

RESOLVING STUDENT LOAN DISPUTES

(As found in the Department of Education's Direct Loan Counseling Guide:
<https://studentaid.gov/sites/default/files/exit-counseling.pdf>)

If you think there might be an issue with your federal student loan, first collect and review all of your loan paperwork, then identify and document what you think the problem is. Call your loan servicer to discuss the issue. A current listing of federal loan servicers can be found at <https://studentaid.gov/manage-loans/repayment/servicers>

The Ombudsman

If you are unable to resolve the issue by working with your loan servicer, then, as a last resort, you may contact the Federal Student Aid (FSA) Ombudsman Group for assistance. The FSA Ombudsman Group works with federal student loan borrowers to resolve disputes or issues from an impartial, independent viewpoint. Contact information is below:

U.S. Department of Education
Federal Student Aid Information Center
P.O. Box 1854
Monticello, KY 42633

customerservice@studentaid.gov

You can find additional information about the Federal Student Aid Ombudsman Group and more information to guide you through the problem resolution process at <https://studentaid.gov/feedback-ombudsman/disputes>