
- SAIG Transmission Errors  
- CPS Batch Status  
- Rejected EDE Records and Batches  
- Restore Batches to Customers’ Mailboxes  
- CPS Test System  
- Custom/Combo/Mainframe Support  
- FSAdownload ([www.fsadownload.ed.gov](http://www.fsadownload.ed.gov))

Software Assistance: EDExpress, Direct Loan (DL) Tools, EDconnect, Student Status Confirmation Report (SSCR)

**eZ Audit**

EZ Audit provides schools with a paperless single point of submission for financial statements and compliance audits through the web.

**Phone:** 1-877-263-0780  
**E-mail:** fsaezaudit@ed.gov  
**Website:** ezaudit.ed.gov

**Federal Student Aid Research and Customer Care Center (RCCC)**

For questions related to the Title IV federal student aid programs.
The RCCC assists schools with questions about the Title IV federal student aid programs, policies, and regulations. The RCCC also provides assistance with contacting other Federal Student Aid staff. The RCCC is an advocate for schools participating in the federal student aid programs and welcomes all comments or questions. Inquiries from students or parents should be directed to the Federal Student Aid Information Center at 800-4-FED-AID (800-433-3243).

Foreign School Contacts

Authorized personnel at eligible schools located outside the United States (commonly referred to as foreign schools) use functionality within the U.S. Department of Education's (the Department's) Common Origination and Disbursement (COD) System to process William D. Ford Federal Direct Loan (Direct Loan) Program loans for eligible U.S. students who attend their schools. Before a foreign school may begin participating in the Direct Loan Program, it must request COD System and Web site access, and complete funding related actions.

For detailed information about the Direct Loan Setup actions for foreign schools, go to the Foreign School Information page.

If you have questions or need assistance with COD System processing, contact the COD School Relations Center at 800/848-0978 or 571/392-3737.

G5 Hotline

For questions related to G5, the Department of Education's electronic system for grants management and payments.

Phone: 888-336-8930 (no cost per call)
TDD: 866-697-2696 (no cost per call)
E-mail: edcaps.user@ed.gov
Web site: https://www.g5.gov
Office Hours: 8:00 a.m. - 6:00 p.m. (ET), Monday through Friday

National Student Loan Data System (NSLDS)

For questions related to NSLDS functions such as student eligibility, overpayments, loan history, and enrollment reporting.

Phone: 800-999-8219
E-mail: nslds@ed.gov
NSLDS Professional Access Web Site: www.nslds.ed.gov/nslds_FAP/secure/logon.jsp
NSLDS Student Access Web Site: www.nslds.ed.gov

Contact the NSLDS Customer Support Center for assistance regarding NSLDS functions including:

Aggregate Calculations
Cohort Default Rates
Data Provider Schedules
Enrollment Reporting
Exit Counseling Completion
Federal Grant Information, including Pell Grants and TEACH Grants
Gainful Employment Reporting
Loan History/Detail
Online Enrollment Reporting
Organizational Contacts
PEPS Hotline

For connectivity interruptions or other PEPS application problems, call the PEPS Help Desk.

**Phone:** 1-877-366-3338
**Office Hours:** 7:30 a.m. - 7:00 p.m. (EST) weekends (excluding Government holidays)

Loan Servicing Centers for Schools

- **Aspire Resources Inc.**
  
  **Phone:** 888/902-6077  
  **Fax:** 515/471-8188  
  **Web site:** [www.AspireResourcesInc.com](http://www.AspireResourcesInc.com)  
  **E-mail:** SchoolSupport@AspireResourcesInc.com  
  **Office Hours:** 7:00 a.m. – 6:30 p.m. (CT), Monday through Friday.

- **CornerStone**
  
  **Phone:** 877/336-7397  
  **Fax:** 801/366-8415  
  **Web site:** [www.MyCornerStoneLoan.org](http://www.MyCornerStoneLoan.org)  
  **E-mail:** CampusContact@mycornerstoneloan.org  
  **Office Hours:** 8:00 a.m. – 5:00 p.m. (MT), Monday through Friday.

- **COSTEP**
  
  **Phone:** 877/292-8639  
  **Fax:** 877/292-8873  
  **Web site:** [www.costep.myedloan.com](http://www.costep.myedloan.com)  
  **E-mail:** schools@costep.org  
  **Office Hours:** 8:00 a.m. - 5:00 p.m. (ET), Monday through Friday.

- **Direct Loan Servicing Center (ACS) -School Services**
  
  **Phone:** 888/877-7658  
  **Web site:** [www.dl.ed.gov/schools](http://www.dl.ed.gov/schools)  
  **Office Hours:** 8:00 a.m. – 8:30 p.m. (ET), Monday through Friday.
• **Department of Education Student Loan Servicing Center (ACS)**

  **Phone:** 800/835-6511  
  **Office Hours:** 8:00 a.m. – 8:30 p.m. (ET), Monday through Friday.

• **EDGecation Loans**

  **Phone:** 877/292-6759  
  **Web site:** [www.EDGecationloans.myedloan.com](http://www.EDGecationloans.myedloan.com)  
  **E-mail:** A customer must log in to [www.EDGecationloans.myedloan.com](http://www.EDGecationloans.myedloan.com), click on the “Contact Us” tab, and select the “Secure Email” option.  
  **Office Hours:** 8:00 a.m. - 5:00 p.m. (ET), Monday through Friday.

• **EdManage**

  **Phone:** 855/479-0490  
  **Fax:** 855/479-0487  
  **E-mail:** Schools@edmanage.net  
  **Office Hours:** 8:00 a.m. – 9:00 p.m. (ET), Monday through Thursday. 8:00 a.m. – 5:00 p.m. (ET), Friday.

• **ESA/Edfinancial**

  **Phone:** 800/845-1001  
  **Fax:** 865/692-6378  
  **Web site:** [www.edfinancial.com/DLSchools](http://www.edfinancial.com/DLSchools)  
  **E-mail:** Schools@Edfinancial.com  
  **Office Hours:** 8:30 a.m. – 8:00 p.m. (ET), Monday through Thursday. 8:30 a.m. – 6:00 p.m. (ET), Friday.

• **FedLoan Servicing (PHEAA)**

  **Phone:** 800/655-3813  
  **Web site:** [www.myfedloan.org](http://www.myfedloan.org)  
  **E-mail:** schoolsupport@myfedloan.org  
  **Office Hours:** 8:00 a.m. – 9:00 p.m. (ET), Monday through Friday.

• **Granite State – GSMR**

  **Phone:** 800/303-8353  
  **Fax:** 603/227-5441  
  **Web site:** [www.gsmr.org](http://www.gsmr.org)  
  **E-mail:** schoolcontact@gsmr.org  
  **Office Hours:** 8:00 a.m. – 5:00 p.m. (ET), Monday through Friday.

• **Great Lakes Educational Loan Services, Inc.**

  **Phone:** 888/686-6919  
  **Web site:** [www.mygreatlakes.org](http://www.mygreatlakes.org)
E-mail: clientservices@glhec.org
Office Hours: 8:00 a.m. – 6:30 p.m. (CT), Monday through Thursday. 8:00 a.m. – 6:00 p.m. (CT), Friday.

- **MOHELA**
  
  Phone: 888/866/4353  
  Fax: 866/222-7060  
  Web site: [www.mohela.com/schools](http://www.mohela.com/schools)  
  Email: schoolrelations@mohela.com  
  Office Hours: 8:00 a.m. - 8:00 p.m. (CT), Monday through Thursday. 8:00 a.m. - 5:00 p.m. (CT), Friday.

- **Nelnet**
  
  Phone: 866/463-5638  
  Fax: 888/274-9876  
  Web site: [www.nelnetloanservicing.com](http://www.nelnetloanservicing.com)  
  E-mail: ssc@nelnet.net  
  Office Hours: 8:00 a.m. – 8:00 p.m. (ET), Monday through Friday.

- **OSLA Servicing**
  
  Phone: 866/264-9762  
  Fax: 855/813-2224  
  Web site: [www.osla.org](http://www.osla.org)  
  E-mail: DLcustserv@osla.org  
  Office Hours: 8:00 a.m. – 5:00 p.m. (CT), Monday through Friday.

- **Sallie Mae**
  
  Phone: 888/272-4665  
  Fax: 800/828-0250  
  Web site: [www.opennet.salliemae.com](http://www.opennet.salliemae.com)  
  E-mail: collegeserv@salliemae.com  
  Office Hours: 8:00 a.m. – 8:00 p.m. (ET), Monday through Friday.

**Total and Permanent Disability Discharge and Veterans Disability Discharge**

The U.S. Department of Education (the Department) has one contact point for loan holders seeking assistance with total and permanent disability discharge questions. This one contact point, the Nelnet Total and Permanent Disability Servicer, handles both general total and permanent disability discharge and veterans disability discharge.

**General Total and Permanent Disability Discharge Information**
For new and existing assignments or referrals for general total and permanent disability discharge, loan holders and schools should work with the Nelnet Total and Permanent Disability Servicer in Denver, CO:

**Phone:** 888/303-7818

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

**E-mail:** disabilityinformation@nelnet.net

**Office Hours:** 8:00 a.m. – 8:00 p.m. (ET), Monday through Sunday.

Nelnet Total and Permanent Disability Servicer
3015 South Parker Road, Suite 400
Aurora, CO 80014

**Note:** The Nelnet Total and Permanent Disability Servicer is identified above as being located in Denver, CO; however, the physical street address for mailing assignments and referrals is in Aurora, CO, a suburb of Denver.

**Veterans Disability Discharge Information**

For questions about how to refer an application to the Department for review under the special standard for certain veterans, or to check on the status of an application that has been referred to the Department, loan holders and schools should contact the Nelnet Total and Permanent Disability Servicer in Denver, CO:

**Phone:** 888/303-7818

**Fax:** 303/696-5250

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

**Web site (for electronic application referrals only, effective July 1, 2011):** [www.vetstudentloanassistance.com](http://www.vetstudentloanassistance.com)

**E-mail:** disabilityinformation@nelnet.net

**Office Hours:** 8:00 a.m. - 8:00 p.m. (ET), Monday through Sunday

Applications for discharge under the special standard for certain veterans should be sent to the Department at the following address:

Nelnet Total and Permanent Disability Servicer
3015 South Parker Road, Suite 400
Aurora, CO 80014

**Note:** The Nelnet Total and Permanent Disability Servicer is identified above as being located in Denver, CO; however, the physical street address for mailing assignments and referrals is in Aurora, CO, a suburb of Denver.
Federal Student Aid Offices

Conferences

Questions or feedback related to the FSA conferences can be directed to the Conferences Service Center.

Phone: 202-377-3633  
Email: fsaconferences@ed.gov  
Website: http://fsaconferences.ed.gov/index.html

Default Prevention Assistance

Federal Student Aid is committed to assisting schools with efforts that educate students about their loan repayment obligation, encourage successful repayment, and address delinquent repayment when it occurs. By employing evaluation, prevention, and outreach activities, schools can work in advance to reduce the risk of default by their students. Ultimately, this intervention will assist schools in managing their cohort default rates.

For questions related to default prevention, contact us at: defaultpreventionassistance@ed.gov.

For consolidated delinquency and default prevention resources, refer to the Default Prevention Resource Information Web page.

Other Default-Related Assistance

In addition to default prevention assistance, Federal Student Aid provides cohort default rate (CDR) support for schools and default resolution support for student and parent borrowers. Our federal loan servicers also provide delinquency and default prevention support for schools and borrowers.

For questions related to CDRs, refer to the Operations Performance Division page.

For questions related to default resolution, refer to the Default Resolution Group page.

For questions related to federal loan servicer delinquency and default prevention support for schools, refer to the Loan Servicing Centers for Schools page.

For questions related to federal loan servicer delinquency and default prevention support for borrowers, refer to the Loan Servicing Centers for Students page.

Experimental Sites Initiative

Schools that participate as experimental sites test the outcomes of modifying specific components of the laws and regulations governing the awarding of Title IV aid. The Department of Education uses the results of these experiments to guide regulatory policy changes and propose legislative changes that will enhance program integrity, improve student outcomes, and reduce administrative burden.

Information about previous and current experiments is available at http://experimentalsites.ed.gov.
Remaining questions should be directed to the following e-mail address: ExperimentalSites@ed.gov.

**Operations Performance Division**

**School Default Rates** – Operations Performance Division calculates and disseminates school cohort default rates and processes appeals/adjustments/challenges to the default rate data.

**Phone:** 202-377-4259 (Calls responded to within 24-48 hours)
**E-mail:** fsa.schools.default.management@ed.gov

**Lender and Guaranty Agency Default Rates** – Operations Performance Division calculates and disseminates lender and guaranty agency default rates and processes data corrections to the default rate data.

**Phone:** 202-377-3053 (Calls responded to within 24-48 hours)
**Web site:** http://www2.ed.gov/offices/OSFAP/defaultmanagement/lga.html

**Other Default-Related Assistance**

In addition to cohort default rate assistance, Federal Student Aid provides default prevention support for schools and default resolution support for student and parent borrowers.

For questions related to default prevention, refer to the Default Prevention Assistance page.

For questions related to default resolution, refer to the Default Resolution Group page.

**Quality Assurance Program**


Vision: To broaden Federal Student Aid's Quality Process to serve all participating Title IV institutions, by providing tools that promote better service to students, compliance, and continuous improvement in program delivery.

You can contact the QA Program staff in Washington by sending an e-mail to the Quality Assurance Program mailbox at: qualityassurance@ed.gov or you may contact the QA Regional Representatives at their contact information listed below:

**Regions 1, 2, 5**
Holly.Langer-Evans@ed.gov  
(617) 289-0136

**Regions 3, 4, 6, 7**
Anne.Tuccillo@ed.gov  
(202) 377-4378

**Regions 8, 9, 10**
Michael.Cagle@ed.gov  
(206) 615-2586
School Participation Teams

Call the appropriate School Participation Team for information and guidance on audit resolution, financial analysis, program reviews, technical assistance, and school and program eligibility/recertification.

Website for School and Program Eligibility/Recertification: http://www.eligcert.ed.gov

Foreign School Team
Wash DC - 202-377-3168

Boston - 617-289-0133
New York - 646-428-3750
Wash DC - 202 377- 3173

School Participation Team – Philadelphia (DC, Delaware, Maryland, Pennsylvania, Virginia, West Virginia)
Philadelphia - 215-656-6442
Wash DC - 202-377-3173

School Participation Team – Atlanta (Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina)
Atlanta - 404-974-9303
Wash DC - 202-377-3173

School Participation Team - Chicago (Illinois, Indiana, Minnesota, Ohio, Wisconsin)
Chicago - 312-730-1515
Wash DC - 202-377-3173

School Participation Team - Dallas (Arkansas, Louisiana, New Mexico, Oklahoma, Texas)
Dallas - 214-661-9490
Wash DC - 202-377-3173

School Participation Team - Kansas City (Iowa, Kansas, Kentucky, Missouri, Nebraska, Tennessee)
Kansas City - 816-268-0410
Wash DC - 202-377-3173

School Participation Team - Denver (Colorado, Michigan, Montana, North Dakota, South Dakota, Utah, Wyoming)
Denver - 303-844-3677

San Francisco 415-486-5677
Seattle 206-615-2594
Wash DC 202-377-3173