

FORM TITLE: HOW TO PREPARE CORRESPONDENCE TO THE HOLDER OF YOUR LOANS AND COMPLETE DEFERMENT FORMS

FORM USE: This form is provided to the borrower in an effort to explain procedures for requesting a deferment from the loan holder.

UPDATES: Added link to deferment circumstances and forms on Federal Student Aid website and updated contact information for the FSA Ombudsman Group.

INSTRUCTIONS:

1. Student's name (please print).
2. Student's Social Security number (last 4-digits).
2. The student signs and dates document upon INITIAL COUNSELING.
3. The student signs and dates document upon EXIT COUNSELING.

PROCESSING INSTRUCTIONS:

A copy of this form must be given to the student at the time of initial loan counseling and again as part of exit loan counseling.

COMMENTS: This form is required for default management plans, when applicable.

HOW TO PREPARE CORRESPONDENCE TO THE HOLDER OF YOUR LOANS AND COMPLETE DEFERMENT FORMS

[1]

Student's Name (Please Print)

[2]

Social Security Number (Last 4-digits)

How to Prepare Correspondence to the Holder of Your Loans

1. Be sure to include your name and Social Security number in your correspondence. If submitting the letter in writing, please ensure that your handwriting is legible. In most instances, you will be able to contact your loan holder through their website. If your name has changed since you received the loan, you should provide your name as it was at the time of receipt of the loan as well as your new name.
2. If you have an account number that is different from your Social Security number, you should provide it. If you don't know your account number, your lender should still be able to access your records using your Social Security number.
3. Provide the name and location of the school you attended when you received your loan. If you received more than one loan or more than one type of loan, you should indicate that in your correspondence.
4. Clarify what you need or what problem you are having, briefly but clearly. For example, if you want to apply for a deferment, explain the qualifying reason (unemployment, enrolled in school at least half-time, etc.). You should be able to apply for a deferment or forbearance on your loan holder's website or have the option of printing the forms. An explanation of eligible circumstances and links for the relevant forms can be found on the Department of Education's Federal Student Aid website at:
<https://studentaid.gov/manage-loans/lower-payments/get-temporary-relief/deferment>
5. Update your address, if applicable. You should also provide a telephone number where you can be reached during normal business hours as well as your email address.
6. Sign and date your letter before sending. Make sure to write the letter in ink and keep a copy for your records.
7. If you do not receive a response within 5-10 business days, email or telephone your loan holder to follow up on your request.
8. The Department of Education has provided a contact for loan borrowers needing help to resolve problems or complaints. Please contact:

Postal Mail:

U.S. Department of Education
FSA Ombudsman Group
P.O. Box 1843
Monticello, KY 42633

Contact:

Toll-free phone: 1-877-557-2575
Fax number: 606-396-4821

On-line assistance: <https://studentaid.gov/feedback-ombudsman/disputes/prepare>

How to Complete Deferment Forms

1. As explained above, be sure to identify yourself clearly on the form and complete all required information. If it is necessary to provide additional information, attach a letter to the form to ensure they remain together. You should also identify yourself on the attachment in the event these two forms get separated.
2. A deferment form is a legal document. You should complete it carefully and legibly, in ink or you may apply online, if the option is available. Be sure to sign and date the form.
3. Read the entire document carefully. Some deferment forms require not just your signature but also the signature of an authorized official. For example, an “in-school” deferment must be certified by an authorized official of your school. If you are requesting an unemployment deferment, you will probably be required to register at the state employment office or at a private agency and provide proof of registration. If the deferment requires the signature of some other person or agency, you should take the form to that agency and request that they complete it for you. Be sure to provide them with a stamped envelope addressed to your loan holder. If they will give the completed form back to you upon completion, make a copy before mailing. If not, you should request that they make a copy for you before they mail it.
4. If you do not receive a response within 5-10 business days, telephone or email your loan holder to follow up on your request.
5. **Do not forget to follow up.** Your loan holder should provide you with a written response to your request indicating if it has been approved and processed or if it has been denied. If additional information is needed, it will be notated in the written response. Do not assume that it has been approved and processed. If you do not receive a written response, contact your loan holder and request a written response. You are the one who will suffer the consequences of default if the deferment form gets lost or is not processed so make sure your loan holder has received your correspondence and has acted on it.

HOW TO PREPARE CORRESPONDENCE TO THE HOLDER OF YOUR LOANS AND COMPLETE DEFERMENT FORMS

Student's Name (Please Print)

Social Security Number (Last 4-digits)

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