

Loans Owed to Marquette

Marquette Student Loan Accounts University Accounting Service
 PO Box 1891 PO Box 3131
 Milwaukee WI 53201-1891 Milwaukee WI 53201-3131
 Voice: 414-288-6818 Voice: 800-999-6227
 Fax: 414-288-1434 https://www.uservice.com/
 www.marquette.edu/sla https://www.uasecho.com/
 www.mu.edu/sla (payments)
 (All Servicing)

serviced by ACS

ACS Borrower Services ACS
 P.O. Box 7051 PO Box 371821
 Utica, NY 13504-7051 Pittsburgh PA 15250-7821
 Voice: 800-835-4611 (payments)
 Fax: 315-738-2232
 Int'l: 315-738-2230
 https://www.acs-education.com
 (servicing)

serviced by Great Lakes Higher Education

Great Lakes Higher Education Great Lakes -Dept of Ed
 PO Box 7860 PO Box 530229
 Madison WI 53707-7860 Atlanta GA 30353-0229
 Voice: 800-236-4300 (payments)
 Fax: 800-375-5288
 Int'l: 608-246-1700
 https://www.mygreatlakes.org/ PO Box 3059
 (servicing) Madison WI 53201-3059
 (payments)

Consolidations
<https://studentloans.gov>

serviced by Fedloan Servicing(PHEAA)

Fedloan Servicing Department of Education
 PO Box 69184 FedLoan Servicing
 Harrisburg PA 17106 PO Box 530210
 Voice: 800/699-2908 Atlanta GA 30353-0210
 Fax: 717-720-1628 (payments)
 Int'l: 717-720-1985
<http://www.myfedloan.org>
 (servicing)

serviced by Nelnet

Attn: Nelnet Customer Solutions
 PO Box 82561 US Dept of Education
 Lincoln NE 68501-2561 PO Box 740283
 Voice: 888-486-4722 Atlanta GA 30374-0283
 Fax: 866-545-9196 (payments)
 Int'l: 303-696-3625
<http://www.nelnet.com/>
 (servicing)

Disputes on Federal Loans

US Dept Of Education
 FSA Ombudsman
 830 First ST NE
 Fourth Floor
 Washington DC 20202-5144

Consolidation Loan Summary Follow-up

- 1. Is YOUR ssn in the account number?
- 2. Are all listed loans present?
- 3. If loans were excluded intentionally, are they left out?
- 4. If you added HPSL, LDS, Nursing, or PCL loans manually, are they included?
- 5. Is the total to be consolidated equal to or greater than our projection?
- 6. Is the Rate as expected?
- 7. If indicated, is the Repayment Plan as requested?
- 8. If the answer to ANY of these questions is "no", something is likely wrong!

Consolidation "Paid-In-Full" Follow up

- 1. Verify (Online or by telephone) that all loans to be included are Paid In Full.
- 2. Create an account online with the new servicer.
- 3. Check the new loan. Does it make sense? Are the balance and interest rate as expected?
- 4. Check the rate plan carefully. Is it as expected?
- 5. Make a note of the next due date, and payment amount.
- 6. Be prepared to begin paying the new loan.
- 7. If something is wrong, contact the NEW Servicer for resolution.
- 8. In the event of issues, you may wish to place the new loan in forbearance until all issues are fixed and adjustments are complete.
- 9. Save all "Paid In Full" paperwork and 1098-E tax forms

Default Resolution Group

Department of Education National Payment Center(DRG)
 PO Box 5609 PO Box 105028
 Greenville TX 75403-5609 Atlanta GA 30348-5028
 attn: collections (payments)
 (servicing)

serviced by Navient
 (Formerly Sallie Mae)

Navient Dept of Ed (Servicing)
 PO Box 9635
 Wilkes-Barre PA 18773-9635 Navient- Dept of Ed Navient (Private Loans) Navient
 Voice: 800-722-1300 PO Box 740351 PO Box 13611 PO Box 9640 Wilkes-Barre PA Wilkes-Barre PA
 Fax: 866-266-0178 Atlanta GA Philadelphia PA PO Box 9635 18773-9500
 Int'l: 254-554-4535 30374-0351 19101-3611 Wilkes-Barre PA Navient, Inc. payments
<http://www.navient.com/> (Payment) (Payment) (Payment) PO Box 9555
 Wilkes-Barre PA 18773-9555

0	1	2	3	4	5	6	7	8	9	10	11	12
---	---	---	---	---	---	---	---	---	---	----	----	----

Months after Separation

GRADUATION/SEPARATION
 some GRAD PLUS/some STAFFORD
 all CONSOLIDATIONS &
 some PRIVATE LOANS
 ENTER REPAYMENT

**STAFFORD/RICE/
 some PERKINS,
 some PRIVATE
 ENTER REPAYMENT**

**PERKINS/NURSING
 ENTER REPAYMENT**

**HPSL/LDS
 ENTER REPAYMENT**