

In repayment

- ▶ **Your student loan repayment options are different depending on the type of loan, the promissory note, the lender, and other factors.**

COVID-19 Student Loan Support Center

Get the latest information on payment relief options for federal and private student loans, as well as answers to [frequently asked questions](#).

Beware of fraud

Don't fall victim to companies that promise to fix your student loans if you give them control over your account. Don't pay to enroll in a payment plan that's available for free to all borrowers with federal student loans.

[You never have to pay for help with your student loans](#)

Federal student loan options

Federal student loans, which include Direct and FFELP loans, are made through U.S. Department of Education (ED) loan programs. Federal regulations provide options including Income-Driven Repayment (IDR) plans, other repayment plans, deferment, forbearance, and loan forgiveness.

If you don't know which types of loans you have, check the Account Summary page after logging into your Aidvantage account or log in to the [National Student Loan Data System](#).

[Federal Student Loans](#)

more on next page ▶



Taxes and interest

It's important to understand who sets your interest rate, how your interest is calculated, and the fees associated with your loan. The longer you take to pay off your loan, the more interest will accrue, increasing the amount you will be required to repay.

[Learn more about taxes and interest](#)

Credit reporting

In addition to helping our student loan customers achieve successful loan repayment, we are committed to industry standards when it comes to relaying important information to consumer reporting agencies.

About payments

It's important to understand how your loan payments are allocated and applied. Every time you make a payment, it helps pay down your Current Balance.

Payments are typically applied first to Unpaid Fees, if any, then to Unpaid Interest, then to Unpaid Principal. If you have a FFELP loan in an Income-Based Repayment (IBR) plan, the payment goes first to Unpaid Interest, then to Unpaid Fees, and then to Unpaid Principal.

Your payment may be allocated and applied differently depending on whether you have a federal or private loan, the status of your loan, and if you have multiple loans that are combined into one Billing or Loan Group.

Ready to pay off your loan?

You can see your loan payoff amount by logging in to your account and selecting Loan Details. You can also contact us to request a payoff statement.

[Learn about payments](#)

more on next page ►



For questions, call **800-722-1300**. TDD/TTY users call 711.

Call Eastern Time, Monday 8 a.m. – 11 p.m., Tuesday through Friday 8 a.m. – 8 p.m., and Saturday 10 a.m. – 2 p.m.

Living outside the U.S.?

We only accept payments in U.S. funds.

Some options available for making a payment from outside the U.S.:

- International money order in U.S. currency drawn on a U.S. Bank
- International money transfer that pays out in U.S. currency*
- Payment made from a U.S. currency account
- Payment made from a Canadian bank as long as the payment is in U.S. funds and the bank has a valid 9-digit ABA routing number
- SWIFT or wire transfer (fees associated)*
- Speedpay (fees associated)*

The Automated Clearing House (ACH) is the electronic payment system most commonly used for bank-to-bank transfers of consumer payments in the U.S. A bank account with an American Bankers Association (ABA) routing number is required for payment via ACH.

*This payment method is not available for loans owned by the U.S. Department of Education.

Avoiding delinquency and default

We understand life sometimes takes unexpected turns. That's why our representatives can help you identify options and solutions.

If you're experiencing problems making your loan payments, please contact us.

Have you already defaulted on your student loan?

Please contact us — we may still be able to help you.

[About delinquency and default](#)

[Contact us](#)

