

Official Servicer of Federal Student Aid. What this means to you



FOR SCHOOL AID OFFICES

Schools, guarantors, and lenders can access our borrower data portal, which provides comprehensive reports and general servicing information.

[School Servicing Portal Log In](#)

SUPPORT FOR YOU AND YOUR BORROWERS

We help your borrowers throughout the lifecycle of repaying their student loans, by providing:

- Customer service beginning while they're in school and during repayment.
- Comprehensive tools and information to explore repayment options.
- Personalized outreach to stay on track with payments.

BORROWER COMMUNICATION

We know communication is key to customer success. We contact customers with regular communications from the time they're in school through final loan payoff. Customers are encouraged to learn as much as possible about their loans and to contact us for help when they need it.

Online, borrowers have access to most correspondence from us and receive personalized alerts, such as reminders for Income-Driven Repayment plan renewal.

DELINQUENCY PREVENTION

For those who are having trouble, we know to reach out early with effective communication.

We promptly contact each borrower to ensure they know we're here to help them with guidance and options.

Our innovative strategies and consistent approach have resulted in fewer defaults than any other federal loan servicer.

[Guide for Schools](#)

HELPFUL INFORMATION FOR YOU TO DOWNLOAD

SUPPORT AND RESOURCES

Download these PDFs to help you work with us and your borrowers.

[Servicing Contact Information](#)

[School Servicing Portal \(SSP\) Reports](#)

[Example of the Federal Loan Servicing Snapshot on SSP](#)

[Borrower Contact Information for U.S. Department of Education Loans](#)

[Reaffirmation Agreement Cover Letter](#)

[Reaffirmation Agreement Form](#)

PREVENTING DELINQUENCY

Schools can play an important role in customer success by providing valuable information on strategies for successful repayment.

[Counseling Your Borrowers to Avoid Default](#)

[Better Default Prevention](#)