

# ***QUICK REFERENCE to SERVICE CENTERS***

## **Service Centers for Students**

### **Common Services for Borrowers/Direct Loan Servicing Center**

Call this number to receive clarification or interpretation of policies and regulations.

**School Services:** 888-877-7658

**Borrower Services:** 800-848-0979

**Collections:** 1-800-848-0981

**TDD:** 1-800-848-0983

**FAX:** 1-800-848-0984

**Website:** <http://www.dl.ed.gov>

### **Default Resolution Group**

Contact the Default Resolution Group for assistance on issues regarding individual loan status and repayment of loans in default and owed to the Department of Education.

**Mail:**

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

**Phone:** 1-800-621-3115

**TDD:** 877-825-9923

**Email:** <mailto:dcshelp@vangent.com>

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

**Office Hours:** Monday - Saturday 8:00 a.m. - 10:00 p.m. (EST)

### **Direct Loan Consolidation Center**

Questions regarding special programs used to simplify loan repayment can be directed here.

The Higher Education Act (HEA) provides for a loan consolidation program under both the Federal Family Education Loan (FFEL) Programs and the Direct Loan Program. Under these programs, a borrower's loans are paid off and a new consolidation loan is created. These programs simplify 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. (EST)

## **Disability Discharge Loan Servicing Center**

The U.S. Department of Education, Federal Student Aid, Disability Discharge Loan Servicing Center (the Department) reviews applications for Total and Permanent Disability (TPD) discharge. The Department conducts a medical review of the application to determine whether the borrower qualifies for conditional discharge. If so, the Department places the loan in a conditional discharge status for a period of up to three years. During the three-year conditional discharge period, the Department monitors whether the borrower has been able to work and earn money or has received new Title IV funds. If the borrower continues to meet the qualifications at the end of the three-year period, the loan is discharged.

### **Borrowers**

For questions about applying for a TPD discharge, you should contact your loan holder.

If you have already applied for a TPD discharge and your loan holder has informed you that your loan has been assigned to the Department, you can contact the Disability Discharge Loan Servicing Center at 1-888-869-4169 from 8:00 AM to 8:30 PM Eastern Time, Monday through Friday. Hearing-impaired individuals with access to a TDD (Telecommunications Device for the Deaf) can call us at 1-888-636-6401. Our fax line is 315-731-2715. Our correspondence address is:

U.S. Department of Education  
Conditional Disability Discharge  
P.O. Box 5200  
Greenville, TX 75402-5200

### **Repayment and TEACH Grant Service Obligations**

If you did not qualify for TPD discharge and wish to make payment arrangements, contact the appropriate servicing center:

- For repayment of non-defaulted loans under the William D. Ford Direct Loan Program (Direct Loans), contact the Direct Loan Servicing Center at 1-800-848-0979, Monday through Friday 8:00 AM to 8:30 PM (Eastern Time). Individuals who use a telecommunications device for the deaf (TDD) may call 1-800-848-0983.
- For repayment of non-defaulted loans under the Federal Family Education Loans Program (FFEL Loans) held by the Department, contact Non-Default FFEL Loan Servicing at 1-800-508-1378 (fax: 866-938-4751).
- For repayment of non-defaulted loans under the Perkins Loan Program (Perkins Loans) held by the Department, contact Non-Default Perkins Servicing at 1-866-324-1214 (fax: 315-324-1214).
- For repayment of defaulted loans held by the Department, contact the Default Resolution Group at 1-800-621-3115.
- To address a TEACH Grant service obligation, contact the Direct Loan Servicing Center contact the Direct Loan Servicing Center at 1-800-848-0979, Monday through Friday 8:00

AM to 8:30 PM (Eastern Time). Individuals who use a telecommunications device for the deaf (TDD) may call 1-800-848-0983.

### **Loan Holders**

Please send Total and Permanent Discharge (TPD) discharge assignments to the following address:

U.S. Department of Education  
Conditional Disability Discharge  
6201 Interstate 30  
Greenville, TX 75402

For questions about how to make an assignment or about the status of an assignment, please contact the Disability Discharge Loan Servicing Center at 1-888-869-4169 from 8:00 AM to 8:30 PM, Eastern Time.

### **Perkins Schools**

For questions about reporting on the Fiscal Operations Report and Application to Participate (FISAP), please contact the U.S. Department of Education's Campus-Based Call Center toll-free at 877-801-7168 (fax: 703-761-0220).

## **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/>

## **Service Centers for Schools**

### **Campus-Based Call Center**

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

**Phone:** 877-801-7168 (no cost per call)

**Fax:** 202-275-0950

**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 - Nautochia Webb: 646-428-3758

E-mail: [Nautochia.Webb@ed.gov](mailto:Nautochia.Webb@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 Watts : 202-377-4216

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

Foreign Schools Team

POC - Jorge Matos : 202-377-3259

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, 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  
State of Micronesia, AK, ID, IN, 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, 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)  
**TDD:** 877-461-7010 (no cost per call)  
**FAX:** 877-623-5082 (no cost per call)  
**E-mail:** [codsupport@acs-inc.com](mailto:codsupport@acs-inc.com)  
**Web site:** [www.cod.ed.gov](http://www.cod.ed.gov)  
**Office Hours:** 8:00 a.m. - 8:00 p.m. (ET), Monday through Friday

### **General COD:**

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

### **ACG and National SMART Grant Programs:**

HS Program Codes and CIP Codes  
Funding Adjustments  
Reconciliation  
Post-Deadline Processing (2006-2007 Award Year and forward)  
Reports and Data Requests  
ESOA and MRR Questions

### **TEACH Grant Program:**

Agreement to Serve  
Agreement to Serve Web Site

### **Pell Grant Program:**

Administrative Cost Allowance  
Verification Status Code Processing  
Post-Deadline Processing

Reconciliation  
Reports and Data Requests  
ESOA, MRR, and POP Questions

### **Direct Loan Program:**

Reconciliation and Closeout (2002-2003 Award Year and forward)  
Master Promissory Notes (Electronic and Paper)  
Direct PLUS Loan Credit Checks/Appeals  
Direct PLUS Loan Borrower Issues  
Direct PLUS Loan Endorser Application Questions  
Reports  
Refunds of Cash  
Direct Loan Participation Requests

### **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 EDEExpress.

**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 (<http://www.fafsa.ed.gov/FOTWebApp/faa/faa.jsp>)  
ISIR Analysis (IA) Tool  
Return of Title IV Funds (R2T4) on the Web  
CPS Web Demonstration Site  
SAIG Enrollment and Participation ([www.fsawebenroll.ed.gov](http://www.fsawebenroll.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: EDEExpress, Direct Loan (DL) Tools, EDconnect, GA DataPrep (downloading assistance only), 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**

Contact the Federal Student Aid (FSA) Research and Customer Care Center (RCCC) for assistance regarding FSA programs. The FSA Research and Customer Care Center serves as your advocate within ED's Schools Channel. Can't get the assistance you need? Contact us. We'll make sure that your concerns are addressed within FSA. RCCC is made up of US Department of Education, Federal Student Aid employees, located in Washington, DC. RCCC welcomes any inquiry from financial aid professionals relative to the Title IV Federal Financial Aid Programs. (Inquiries from students or parents should be directed to the Federal Student Aid Information Center on (800) 4FED-AID - 800-433-3243.)

**Phone:** 1-800-433-7327

**Fax:** 202-275-5532

**E-mail:** [fsa.customer.support@ed.gov](mailto:fsa.customer.support@ed.gov)

**Office Hours:** 9 AM to 5 PM Eastern Time

## **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)**

Contact the National Student Loan Data System Customer Service Center for assistance regarding the NSLDS system on-line functions to include:

- Aggregate Calculations
- Cohort Default Rates
- Custom Reports
- Data Provider Schedules
- Enrollment Reporting
- Financial Aid
- Loan History/Detail
- Online Enrollment Reporting
- Organizational Contacts
- Organizational Search
- Overpayments
- Pell Grant Information

Reported Enrollment History  
Transfer Student Monitoring

**Phone:** 1-800-999-8219

**E-mail:** [nslds@ed.gov](mailto:nslds@ed.gov)

**Website:** FAA Professionals Web Site (Restricted System-Authorized Personnel Only)

[https://www.nslds.ed.gov/nslds\\_FAP/secure/logon.jsp](https://www.nslds.ed.gov/nslds_FAP/secure/logon.jsp)

**Students Website:** [www.nslds.ed.gov](http://www.nslds.ed.gov)

## 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)

# 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 and Management

Default Prevention and Management calculates and disseminates school cohort default rates, processes appeals/adjustments/challenges to the default rate data, and works with schools/agencies on default prevention tools and techniques. Guaranty agency and lender cohort default rates are available from Financial Partners, Partner Services, at (202) 377-3053. Students with federally insured defaulted student loans may find beneficial information in the Department's Guide to Defaulted Student Loans.

**Phone:** 202-377-4259 (Calls responded to within 24-48 hours)

**Email:** [fsa.schools.default.management@ed.gov](mailto:fsa.schools.default.management@ed.gov)

**Website:** [ifap.ed.gov/DefaultManagement/DefaultManagement.html](http://ifap.ed.gov/DefaultManagement/DefaultManagement.html)

## Experimental Sites Initiative

Schools that participate as experimental sites can test different ways to meet program requirements, and FSA can incorporate these school experiences in regulatory and legislative proposals that will enhance program integrity and reduce administrative burden.

**Phone:** 202-377-4380

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

**Website:** <https://experimentalsites.ed.gov>

## **Lender of Guaranty Agency Default Rates**

Contact the Lender or Guaranty Agency Default Rates number with questions regarding Lender or Guaranty Agency default rates.

**Phone:** 202-377-3053