

# CONTACT US

Select the program or topic you need to contact us about. If you don't know your loan program, **log in to your account** and view your loan types on your Account Summary.

The information here includes toll-free numbers, hours of operation, and payment addresses.

**Paying Online** – **Log in to your account** for the fastest way to make a secure payment. You'll need your bank account information to make an Electronic Funds Transfer.

**Paying by Debit Card** – On this page, select your loan program and call the toll-free number. Then say "Make a Payment" and follow the automated system prompts.

**Paying by U.S. Mail** – On this page, select your loan program for the payment address. Be sure to include your remittance slip and write your full account number on your check. Include any special instructions on a separate piece of paper.

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## **U.S. Department of Education Student Loans**

**Examples of Loan Types: Direct Loan – Subsidized/Unsubsidized; Direct Consolidation Loan; Direct Parent PLUS Loan; Direct Graduate PLUS**

Call us toll-free at 800-722-1300

Monday 8 am – 11 pm, Tuesday – Friday 8 am – 8 pm, Saturday 10 am – 2 pm, ET

TDD: 877-713-3833

International: If the 800-722-1300 toll-free number doesn't work for you, call us at 317-806-0580 (charges apply).

Fax: 866-266-0178

International Fax: 001-570-706-8563

Loan Payments:

Aidvantage – U.S. Department of Education Loan Servicing

P.O. Box 4450

Portland, OR 97208-4450

General Correspondence:

Aidvantage – U.S. Department of Education Loan Servicing

P.O. Box 9635

Wilkes-Barre, PA 18773-9635

When you send us correspondence, please provide your account number and sufficient detail so that we can address your inquiry.

**To email us, log in and access the Email Us feature in the Help Center.**

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## **For Military Service Members**

Call us toll-free at 855-284-4879

Monday – Thursday 8 am – 9 pm and Friday 8 am – 8 pm ET

TDD: 877-713-3833

International:

Toll-free 001-888-272-5543 or

001-317-570-7397 (charges apply)

Fax: 800-848-1949

International Fax: 001-317-578-6700

Email: [militarybenefits@Aidvantage.com](mailto:militarybenefits@Aidvantage.com)

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## **For School Aid Offices**

COLLEGESERV®

Providing support for schools to assist with borrower related issues/repayment counseling, enrollment updates, or guidance with our online reports.

Call us toll-free at 888-272-4665

Monday – Thursday 8 am – 9 pm and Friday 8 am – 8 pm ET

Fax: 866-266-0178

Email: [collegeserv@Aidvantage.com](mailto:collegeserv@Aidvantage.com)

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## **ELECTRONIC SERVICES**

Providing technical support for monitoring of electronic file delivery and assistance with School Servicing Portal navigation.

Email: [esnavi@Aidvantage.com](mailto:esnavi@Aidvantage.com)

# TIPS FOR CALLING OUR AUTOMATED SYSTEM

Our interactive phone system is designed to help you get to the information you're looking for quickly and easily. Best of all, it's available when you are – 24/7/365! Here's a few tips to get you started—

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| <b>Tell us how we can help</b>                         | When prompted, tell us in a few words how we can help and we'll get you to the right place. For example, if you'd like to make a payment, say "make a payment," or if you need help with your password, just say "password."  |
| <b>Have your information ready</b>                     | To verify your identity, we will ask for your SSN or account number. You can find your 10-digit account number on Aidvantage correspondence such as your monthly statement.   |
| <b>Use our self-service options</b>                    | You got this! Make a payment, hear your account balance, or reset your password on your own. It's fast and easy.  |
| <b>No pen? No worries</b>                              | Multi-tasking? Don't worry – we can text you information, such as your payment confirmation number, current balance information, and where to send your payments.   |
| <b>Access your account and we'll help you navigate</b> | Our phone system can send you links to take you directly where you need to go in your Aidvantage.com account (you'll need to log in first). We can also email you links to repayment options, forms, and other information you're seeking. For example, say "repayment options," "loan forgiveness," "consolidation," or "Auto Pay" – we'll take it from there. |