12 Questions

to Ask Your Student Loan Servicer

First, make sure you are aware of who is servicing your student loan. You can look up your information on the National Student Loan Data System at: www.nslds.ed.gov or by calling: 1-800-4-FED-AID. Next, be prepared to ask the following questions:



#1



Do you have my current contact information? #2

How do I set up an online account?



#3



What is the balance on my loans? Doublecheck this information for accuracy. #4

What is the date my payments will begin? Can I choose the payment date?



#5

%

What is my interest rate? Is it competitive?

Document all communication with your Student Loan Servicer

#6



#7



#8



How can I qualify for an interest rate reduction? Is consolidating my loans an option? Is it a good option for my situation? What are my repayment plan options?

#12



#1



#10



#9



What if I face a financial hardship or illness?

What are my loan options if I go back to school?

What is deferment?
What happens to
my loan in
deferment?

University of Idaho

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