

# RETURN TO FEDERAL LOAN REPAYMENT

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## BACKGROUND

- Payments and interest accrual on government-owned federal student loans have been paused since the start of the COVID-19 pandemic in March 2020
- Federal loan borrowers have not been required to make payments for more than three years
- Interest on these loans has not been accruing during this period
- All of that is about to end

## WHAT'S HAPPENING

- Based on action taken by Congress, this pause will end in September 2023
- Repayment will resume in October 2023
- For some federal loan borrowers, this will be the first time they will be required to make a loan payment
- For other federal loan borrowers, this will reinstate their prior student loan payment obligation
- Even if you aren't scheduled to be in repayment right now (i.e., you are currently enrolled in college on at least a half-time basis pursuing a degree or certificate), interest will once again begin accruing on any federally owned unsubsidized and PLUS loans

# QUESTIONS

- Any questions regarding this resumption to loan repayment should be directed to your federal loan servicer
- This presentation includes several resources you may want to review before directly reaching out to your loan servicer, as well as how to find out who your servicer is if you are unsure
- Millions of borrowers will be entering or re-entering repayment at once, so please be patient as your loan servicer makes preparations for this unprecedented event

# REPAYMENT TIPS AND TRICKS

# SUMMARY

Visual created by National Association of Student Financial Aid Administrators – NASFAA

## Tips & Tricks to Prepare for Student Loan Repayment

### Start Early & Be Ready



Don't delay being proactive if you anticipate encountering any troubles as repayment begins, as there are consequences to not being prepared.

### Review Your Personal Budget



Review your personal budget to ensure that you will be able to make your necessary monthly payments. You can find resources to help you create, manage, and maintain your budget on [studentaid.gov](https://studentaid.gov).

### Be Patient & Remain Diligent



With millions of borrowers transitioning into repayment at the same time, it is possible that loan servicers may be overwhelmed with a high volume of inquiries. It is possible you may not reach your servicer via phone the first time you call, and you may need to call a few times before getting connected. You may be able to find the information you're looking for on your own on your loan servicer's website, or by emailing or using live chat features.

### Keep Documentation



Keep good documentation of your financial aid and loan servicer records and communications, such as forms, research, who you spoke to, and detailed notes of what you discussed.

### Stay Alert to Avoid Scams



1. Your student loan servicer will provide you with free assistance; you should never pay an outside entity to help with your student loans.
2. If you don't know who your servicer is, you can find out by logging on to [studentaid.gov](https://studentaid.gov) and visiting the "My Loan Servicers" section of your dashboard.
3. While you may reach your loan servicer via phone, your servicer will always initiate communications with you via email. Unless you initiate the contact, you should never share personal information over the phone.

START  
EARLY



**Start Early & Be Ready**

**Don't delay being proactive if you anticipate encountering any troubles as repayment begins, as there are consequences to not being prepared.**

**BUDGETING  
IS  
IMPORTANT**



## **Review Your Personal Budget**

**Along with confirming your payment due date and amount, review your personal budget to ensure that you will be able to make your monthly payments. You can find resources to help you create, manage, and maintain your budget on [studentaid.gov](https://studentaid.gov).**

# PATIENCE AND DILIGENCE



## Be Patient & Remain Diligent

**With millions of borrowers transitioning into repayment at the same time, loan servicers may be overwhelmed with a high volume of inquiries. While you may reach your servicer via phone, you may find the information you're looking for on their website, or by emailing or using live chat features.**

# DOCUMENT



## Keep Documentation

**Keep good documentation of your financial aid and loan servicer records and communications, such as forms, research, who you spoke to, and detailed notes of what you discussed.**

# WATCH OUT FOR SCAMS



## Stay Alert to Avoid Scams

**Your student loan servicer assists you for free; you should never pay an outside entity to help with your student loans.**

**You can confirm who your servicer is on the “My Loan Servicers” section of your dashboard on [studentaid.gov](https://studentaid.gov).**

**While you may call your loan servicer, they will always initiate communications with you via email. Unless you initiate the contact, never share personal information over the phone.**