

# **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](mailto:drghelp@ed.gov)

**Web site:** <http://www.ed.gov/offices/OSFAP/DCS>

**Office Hours:** For Monday through Friday, all year round, the hours are 8 a.m. - 10 p.m. (ET). For Saturdays, January 1 to April 30, the hours are 8 a.m. - 10 p.m. (ET). For Saturdays, May 1 until December 31, the hours are 8 a.m. - 7 p.m. (ET).

#### **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.ed.gov](mailto:loan_consolidation@mail.ed.gov)

**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](mailto:fsaombudsmanoffice@ed.gov)

**Website:** <http://ombudsman.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 loan 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](http://www.disabilitydischarge.com)

**E-mail:** [disabilityinformation@nelnet.net](mailto:disabilityinformation@nelnet.net)

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

**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 loan 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:** 303/696-5669

**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](http://www.disabilitydischarge.com)

**E-mail:** [disabilityinformation@nelnet.net](mailto:disabilityinformation@nelnet.net)

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

**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

- **CornerStone**

**Phone:** 800/663-1662

**Fax:** 801/366-8400

**TDD/TTY:** 801/321-7130

**Overseas borrowers:** 801/321-7295

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

**E-mail:** [CustomerService@mycornerstoneloan.org](mailto:CustomerService@mycornerstoneloan.org)

**Office Hours:** 6:00 a.m. – 9:00 p.m. (MT), Monday through Thursday. 6:00 a.m. – 5:00 p.m. (MT), Friday. 8:00 a.m. – 12:00 p.m. (MT), Saturday.

- **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](http://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

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

**Office Hours:** 8:00 a.m. – 11:00 p.m. (ET), Monday through Friday.

- **ESA/Edfinancial**

**Phone:** 855/337-6884

**Fax:** 865/692-6348

**TDD/TTY:** 855/337-6884

**Overseas borrowers:** 855/337-6884

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

**Contact Us Page:** [www.edfinancial.com/Contact](http://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](http://www.myfedloan.org)

**Office Hours:** 8:00 a.m. – 9:00 p.m. (ET), Monday through Friday.

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

**Phone:** 800/236-4300

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

**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

**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:** 8:00 a.m. – 8:00 p.m. (ET), 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](http://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](mailto: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](mailto:Marie.Bangura@ed.gov)

NJ, NY, PR, VI

POC: Teresa Martinez: 646-428-3748

E-mail: [Teresa.Martinez@ed.gov](mailto:Teresa.Martinez@ed.gov)

CT, ME, MA, NH, RI, VT

POC - Cheryl Marotta: 617-289-0131

E-mail: [Cheryl.Marotta@ed.gov](mailto:Cheryl.Marotta@ed.gov)

Philadelphia Team - DE, DC, MD, PA, VA, WV

POC - Alekia Campbell: 202-377-4216

E-mail: [Alekia.Campbell@ed.gov](mailto:Alekia.Campbell@ed.gov)

Foreign Schools Team

POC - Jorge Matos: 202-377-3359  
E-mail: [Jorge.Matos@ed.gov](mailto: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](mailto: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](mailto:Charles.Glasper@ed.gov)

Dallas Team - AR, LA, NM, OK, TX  
POC - Deborah Tucker: 202-377-4372  
E-mail: [Deborah.Tucker@ed.gov](mailto: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](mailto: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](mailto: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](mailto: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 (no cost per call)  
**Direct Loan Program:** 800-848-0978 (no cost per call)  
**Applicant Services Line:** 800-557-7394 (no cost per call)  
**Foreign Schools Line:** 716-284-7575 (cost per call)  
**FAX:** 877-623-5082 (no cost per call)  
**E-mail:** [CODSupport@acs-inc.com](mailto: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  
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  
Reports  
StudentLoans.gov Web site

**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 (no cost per call)  
**TDD:** 800-511-5806 (no cost per call)  
**Fax:** 319-665-7662  
**E-mail:** [CPSSAIG@ed.gov](mailto: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 Enrollment and Participation ([www.fsaweбенroll.ed.gov](http://www.fsaweбенroll.ed.gov))  
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](mailto:fsaezaudit@ed.gov)  
**Website:** [ezaudit.ed.gov](http://ezaudit.ed.gov)

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

For questions related to the Title IV federal student aid programs.

**Phone:** 800-433-7327  
**E-mail:** [fsa.customer.support@ed.gov](mailto:fsa.customer.support@ed.gov)  
**Office Hours:** 9 a.m. - 5 p.m. (ET), Monday through Friday

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

Effective July 1, 2010, authorized personnel at eligible schools located outside the United States (commonly referred to as foreign schools) began using 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 agree to participate by signing an addendum to its current Program Participation Agreement, 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 (no cost per call) or 716/284-7575 (cost per call).

## 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](mailto: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](mailto:nslds@ed.gov)

**NSLDS Professional Access Web Site:** [www.nslds.ed.gov/nslds\\_FAP/secure/logon.jsp](http://www.nslds.ed.gov/nslds_FAP/secure/logon.jsp)

**NSLDS Student Access Web Site:** [www.nslds.ed.gov](http://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
- Loan History/Detail
- Online Enrollment Reporting
- Organizational Contacts
- Organizational Search
- Overpayments
- Reported Enrollment History
- Reports
- Transfer Student Monitoring
- Web Site Access and Passwords

## 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

- **CornerStone**

**Phone:** 877/336-7397

**Fax:** 801/366-8415

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

**E-mail:** [CampusContact@mycornerstoneloan.org](mailto:CampusContact@mycornerstoneloan.org)

**Office Hours:** 8:00 a.m. – 5:00 p.m. (MT), 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

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

**Office Hours:** 8:00 a.m. – 11:00 p.m. (ET), Monday through Friday.

- **ESA/Edfinancial**

**Phone:** 800/845-1001

**Fax:** 865/692-6348

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

**E-mail:** [Schools@Edfinancial.com](mailto: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](mailto:schoolsupport@myfedloan.org)

**Office Hours:** 8:00 a.m. – 9:00 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](mailto: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](mailto: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](mailto:ssc@nelnet.net)

**Office Hours:** 8:00 a.m. – 7:00 p.m. (ET), 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](mailto:collegeserv@salliemae.com)

**Office Hours:** 8:00 a.m. – 5:00 p.m. (all time zones within the continental U.S.), 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](mailto:disabilityinformation@nelnet.net)

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

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:** 303/696-5669

**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](mailto:disabilityinformation@nelnet.net)

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

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](mailto: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](mailto: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 can test different ways to meet program requirements. Federal Student Aid can incorporate these school experiences into regulatory and legislative proposals that will enhance program integrity and reduce administrative burden.

Questions about how schools can participate as experimental sites should be directed here.

**Phone:** 202-377-4380

**Email:** [ExperimentalSites@ed.gov](mailto:ExperimentalSites@ed.gov) or [Warren.Farr@ed.gov](mailto:Warren.Farr@ed.gov)

**Website:** [experimentalsites.ed.gov](http://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](mailto:fsa.schools.default.management@ed.gov)

**Web site:** <http://ifap.ed.gov/DefaultManagement/DefaultManagement.html>

**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**

**Mission:** The Quality Assurance (QA) Program helps schools Attain, Sustain, and Advance exceptional student aid delivery and service excellence.

**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](mailto:qualityassurance@ed.gov) or you may contact them directly at the following email addresses:

Program Director - [Barbara.Mroz@ed.gov](mailto:Barbara.Mroz@ed.gov)  
[Anne.Tuccillo@ed.gov](mailto:Anne.Tuccillo@ed.gov)  
[Warren.Farr@ed.gov](mailto:Warren.Farr@ed.gov)

In addition, the QA Regional Representatives are listed below with their contact information:

#### **Regions 1, 2, 5**

[Holly.Langer-Evans@ed.gov](mailto:Holly.Langer-Evans@ed.gov)  
(617) 289-0136

#### **Regions 3, 4, 6, 7**

[Anne.Tuccillo@ed.gov](mailto:Anne.Tuccillo@ed.gov)  
(202) 377-4378

#### **Regions 8, 9, 10**

[Michael.Cagle@ed.gov](mailto: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**

**School Participation Team - New York/Boston (Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont, New Jersey, New York, Puerto Rico, Virgin Islands)**

**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

School Participation Team - San Francisco/Seattle (Alaska, American Samoa, Arizona, ,California, Guam, Hawaii, Nevada, Palau, Marshall Islands, N. Marianas, and Micronesia, Idaho, Oregon, Washington)

San Francisco 415-486-5677

Seattle 206-615-2594

Wash DC 202-377-3173