

## Loan Servicing Centers for Students

### **FedLoan Servicing (PHEAA)**

**Phone:** 800/699-2908

**Fax:** 717/720-1628

**TDD/TTY:** 800/722-8189

**Overseas borrowers:** 717/720-1985

**Web site:** [www.myfedloan.org](http://www.myfedloan.org)

**Office Hours:** 8:00 a.m. – 9:00 p.m. (ET), Monday through Friday.

### **Great Lakes Educational Loan Services, Inc.**

**Phone:** 800/236-4300

**Fax:** 800/375-5288

**TDD/TTY:** A borrower who is hearing-impaired may use the 711 Telecommunications Relay Service for assistance.

**Overseas borrowers:** 608/246-1700

**Web site:** [www.mygreatlakes.org](http://www.mygreatlakes.org)

**Office Hours:** 7:00 a.m. - 9:00 p.m. (CT), Monday through Friday.

### **Navient**

**Phone:** 800/722-1300

**Fax:** 866/266-0178 (within United States)

**Fax:** 570/706-8563 (outside United States)

**TDD/TTY:** 877/713-3833

**Overseas borrowers:** If toll-free (no cost per call) number cannot be accessed, use 317/806-0580 (cost per call).

**Web site:** [www.navient.com](http://www.navient.com)

**Office Hours:** 8:00 a.m. - 9:00 p.m. (ET), Monday through Thursday. 8:00 a.m. - 8:00 p.m. (ET), Friday.

**Note:** Sallie Mae completed its transition into two companies—Sallie Mae and Navient—on October 13, 2014. Navient services federal student loans for the U.S. Department of Education.

### **Nelnet**

**Phone:** 888/486-4722

**Fax:** 877/402-5816

**TDD/TTY:** A borrower who is hearing-impaired may Web chat with a representative by visiting the Web site and clicking on "Chat Now".

**Overseas borrowers:** 303/696-3625

**Web site:** [www.nelnet.com](http://www.nelnet.com)

**Office Hours:** 24 hours a day, 7 days a week.