

## Frequently Asked Questions (FAQs)

### **My servicer recently changed from Navient to Aidvantage – will I still get my settlement?**

Eligibility for a payment from Consumer Fund established by the settlement is not affected by the transfer of servicing to Aidvantage. If determined eligible, borrowers will receive a postcard directly from the settlement administrator.

You can stay up-to-date on the settlement by visiting the administrator's website at [navientagsettlement.com](http://navientagsettlement.com).

### **How do I know if I am eligible for restitution as part of this settlement?**

Criteria for payment from the Consumer Fund will be established by the Attorneys General and their settlement administrator. For criteria and other settlement information, please visit Common Questions at the administrator's website at [navientagsettlement.com](http://navientagsettlement.com).

### **What do I need to do to get my settlement payment?**

Payments from the consumer fund will be automatically distributed to eligible federal loan borrowers by the settlement administrator. If eligible for a payment, borrowers will receive a postcard directly from the settlement administrator. To ensure delivery, federal loan borrowers should update their contact information on their [studentaid.gov](http://studentaid.gov) account.

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