

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

## Federal Student Aid

An OFFICE of the U.S. DEPARTMENT of EDUCATION



### Aidvantage Is a Servicer to Federal Student Aid

You have a network of support to help you succeed with your federal student loan repayment. Find out [how Federal Student Aid partners with loan servicers](#) to be here when you need help.



### Support You Can Trust

You can visit [Studentaid.gov](http://Studentaid.gov) to see a [list of our trusted federal student loan servicers](#), or [submit a complaint](#) directly to the FSA Ombudsman

## FORMS

Be sure to use an online process if it's available  
– submitting your request online can get you what you need faster.

Need forms in Spanish? [StudentAid.gov](http://StudentAid.gov) offers many Spanish forms online.

### ALTERNATIVE FORMATS

Current and prospective borrowers are entitled to receive any federal student loan-related communication or document in an accessible, alternative format.

Aidvantage offers various alternative formats such as Braille, large print, audio CD, and digitally navigable formats supported by computers and digital talking-book players, delivered through data CD, email, or other electronic means.

Borrowers interested in receiving student aid forms, student loan statements, notices, written communications, and publications in alternative formats should contact us directly at 800-722-1300.

## **Income-Driven Repayment Plans for Federal Loans**

A repayment plan based on your income can help you manage your federal student loan payments.

If you'd like to repay your federal student loans under an income-driven plan, you need to fill out an application.

[Apply Online at StudentAid.gov](https://studentaid.gov)

## **Enrolling in auto pay**

Auto Pay systematically deducts your monthly payment amount from your checking or savings account.

## **REQUEST THE SERVICE MEMBERS CIVIL RELIEF ACT (SCRA) BENEFIT**

Aidvantage proactively checks the U.S. Department of Defense Database, and will automatically apply the benefit to your eligible loan(s). If the military active duty periods are different or the benefit is not applied to your loans, please submit valid military documentation.

## **REAFFIRMATION AGREEMENT**

If you received a federal student loan that caused you to exceed the annual or aggregate loan limit, you may regain your eligibility for federal student aid with a reaffirmation agreement.

## **DEFERMENT**

Deferment is a period when you postpone making payments on your loan.

You are not responsible for paying accrued interest on subsidized federal loans during most deferments.

You typically remain responsible for interest that accrues on your unsubsidized loans.

## **Cancer Treatment**

You may be eligible if you are receiving treatment for cancer.

## **Economic Hardship**

You may be eligible if you're having temporary issues making your student loan payments due to economic hardship or serving in the Peace Corps.

## **Graduate Fellowship**

You may be eligible if you are enrolled in an eligible graduate fellowship program.

## **Health Education Assistance Loan (HEAL) Borrower**

You may be eligible if you have a HEAL loan and need to defer repayment for one or more reasons indicated on the request form.

## **In-School**

You may be eligible if you're enrolled at an eligible school at least half time.

## **Military Service and Post-Active Duty**

You may be eligible to postpone federal student loan payments if you are an eligible servicemember serving active duty during a war, military operation, or national emergency. For Post-Active Duty, you may be eligible if you were serving active duty in connection with a war, military operation, or national emergency, for the 13-month period following the conclusion of that service, or until you return to college or career school on at least a half-time basis, whichever is earlier.

**Parent PLUS Borrower**

You may be eligible if you are a parent with a Parent PLUS Loan who needs to defer repayment while your student is enrolled in school at least half time.

**Rehabilitation Training Program**

You may be eligible if you are enrolled in an approved rehabilitation training program for the disabled.

**Temporary Total Disability**

You may be eligible if you are experiencing a temporary total disability.

**Unemployment**

You may be eligible if you're unemployed, or working less than 30 hours per week, and seeking full-time employment.

**Do you have pre-1993 loans?**

If you are a Direct Loan borrower who had a balance on a FFELP loan that was made before July 1, 1993 at the time you received your first Direct Loan, or if you are a FFELP loan borrower who received loans before July 1, 1993, you may be eligible for additional deferments or your deferment options may be different from the deferments described above.

**FORBEARANCE**

Forbearance is a period during which your monthly loan payments are temporarily suspended or reduced. Payments are postponed, but interest will accrue during the forbearance period.

NOTE: The use of forbearance may cause the loss of borrower benefits – such as repayment incentives that can lower your interest rate.

**General**

You may be eligible if you are experiencing temporary hardship related to financial difficulties, change in employment, medical expenses, and other situations. Be sure to explore any deferment options for which you may be eligible.

**Mandatory**

You may be eligible while in medical or dental internship/ residency, on National Guard active duty, or performing service that qualifies you for a partial repayment under the Department of Defense Student Loan Repayment Program.

**Student Loan Debt Burden**

You may be eligible depending on your total student loan debt and your income. Be sure to explore other options, as you may qualify for deferment or for Income-Driven Repayment plans.

**Teacher Loan Forgiveness**

You may be eligible to postpone federal student loan payments while you are performing qualifying teaching service to earn Teacher Loan Forgiveness. If you teach full-time for five complete and consecutive academic years in a low-income elementary school, secondary school, or educational service agency, you may be eligible for forgiveness of up to \$5,000 (or up to \$17,500 if you meet the criteria of a highly qualified teacher) on your Direct or FFELP loans.

## TEACHER LOAN FORGIVENESS

If you teach full-time for five complete and consecutive academic years in a low-income elementary school, secondary school, or educational service agency, you may be eligible for forgiveness of up to \$5,000 (or up to \$17,500 if you meet the criteria of a highly qualified teacher) on your Direct or FFELP loans.

If you reside or work in Puerto Rico or the U.S. Virgin Islands and were affected by Hurricanes Maria or Irma, you may be eligible for a one-year gap in your five-year complete and consecutive academic years requirement.

[Learn More on the FSA Website](#)

## PUBLIC SERVICE LOAN FORGIVENESS

If you are employed by a government or not-for-profit organization, including religious organizations, you may be able to receive loan forgiveness under the Public Service Loan Forgiveness Program.

The Public Service Loan Forgiveness (PSLF) Program forgives the remaining balance on your Direct Loans after you have made 120 (10 years) qualifying monthly payments under a qualifying repayment plan while working full-time for a qualifying employer.

FFELP borrowers may consolidate to Direct Loans to take advantage of programs such as PSLF.

[Learn More to See if You Might Qualify](#)

### You have options if you were denied PSLF

If your application for PSLF was denied, you may be able to receive loan forgiveness under the Temporary Expanded Public Service Loan Forgiveness (TEPSLF) opportunity.

[Visit StudentAid.gov](#) for detailed information on how to be reconsidered for loan forgiveness.

## LOAN DISCHARGE

Under certain circumstances, your outstanding federal student loan balance may be forgiven or canceled (discharged).

Beginning with the January 1, 2021, tax year and through the January 1, 2025, tax year, all discharge or forgiveness of any federal loan balances are no longer federally taxable.

You should consult your tax advisor concerning the income tax consequences of any loan forgiveness, cancellation, or discharge.

[Learn More on the FSA Website](#)

### **Total And Permanent Disability (TPD) Discharge**

If you are totally and permanently disabled, you may qualify for a TPD discharge of your federal student loans.

### **DIRECT LOAN CONSOLIDATION**

A Direct Consolidation Loan allows you to consolidate multiple federal education loans into one loan.

[Apply Online at StudentAid.gov](#)