

Servicing Contact Information

Fall 2016

NAVIENT®

STUDENT LOAN SERVICING

CollegeServ®

Providing expert support for schools to assist with borrower related issues/repayment counseling, enrollment updates or guidance with our online reports.

Monday – Thursday, 8 am – 9 pm ET and Friday, 8 am – 8 pm ET

Phone: 888-272-4665; **Fax:** 800-828-0250

Email: collegeserv@navient.com

Electronic Services

Providing technical support for monitoring of electronic file delivery and assistance with school servicing portal navigation

Monday – Friday 8 am – 5 pm ET

Phone: 800-348-4606

Email: ESNAVI@navient.com

School Ombudsman

Provides schools with information and solutions to support your delinquency management initiatives and drive your successful portfolio analysis.

Phone: 703-984-6665

Email: schoolombudsman@navient.com

Information to view, manage, and repay loans

For Borrowers with Navient Serviced U.S. Department of Education (ED) Loans

Information for loans through the William D. Ford Federal Direct Loan Program (Direct Subsidized, Direct Unsubsidized, Direct PLUS, or Direct Consolidation) or loans owned by the U.S. Department of Education through the Federal Family Education Loan Program (FFELP)

Customer service (ED-owned loans)

Toll-free phone: 800-722-1300

Monday – Thursday 8 am – 9 pm ET and Friday 8 am – 8 pm ET

Fax: 866-266-0178

International phone: Overseas borrowers: If toll-free (no cost per call) number cannot be accessed, use 317-806-0580 (cost per call)

International fax: 570-706-8563

TDD: 877-713-3833

Correspondence (ED-owned loans)

Navient-U.S. Department of Education Loan Servicing

P.O. Box 9635

Wilkes-Barre, PA 18773

Loan payments (ED-owned loans)

Navient-U.S. Department of Education Loan Servicing

P.O. Box 740351

Atlanta, GA 30374-0351

For Military Service Members

Specialized support for borrowers who are active duty service members

Military benefits

Toll-free phone: 855-284-4879

Monday – Thursday 8 am – 9 pm ET and Friday 8 am – 8 pm ET

Fax: 800-848-1949

International Phone: 001-888-272-5543 (toll-free)

International Phone: 001-317-570-7397 (charges apply)

International Fax: 001-317-578-6700

Email: militarybenefits@navient.com

For Borrowers with Navient FFELP and HEAL Loans

Information for Federal Family Education Loan Program (FFELP) or Health Education Assistance Loans (HEAL) loans owned by Navient or a third-party lender (usually a bank or credit union), or some private loans.

Customer service

Toll-free phone: 888-272-5543

Monday – Thursday 8 am – 9 pm ET and Friday 8 am – 8 pm ET

TDD: 877-713-3833

General Correspondence & Submitting Documents

P.O. Box 9500

Wilkes-Barre, PA 18773-9500

Or **Fax Documents** 800-848-1949 or **International:** 001-570-821-6585

Loan payments

P.O. Box 9533

Wilkes-Barre, PA 18773-9533

For Cosigners if applicable

P.O. Box 9555

Wilkes-Barre, PA 18773-9555

For Borrowers with Private Loans Serviced by Navient

Information for private loans with a 16-digit loan number

Customer service

Toll-free phone: 888-272-5543

Monday – Thursday 8 am – 9 pm ET and Friday 8 am – 8 pm ET

TDD: 877-713-3833

General Correspondence & Submitting Documents

P.O. Box 9640

Wilkes-Barre, PA 18773-9640

Or **Fax Documents** 800-443-9723 or **International:** 011-371-841-1713

Loan payments

P.O. Box 9000

Wilkes-Barre, PA 18773-9000

For Cosigners if applicable

P.O. Box 9988

Wilkes-Barre, PA 18773-9988

Contact Information for Borrower Support

Federal Student Loan Servicers		
Navient	800-722-1300	navient.com
FedLoan Servicing (PHEAA)	800-699-2908	myfedloan.org
Great Lakes Educational Loan Services, Inc.	800-236-4300	mygreatlakes.org
Nelnet	888-486-4722	nelnet.com
CornerStone	800-663-1662	mycornerstoneloan.org
HESC / Edfinancial	800-337-6884	edfinancial.com
Granite State - GSMR	888-556-0022	gsmr.org
MOHELA	888-866-4352	mohela.com
OSLA Servicing	866-264-9762	osla.org

For Borrowers with Federal Perkins Loans

- Contact the school where you received your Federal Perkins Loan for details about repaying your loan. Your school may be the servicer for your loan.
- Contact the ECSI Federal Perkins Loan Servicer at 866-313-3797 or efpls.com if you know that your Federal Perkins Loan has been assigned to ED.

Reach FSA:

Toll-free phone: 855-FSA-4-FAA (855-372-4322)

Phone line for the financial aid community that provides the option of calling one number to reach Federal Student Aid (FSA) School Contact Centers.

Campus-Based Call Center:

Toll-free phone: 877-801-7168

Email: CBFOB@ed.gov

For questions related to the Campus-Based Programs, the Fiscal Operations Report and Application to Participate (FISAP), and Federal Perkins Loan cohort default rates.

CPS/SAIG Technical Support and TFA Support Center:

Toll-free phone: 800-330-5947

Email: CPSSAIG@ed.gov

National Student Loan Data System (NSLDS):

Toll-free phone: 800-999-8219

Email: NSLDS@ed.gov

COD School Relations Center:

Grant Programs

Toll-free phone: 800-474-7268

Direct Loan Program

Toll-free phone: 800-848-0978

Student Loan Support Center

Toll-free phone: 800-557-7394

Email: CODSupport@ed.gov

Navient.com

 @Navient  facebook.com/Navient