CDM Orientation
Class of 2021
Information for Students Who Have Prior Educational Loans
MEMORANDUM

Memo To: Student Loan Recipients
From: Ellen Spilker, Executive Director
Re: Tracking Your Student Loans
Date: June, 2017

If you are a US Citizen or Permanent Resident and have borrowed any Stafford or Perkins loans while in college or dental school, I strongly recommend that you log on to the NSLDS web site - www.nslds.ed.gov. Once you log in, you can print out your record of Stafford, Perkins, GradPLUS, and Consolidation loans. If you "click" on the number preceding each loan entry, you should be able to see the current "holder/lender" and billing servicer.

For more information about this website, I am attaching a pdf, "Access your student loan information through NSLDS".

NSLDS can be a particularly useful tool if you are not sure who owns or services educational loans taken prior to your matriculation here, and you will need to file "full-time student" deferments for these loans.

Please note that NSLDS will not include any private loans taken directly from your college or university, nor will it include any "alternative" loans. In addition, it will not include any federal loans administered by the Department of Health & Human Services (HPSL, LDS, or HEAL).

Other educational loans not tracked on NSLDS may be found on your credit reports. Once a year you are entitled to free credit reports from each of the 3 major credit bureaus, Experian, Equifax, and Trans Union. Go to www.annualcreditreport.com and follow the instructions.

c: Student Financial Planning Staff
NSLDS, the National Student Loan Data System, is the U.S. Department of Education's (Department's) central database for student aid. NSLDS integrates data from schools, guaranty agencies, the Direct Loan Program and other Department programs so students and parents can manage their federal student loans and grants online.

What will you find at NSLDS?
- Lender name(s) and contact information
- Loan details
  - Account number(s)
  - Current balance(s)
  - Loan status
  - Loan type
  - Loan periods
  - Interest rate
  - Deferment, forbearance and repayment periods
- School name and contact information
- Guarantor name and contact information
- Other federal aid programs

Don't have your pin?
- You can apply for one or reset it by going to www.pin.ed.gov.
- If you do not already have a Federal Student Aid PIN:
  - Select "Apply for a PIN" on the left side.
  - Enter your personal information.
  - Click "Submit Request."
- If you previously had a PIN:
  - Select "Reestablish My PIN" or "Request a Duplicate PIN" on the left side.
  - Enter your Social Security number.
  - Enter the first two letters of your last name.
  - Enter your date of birth.
  - Click "Submit Request."

Three easy steps to access NSLDS

STEP 1
Go to www.nslds.ed.gov and click on "Financial Aid Review."

You will need the Federal Student Aid PIN, or personal identification number, that was provided by the Department when you took out your loans. If you do not have a PIN, refer to the "Don't have your PIN?" section after Step 3.

STEP 2
- Read and accept the privacy statements.
- Enter your Social Security number.
- Enter the first two letters of your last name.
- Enter your date of birth.
- Enter your PIN.

STEP 3
Click "Submit."

Correcting NSLDS
If you disagree with any of the information reported to NSLDS, please contact the appropriate institution listed on the detail pages on the site to update your data.

Questions about NSLDS?
Call Federal Student Aid at 1-800-433-3243. You can also send an email to studentaid@ed.gov.
Help - Contact Information

Have a question about Title IV federal student aid or one of the services the Department of Education provides? Contact one of our Customer Service Centers or Federal Student Aid Offices. If you are not sure which Service Center to call, contact the Research and Customer Care Center at 1-800-433-7327, or e-mail us at fsa.customer.support@ed.gov.

Loan Servicing Centers for Students

- CornerStone
  Phone: 800/663-1662
  Fax: 801/366-8400
  TDD/TTY: 801/321-7130
  Overseas borrowers: 801/321-7236
  Website: www.MyCornerStoneLoan.org
  Email: CustomerService@mycornerstoneloan.org
  Office Hours: 6:00 a.m. - 7:00 p.m. (MT), Monday through Thursday. 6:00 a.m. - 5:00 p.m. (MT), Friday.

- ECSI Federal Perkins Loan Servicer
  Phone: 866/313-3797
  TDD/TTY: A borrower who is hearing-impaired may use the 711 Telecommunications Relay Service for assistance.
  Overseas borrowers: 866/313-3797
  Website: https://fsais.com
  Office Hours: 8:00 a.m. - 8:00 p.m. (ET), Monday through Friday.

- FedLoan Servicing (PHEAA)
  Phone: 800/699-2600
  Fax: 717/720-1628
  TDD/TTY: A borrower who is hearing-impaired may use the 711 Telecommunications Relay Service for assistance.
  Overseas borrowers: 717/720-1185
  Website: https://myfedloan.org
  Office Hours: 8:00 a.m. - 9:00 p.m. (ET), Monday through Friday.

- Granite State - GSMSR
  Phone: 888/556-0022
  Fax: 603/227-5415
  TDD/TTY: A borrower who is hearing-impaired may e-mail dlcustomerservice@gsmr.org for assistance. A borrower who is hearing-impaired may also use the 711 Telecommunications Relay Service for assistance.
  Overseas borrowers: 603/227-5221
  Website: https://gsmsr.org
  Email: dlcustomerservice@gsmr.org
  Office Hours: 8:00 a.m. - 6:00 p.m. (ET), Monday through Friday.

- Great Lakes Educational Loan Services, Inc.
  Phone: 800/236-4300
  Fax: 800/375-5288
  TDD/TTY: A borrower who is hearing-impaired may use the 711 Telecommunications Relay Service for assistance.
  Overseas borrowers: 800/246-1700
  Website: www.mygreatlakes.org
  Office Hours: 7:00 a.m. - 9:00 p.m. (CT), Monday through Friday.

- HESC/EdFinancial
  Phone: 855/337-6884
  Fax: 800/887-6130 (toll free) or 865/682-6348
  TDD/TTY: 855/337-6884
  Overseas borrowers: 855/337-6884
  Website: https://edfinancial.com
  Contact Us Page: https://edfinancial.com/contact
  Office Hours: 8:00 a.m. - 8:30 p.m. (ET), Monday through Thursday. 8:00 a.m. - 6:00 p.m. (ET), Friday.

- MOHELA
Phone: 888/886-4352
Fax: 866/222-7060
TDD/TTY: A borrower who is hearing-impaired may use the 711 Telecommunications Relay Service for assistance.
Overseas borrowers: 030/532-0000
Website: www.mohela.com
Office Hours: 7:00 a.m. - 9:00 p.m. (CT), Monday through Thursday 7:00 a.m. - 5:00 p.m. (CT), Friday.

● Navient

Phone: 800/722-1300
Fax: 866/266-0178 (within United States)
Fax: 570/706-8563 (outside United States)
TDD/TTY: 877/713-3833
Overseas borrowers: If toll-free (no cost per call) number cannot be accessed, use 317/806-0580 (cost per call).
Website: https://navient.com/loan-customers
Office Hours: 8:00 a.m. - 9:00 p.m. (ET), Monday through Thursday 8:00 a.m. - 6:00 p.m. (ET), Friday.

● Nelnet

Phone: 888/886-4722
Fax: 800/545-9186
TDD/TTY: A borrower who is hearing-impaired may Web chat with a representative by visiting the Web site and clicking on "Chat Now".
Chat Hours: 8:00 a.m. - 8:30 p.m. (ET), Monday through Friday.
Overseas borrowers: 303/696-3625
Website: https://www.nelnet.com
Office Hours: 24 hours a day, 7 days a week.

● OSLA Servicing

Phone: 866/264-9762
Fax: 855/813-2224
TDD/TTY: 405/666-0230
Website: https://public.osla.org
Email: DLCustServ@osla.org
Office Hours: 8:00 a.m. - 5:00 p.m. (CT), Monday through Friday.
Consumer credit reports

A consumer credit report is a record of your credit activities. It lists your credit card accounts and loans you may have, the balances and how regularly you make your payments. Companies that want to do business with you, such as lenders, apartment managers, insurance agencies, and employers, review your consumer credit report and use the information to make decisions about whether they want to lend to you, rent an apartment to you, provide insurance to you and hire you.

For many companies, credit reporting information to the consumer reporting agencies (also referred to as credit bureaus or credit reporting agencies) is optional. This may explain differences in your consumer credit reports.

MAJOR PARTS OF YOUR CONSUMER CREDIT REPORT

Your report has four major sections:

1. Personal information—this section contains your name, address, Social Security number, date of birth and employment information.

2. Accounts—this section lists companies you have credit accounts with, the type of account (bank card, auto loan, mortgage, etc.), the date you opened the account, your credit limit, your account balance and your payment history.

3. Inquiries—this section lists everyone who has accessed your consumer credit report within the last two years. Each time you’ve applied for a credit card or loan it shows up here. It also includes requests from those who have purchased your name and address for marketing purposes.

4. Negative items—this section lists public record information obtained from state and county courts and may include bankruptcies, foreclosures, suits, wage garnishments, and liens and judgments. It also includes information on overdue debt.

HOW LONG INFORMATION STAYS ON YOUR CONSUMER CREDIT REPORT

Information may stay on your consumer credit report for up to seven years. Some information, such as a bankruptcy, may stay on your report for up to ten years.

Credit scores

Your credit score is based in part on your credit accounts and payment history. A credit score is like a test score: the higher, the better. The more bad marks on a consumer credit report, like late payments or large credit card balances, the more points taken off the credit score. This score, typically ranging from 350-850, is used by creditors to determine your credit worthiness and the probability that you’ll pay back a loan.

Lenders use many different credit scoring models. Responsible borrowing and repayment are your best route to a great score.

OTHER THINGS TO CONSIDER TO MANAGE YOUR FINANCES:

- Pay bills on time; consider setting up automated payments
- Get current and stay current
- Try to keep balances low in proportion to your overall credit limit
- Only apply for credit that is absolutely needed
- A longer history of paying bills on time provides more information to determine your credit risk

Contact your creditors for help if you’re having trouble—it may minimize damage.
WAYS TO MANAGE YOUR CREDIT SCORE

- Continue to pay your bills on time for an excellent credit rating
- Access your free credit report annually at www.AnnualCreditReport.com or 1-877-322-8228
- Check for errors and duplicate accounts
- Report unauthorized activity immediately
- Dispute errors to each credit reporting agency or the entity that reported the information

Three national credit bureaus/consumer reporting agencies

A credit bureau is a national consumer reporting agency.
- Equifax: 1-800-525-6285
- TransUnion: 1-800-680-7289
- Experian: 1-888-397-3742

Getting your credit score

- Your credit score changes as new information is reported
- You can access your score for an additional charge when you view your consumer credit report
- Credit scoring models vary widely

ABOUT ECMC

Educational Credit Management Corporation (ECMC) is a nonprofit company providing services in support of higher education finance. We work to support college access and success, and we provide students with tools and resources for planning and paying for college. The Financial Awareness Basics (FAB) Series is designed to help you make informed decisions about your financial future.
Credit bureau/consumer reporting agencies
A credit bureau is a national consumer reporting agency.

WWW.EQUIFAX.COM
For fraud alerts call 1-888-766-0008.

WWW.EXPERIAN.COM
For fraud alerts call 1-888-397-3742.

WWW.TRANSUNION.COM
For fraud alerts call 1-800-680-7289.

WWW.CBCINNOVIS.COM
For fraud alerts call 1-877-284-8322.

Credit cards
WWW.BANKRATE.COM
A site with free search capability for researching credit cards; information for building and managing credit.

Credit rating and credit scores
WWW.ANNUALCREDITREPORT.COM
A government-mandated site for ordering a free copy of your consumer credit report from three of the national consumer reporting agencies (also referred to as credit bureaus).

WWW.MYFICO.COM
A site for current information on how the most popular credit score (FICO) is calculated.

Debt management
WWW.NFCC.ORG
A site that provides information on setting up debt repayment plans including referrals to agencies meeting National Foundation for Credit Counseling standards.

Identity theft
WWW.OPTOUTPRESCREEN.COM
The site where you can opt out of pre-screened credit offers for five years or permanently. You can also call 1-888-567-8688.

HTTP://WWW_CONSUMER_FTC_GOV/features/feature-0024-identity-theft
The Federal Trade Commission's official site on dealing with identity theft. This site includes information on what to do if victimized and an affidavit to be filled out in the event that your personal financial information is stolen.

Money management
WWW.CONSUMERFINANCE.GOV
An agency of the federal government that regulates financial products and services.

WWW.MYMONEY.GOV
A U.S. government site for financial education.

WWW.MONEY.MSN.COM
A mainstream site that breaks down the basics of money management—always has new content and provides interesting articles on budgeting.

WWW.FEEDTHEPIG.ORG
A site for discovering how to save.

WWW.MINT.COM
A site for budgeting.

WWW.360FINANCIALLITERACY.ORG
A site that helps consumers to make sound financial decisions at every life stage.

WWW.PRACTICALMONEYSKILLS.COM
A site for personal finance resources, games and materials.

WWW.IGRAD.COM
A comprehensive site for financial literacy education.

Student loans and financial aid
WWW.ECMC.ORG
A site that helps students and families by providing student loan repayment information in clear, everyday language.

WWW.NSLS.ED.GOV
A site for the U.S. Department of Education's central database where you can look up your federal student aid information including grants and loans.

WWW.FAFSA.ED.GOV
The official site for filling out the Free Application for Federal Student Aid (FAFSA). You can also check your FAFSA status and make corrections to a processed FAFSA.

WWW.PROJECTONSTUDENTDEBT.ORG
A site for student loan facts, trends, policy issues and advocacy.

General resources for students
WWW.STUDENTAID.ED.GOV
A site for free information from the U.S. Department of Education on preparing for and funding education beyond high school.

WWW.COLLEGEBOARD.ORG
A site to find colleges, learn about financial aid and use expert college planning tools.

Scholarships
WWW.FASTWEB.COM
A site that offers a free scholarship search service.

WWW.SCHOLARSHIPS.COM
A site that offers free scholarship search capability.

WWW.CAREERINFONET.ORG/SCHOLARSHIPSEARCH
A U.S. Department of Labor's scholarship search site.

WWW.BIGFUTURE.COLLEGEBOARD.ORG/SCHOLARSHIP-SEARCH
A College Board's site for scholarship searches.