

DISASTER RELIEF

If you've been affected by any recent natural disasters, we want to assure you we're committed to doing all we can to provide support and service.

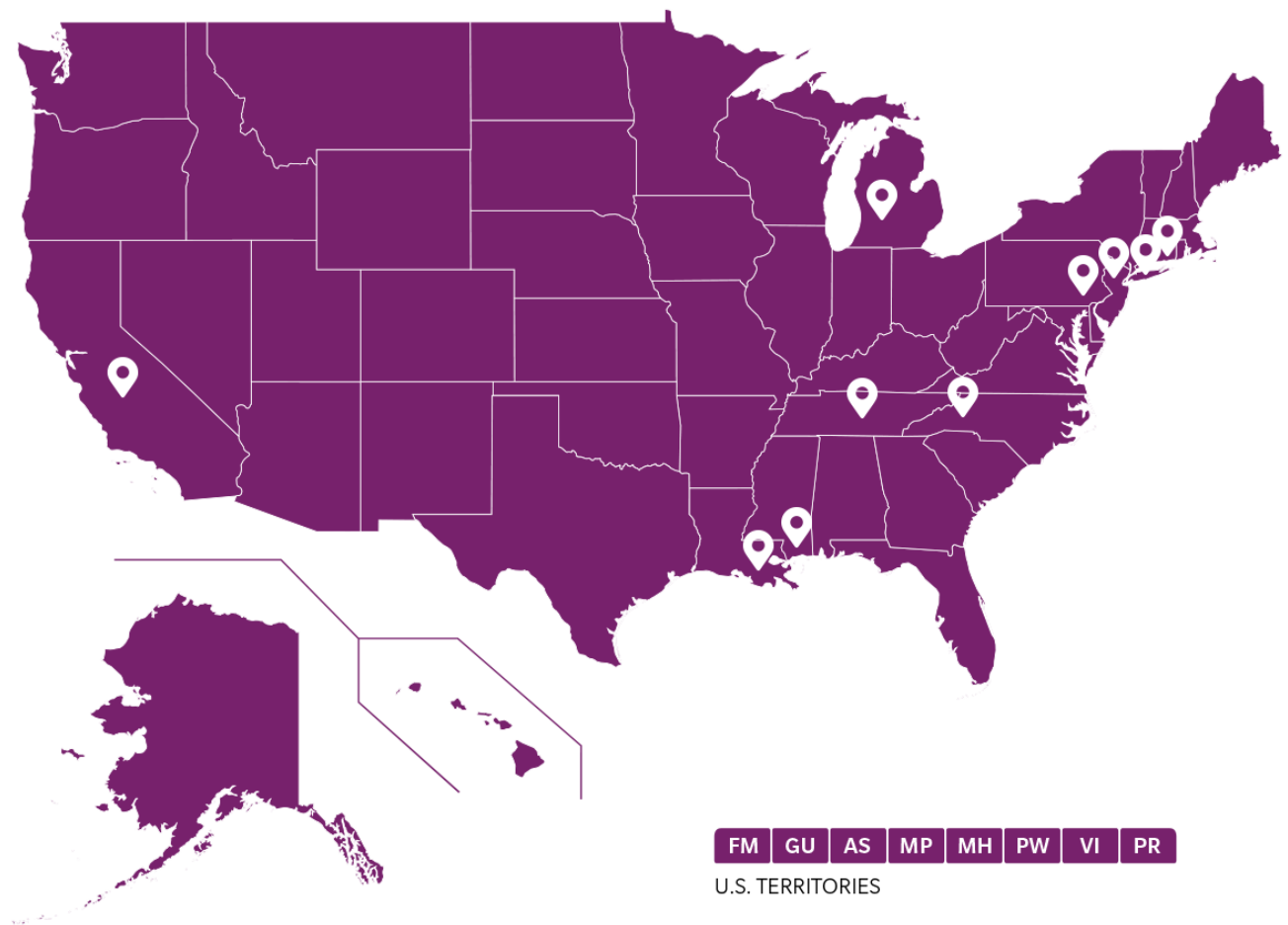
You may be eligible to temporarily postpone your student loan payments through an administrative forbearance. This option to postpone payment is available to individuals living in designated disaster regions. Federal education loans may qualify for this relief.

We can help you make the right plan for your situation

[Contact Us](#)

AREAS QUALIFYING FOR DISASTER FORBEARANCE

Disaster	Declaration Date
<u>Connecticut Hurricane Ida</u>	October 30, 2021
<u>Mississippi Hurricane Ida</u>	October 22, 2021
<u>Pennsylvania Hurricane Ida</u>	September 10, 2021
<u>North Carolina Tropical Storm Fred</u>	September 08, 2021
<u>New York Hurricane Ida</u>	September 06, 2021
<u>New Jersey Hurricane Ida</u>	September 05, 2021
<u>Louisiana Hurricane Ida</u>	August 29, 2021
<u>California Wildfires</u>	August 24, 2021
<u>Tennessee Severe Storm and Flooding</u>	August 23, 2021
<u>Michigan Severe Storms, Flooding, and Tornadoes</u>	July 15, 2021
<u>Louisiana - Severe Storms, Flooding and Tornadoes</u>	June 2, 2021



WE'RE HERE TO HELP YOU.

We know that these are difficult times for you. We will do everything we can to provide flexibility in managing your loan payments in the weeks ahead.

Look out for communications from us about your options. You may also call us at 888-272-5543 to discuss your available repayment options.

WHAT IS DISASTER RELIEF ADMINISTRATIVE FORBEARANCE?

When we proactively provide you with a disaster relief administrative forbearance because you live in a designated disaster area, interest that accrues during the administrative forbearance is not "capitalized" — that is, added to your principal balance — when this forbearance ends. Because interest still accrues, you're encouraged to make payments if you can. Borrowers who qualify for the disaster relief administrative forbearance may typically receive up to 90 days of payment postponement.

Borrowers who received a separate administrative forbearance to resolve any delinquency prior to the disaster relief administrative forbearance begins may see unpaid accrued interest capitalize at the end of the original forbearance.

Borrowers seeking additional forbearance following the completion of the disaster relief administrative forbearance may also see their interest capitalize.

Contact customer service to speak with a representative to review your account.