Department of Education federal approved servicers:

**Great Lakes Higher Education**

Great Lakes Educational Loan Services, Inc.

Phone: 800-236-4300

Fax: 800-375-5288

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

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

The Path to Repayment

As you leave school, understanding how your student loans will impact your finances can help you successfully manage your loans. Great Lakes is a federal student loan servicer. If we’re your servicer, we’ll be your advisor as you repay your loans.


**Navient (formerly Sallie Mae)**

Phone: 800-722-1300

Fax: 866-266-0178 (Within United States)

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.

TALK TO YOUR SERVICER Student borrowers who reach out to their servicer when they have questions tend to be more successful in repayment. Navient is here to help. We’ve found that, 9 times out of 10, when we can talk to a struggling federal loan customer we can help him or her get on 2. I STAY CONNECTED Borrowers who track their progress tend to be more successful in loan repayment. Regularly logging in to your student loan account on line ensures you’re up to date on your balance, makes it easy to explore or renew payment plans, and provides information for tax time or other needs. Also, keeping your contact information up to date ensures you and your servicer can reach each other easily. 4 I STICK WITH REPAYMENT The longer you are able to make payments on your student loans, the more likely you are to succeed. Continuing to pay something even if it is a small percentage of your income - is a factor in repayment success. Missing payments can damage your credit and lead to higher costs. If you're worried about missing your payments or want to learn about other payment plans, engage with your servicer. Learn more about student loan repayment plans and access free financial literacy tools at Navient.com/success.

Nelnet
Phone: 888-486-4722
Fax: 877-402-5816
Web site: www.nelnet.com
Office Hours 24 hours a day, 7 days a week.

How to Make a Payment

Making payments on your student loan with Nelnet is easy! With options to pay anytime, anywhere, you can manage your account your way. We offer a variety of payment options, including automatic debits (ACH), to let you choose a method that's convenient for you. If you wish, we can send you text alerts to confirm or remind you to make your payments! See details below.

# Your Accounts, Loan Groups, and Due Dates

http://www.nelnet.com/How-To-Make-A-Payment/

FedLoan Servicing (PHEAA)
Phone: 800-699-2908
Fax: 717-720-1628
Website: www.myfedloan.org
Office Hours: 8:00a.m. – 9:00p.m. (ET), Monday through Friday

Account Access
Features of Account Access
Learn all about this easy-to-use, online account management tool.
Make online payments
Update your address
Check your loan balance
View your payment history
Schedule advance payments
Switch to Paperless Billing
Troubleshooting Guide
Get help if you're having problems signing in to your account.

Account Authorizations
Designate people who can discuss your loan account with us on your behalf.

Web Security
Learn more about the security methods we use to ensure that your information is protected.

http://www.myfedloan.org/account-access/index.shtml