

DIRECTORY OF IMPORTANT CONTACTS - 2016

- 1. ACCESS GROUP Loan Servicing Center
at Kentucky Higher Education Students Loan
Corporation (KHESLC)**

GENERAL CORRESPONDENCE
DEFERMENT & FORFEARANCE
KHESLC
P. O. Box 24328
Louisville, KY 40224-0328
LOAN ORIGINATIONS
Sallie Mae
P. O. Box 9500
Wilkes-Barre, PA 18773-9500
Phone: 1-888-272-5543
PAYMENT
KHESLC
P. O. Box 9001774
Louisville, KY 40290-1778
CUSTOMER SERVICE
Phone: 1-888-678-4625
Fax: 1-502-329-7077
Web: www.studentloanpeople.com/accessgroup
- 2. ACS, INC.**

MAIL PAYMENTS
CP&S Monetary Processing
Rutgers RBHS
P. O. Box 7061
Utica, NY 13504-7061
ALL OTHER CORRESPONDENCE
(Forbearance/Deferment Request)
ACS-Xerox Educational Services
P. O. Box 7060
Utica, NY 13504-7060
Phone: 1-800-826-4470
- 3. AFFILIATED COMPUTER SERVICES**

ACS CUSTOMER SERVICE DEPARTMENT
FFEL Borrowers
P. O. Box 7051
Utica, NY 13504-7051
DIRECT LOAN SERVICING CENTER
Phone: 1-800-848-0978
Web: www.myeduaccount.com
ACS LOAN ORIGINATION DEPARTMENT
P. O. Box 92252-2251
Los Angeles, CA 90009-2251
Phone: 1-800-835-4611
Fax: 1-315-738-2232
Email: emailsupport@acs-ins.com
Web: www.acs-education.com
- 4. AMERICAN EDUCATION SERVICES
(Formerly Access Group)**

GRADUATE/PROFESSIONAL SERVICES
CORRESPONDENCE
AES-Loan Servicing
P. O. Box 2641
Harrisburg, PA 17105-2461
- EXPRESS/OVERNIGHT DELIVERIES
1200 North 7th Street
Harrisburg, PA 17102
PAYMENT
AES-Graduate and Professional Services
P. O. Box 2251
Harrisburg, PA 17130-0001
Phone: 1-800-233-0557
Fax: 1-717-720-3916
Email: aes@aesSuccess.org
Web: www.aessuccess.org
FOR PAYMENTS (except payoffs)
American Education Services
Harrisburg, PA 17130-0001
FOR PAYOFFS (payments in full)
AES Paid in Full
P. O. Box 2251
Harrisburg, PA 17105-2251
DEFAULT COLLECTIONS
Phone: 1-800-233-0751
Fax: 1-717-720-3644
- 5. AMERICAN STUDENT ASSISTANCE
(Guarantor and Services for Chase Student Loans)**

100 Cambridge Street
Suite 1600
Boston, MA 02114
BORROWER COUNSELING GROUP
Phone: 1-866-493-5563
1-617-728-728-4200 Ext. 5009
Email: specialist@amsa.com
REPAYMENT ASSISTANCE
Phone: 1-800-343-8883
Email: repaymentvcounselor@asa.org
DEFAULT PAYMENT SOLUTIONS
Phone: 1-800-343-2120, option 1
1-617-728-4200, Ext. 5002
Web: www.asa.org
- 6. CHASE CUSTOMER SERVICE**

P. O. Box 36520
Louisville, KY 40233-6520
Phone: 1-800-935-9935
- 7. DISCOVER STUDENT LOANS**

GENERAL CORRESPONDENCE
Citibank
P. O. Box 30948
Salt Lake City, UT 84130-0948
PAYMENT
Discover Student Loans
P. O. Box 6107
Carol Stream, IL 60197-6107
CUSTOMER SERVICE
Phone: 1-800-788-3368
Fax: 1-877-239-8214
Web: www.discover.com

DIRECTORY OF IMPORTANT CONTACTS - 2016

8. FEDERAL DIRECT LOAN SERVICING CENTER

DIRECT LOAN CONSOLIDATION CONSOLIDATION DEPARTMENT

Loan Consolidation Center
P. O. Box 242800
Louisville, KY 40224-2800
Phone: 1-800-557-7392
TDD: 1-800-557-7395
Fax: 1-800-557-7396

DIRECT LOAN SERVICING CENTER DEFERMENT, FORBEARANCE CORRESPONDENCE

Borrower Services Department
P. O. Box 5609
Greenville, TX 75403-5609
Phone: 1-800-848-0979
1-315-738-6634

Fax: 1-800-848-0986
TDD: 1-800-848-0983

DEFAULT STUDENT LOANS

Phone: 1-800-621-3115
Email: DCSHELP@ed.gov

9. DOLLAR BANK

GENERAL INFORMATION/CORRESPONDENCE

Sallie Mae
P. O. Box 765
Pittsburgh, PA 15230
Phone: 1-800-828-5527
Web: www.dollarbank.com

10. GOAL FINANCIAL

CUSTOMER SERVICE

Phone: 1-866-290-4222

MAILING ADDRESS

Goal Financial
401 West A Street, 13th Floor
San Diego, CA 92101
Email: customerservice@goalfinancial.net
Web: www.goalfinancial.net

11. GREAT LAKES HIGHER EDUCATION

CORRESPONDENCE, DEFERMENT & FORBEARANCE BORROWER SERVICING DEPARTMENT

P. O. Box 7860
Madison, WI 53707-7860
Phone: 1-8020-236-4300
Fax: 1-800-375-5288

12. KEY EDUCATION RESOURCES

(Formerly Key Bank/Society National/ Knight College Resources Group)
AMSA/AADS
745 Atlantic Avenue, Suite 300
Boston, MA 02111
Phone: 1-800-539-5363
Email: EducationResAkeybank.com
Web: www.keybank.com/education

13. MEDICAL SOCIETY OF NEW JERSEY

Two Princess Road
Lawrenceville, NJ 08648
Phone: 1-609-896-1766
Fax: 1-609-896-1368
Email: info@msnj.org
Web: www.msnj.org

14. MEDLOANS

CORRESPONDENCE, DEFERMENTS/FORBEARANCE

Sallie Mae Servicing
P. O. Box 9500
Wilkes-Barre, PA 18773-9500
Phone: 1-888-272-5543

REPAYMENTS

P. O. Box 8459
Philadelphia, PA 19101-8459
Phone: 1-800-858-5050
Fax: 1-800-848-1949
TDD: 1-888-883-7562

SIGNATURE

Phone: 1-800-695-3317

CONSOLIDATION HOTLINE

Phone: 1-800-4483533
Email: medloansconsolidation@salliemae.com
medloans@aamc.org
Web: www.salliemae.com

15. NATIONAL STUDENT LOAN PROGRAM

P. O. Box 82507
Lincoln, NE 68501-2507
1300 O Street
Lincoln, NE 68508
Phone: 1-800-735-8778, Ext. 6300
Fax: 1-402-479-6762
Email: nslpca@nslp.org
DELINQUENCY/DEFAULT
NSLP Proclaims and Collections
Phone: 1-800-735-8778, Ext. 6800

16. NEW JERSEY HIGHER EDUCATION STUDENT ASSISTANT AUTHORITY (HESAA)

(For NJCLASS, FFELP)
GENERAL MAILING ADDRESS
HESAA
P. O. Box 548
Trenton, NJ 08625-0545
NJCLASS LOAN PAYMENTS
HESAA – NJCLASS
P. O. Box 11961
Newark, NJ 07101-4961
NJCLASS PAYOFFS
HESAA – NJCLASS
P. O. Box 547
Trenton, NJ 07101-0528

DIRECTORY OF IMPORTANT CONTACTS - 2016

STUDENT LOAN SERVICING

(Correspondence Only)

HESAA

p. o. Box 548

Trenton, NJ 08625-0548

Phone: 1-800-792-8670

Fax: 1-609-588-2390

Email: HelpDesk@hesaa.org

Web: www.hesaa.org

17. NEW YORK HIGHER EDUCATION SERVICE CORP

99 Washington Avenue

Albany, NY 12255

CUSTOMER COMMUNICATION CENTER

Phone: 1-888-697-4372

1-518-473-1574

1-800-445-5234

Fax: 1-518-474-5629

REPAYMENT/DEFAULT

Loan Advocate Unit

Phone: 1-888-991-4372

BORROWERS AT RISK OF DEFAULT

Delinquency Resolution Team

Phone: 1-800-888-0741

BORROWERS WITH LOANS IN DEFAULT

Default Management Team

Phone: 1-866-991-4372

Email: loanadvocate@hesc.org

Web: www.hesc.ny.gov

18. PENNSYLVANIA HIGHER EDUCATION ASSISTANCE AGENCY (PHEAA)

PHEAA

Pennsylvania State Grant Program

P. O. Box 8157

Harrisburg, PA 17105-8157

Phone: 1-800-692-7392

TTY: Dial 711 (for hearing impaired)

Fax: 1-717-720-3786

19. PNC BANK

Educational Loan Center

Customer Service

2600 Liberty Avenue, Suite 200

Pittsburgh, PA 15222

Phone: 1-800-762-1001

Fax: 1-800-300-2213

Email: eduloans@pncbank.com

Web: www.eduloans.pncbank.com

20. SALLIE MAE

Smart Loan Consolidation

CUSTOMER SERVICE

P. O. Box 6178

Indianapolis, IN 46206-6178

Phone: 1-800-443-3533

Email: loancons@salliemae.com

Web: salliemae.com

21. SALLIE MAE SERVICING CORP.

CORRESPONDENCE/CUSTOMER SERVICE

(For All Loans)

P. O. Box 3319

Wilmington, DE 19804-4319

Phone: 1-888-272-5543

REPAYMENT

P. O. Box 4600

Wilkes-Barre, PA 18773-4600

Phone: 1-888-858-5050

(Medloan borrowers only)

Phone: 1-888-272-5543

(All other Loans)

TDD: 1-888-833-7562

Web: www.salliemae.com

22. STUDENT FINANCIAL AID OFFICE –NEWARK

Rutgers Biomedical and Health Sciences

30 Bergen Street, ADMC 1208

P. O. Box 1709

Newark, NJ 07101-1709

Phone: 1-973-972-4376

Fax: 1-973-972-7436

Email: nwkfinaid@rutgers.edu

Web: www.rbhs.rutgers.edu/studentfinancialaid

23. STUDENT FINANCIAL AID OFFICE-PISCATAWAY

Rutgers Biomedical and Health Sciences

Robert Wood Johnson Medical School

675 Hoes Lane, C103

Piscataway, NJ 08854

Phone: 1-732-235-4689

Fax: 1-732-235-3264

Email: piscfinaid@rutgers.edu

Web: www.rbhs.rutgers.edu/studentfinancialaid

24. STUDENT LOAN OFFICE

GENERAL INFORMATION DEFERMENT REQUEST

Rutgers Biomedical and Health Sciences

Rutgers Administrative Services Building II

65 Davidson Road

Piscataway, NJ 08854

Phone: 1-848-445-2535

Fax: 1-732-235-9236

Email: loanadmin@sa.rutgers.edu

Web: www.studentabc.rutgers.edu/student-loan-information-rbhs-students

25. THE EDUCATIONAL RESOURCE INSTITUTE (TERI)

Mailing Address

Park Square Building

31 St. James Avenue, Suite 950

Boston, MA 02116

Phone: 1-800-255-8374

1-866-266-3637

Email: priserv01@teri.org

DIRECTORY OF IMPORTANT CONTACTS - 2016

26. TOTAL HIGHER EDUCATIONAL LOAN PROGRAM

(T.H.E.)/NORTHSTAR

CORRESPONDENCE

Great Lakes – Borrower Service

P. O. Box 7860

Madison, WI 53707

CUSTOMER SERVICE

Phone: 1-800-236-4300

Fax: 1-800-375-5288

Phone: 1-866-526-6672

Fax: 1-888-843-3099

Email: borrowers@mygreatlakes.org

GREAT LAKES PAYMENTS

Great Lakes

P. O. Box 3059

Milwaukee, WI 53201-3059

DEPARTMENT OF ED PAYMENTS

Dept. of ED/Great Lakes

P. O. Box 530229

Atlanta, GA 30353-0229

REPAYREADY CORRESPONDENCE

RepayReady

P. O. Bo 64454

St. Paul, MN 55164-0454

REPAYREADY CUSTOMER SERVICE

Phone: 1-866-526-6672

Fax: 1-888-843-3099

Email: service@repayready.com

27. U.S. DEPARTMENT OF EDUCATION (DOE)

MAILING ADDRESS

400 Maryland Avenue, SW

Washington, DC 20202

Phone: 1-800-872-5327

Web: www.ed.gov

28. UNITED STUDENT AID FUND (USAF)

STUDENT AND PARENT BORROWERS

CORRESPONDENCE

United Student Aid Fund

P. O. Box 6028

Indianapolis, IN 46206-6028

Phone: 1-317-849-6510

1-888-272-5543

CUSTOMER SERVICE

Pre-claim Assistance

Phone: 1-800-562-2525

Post Claim Assistance

Phone: 1-800-331-2314

Email: contact@usafunds.org

Web: www.usafunds.org

29. WELLS FARGO EDUCATION FINANCIAL SERVICES

(Formerly Wachovia)

LOAN SERVICING

CORRESPONDENCE

P. O. Box 5185

Sioux Falls, SD 57117-5185

Phone: 1-800-869-3557

MAIL PAYMENTS

p. o. Box 650725

Dallas, TX 75265-0725

Phone: 1-800-378-5526

Fax: 1-800-456-0551

Web: www.wellsfargo.com