



Financial aid offices

Aidvantage offers technical support and borrower support for school financial aid offices

Technical support

Aidvantage provides technical support to financial aid offices for our School Servicing Portal (SSP) and online reports. Schools, guarantors, and lenders can access our SSP to get reports and general servicing information.

- [School Servicing Portal \(SSP\) login](#)
- [School Servicing Portal \(SSP\) reports](#)
- [SSP Federal Loan Servicing Snapshot example](#)

For technical support and help with school servicing portal navigation, email us at ESAidvantage@Advs.Aidvantage.com.

CollegeServ®

CollegeServ® provides support for schools to help students with borrower-related issues, including repayment and enrollment updates.

For borrower support, contact us by:

- **Phone:** Call **888-272-4665**, Eastern Time, Monday 8 a.m. – 9 p.m. and Tuesday through Friday 8 a.m. – 8 p.m.
- **Email:** CollegeServ@Advs.Aidvantage.com
- **Fax:** 866-266-0178

more on next page ►



Aidvantage borrower support

Aidvantage is here to help you help your students. We support borrowers in many ways:

- Customer service starting while they're in school and during repayment
- Tools and information to explore repayment options
- Personalized outreach to stay on track with payments
- Frequent communication throughout the loan lifecycle
- Early outreach to prevent delinquency
- 24/7/365 account access through our website and automated phone system

Other school resources

Visit these links to help you work with us and your borrowers:

- [A guide to helping your borrowers reduce delinquency and avoid default](#)
- [Better default prevention](#)
- [Reaffirmation agreement cover letter](#)
- [Reaffirmation agreement form](#)

