

### 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  
**Email:** [collegeserv@navient.com](mailto: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

**Email:** [ESNAVI@navient.com](mailto:ESNAVI@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](mailto: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 | <a href="http://navient.com">navient.com</a>                     |
| FedLoan Servicing (PHEAA)                   | 800-699-2908 | <a href="http://myfedloan.org">myfedloan.org</a>                 |
| Great Lakes Educational Loan Services, Inc. | 800-236-4300 | <a href="http://mygreatlakes.org">mygreatlakes.org</a>           |
| Nelnet                                      | 888-486-4722 | <a href="http://nelnet.com">nelnet.com</a>                       |
| CornerStone                                 | 800-663-1662 | <a href="http://mycornerstoneloan.org">mycornerstoneloan.org</a> |
| HESC / Edfinancial                          | 800-337-6884 | <a href="http://edfinancial.com">edfinancial.com</a>             |
| Granite State - GSMR                        | 888-556-0022 | <a href="http://gsmr.org">gsmr.org</a>                           |
| MOHELA                                      | 888-866-4352 | <a href="http://mohela.com">mohela.com</a>                       |
| OSLA Servicing                              | 866-264-9762 | <a href="http://osla.org">osla.org</a>                           |

### 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](http://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](mailto: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](mailto:CPSSAIG@ed.gov)

#### National Student Loan Data System (NSLDS):

**Toll-free phone:** 800-999-8219

**Email:** [NSLDS@ed.gov](mailto: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](mailto:CODSupport@ed.gov)

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