

# Public Service Loan Forgiveness (PSLF)



# Agenda

- Program Overview
- Eligibility/Qualification
  - » Full Time Public Service Employment
  - » Eligible Repayment Plans
  - » Qualifying Repayment
- Borrower Experience
- School Support
- FAQs and Resources



# Overview

The Public Service Loan Forgiveness Program (PSLF) was created to encourage individuals to enter and continue to work full-time in public service jobs.

- Enacted as part of College Cost Reduction and Access Act (CCRAA) of 2007
- Public Law 110-84, 9/27/2007
- Final Rule published 10/23/2008

<http://ifap.ed.gov/fregisters/FR10232008.html>



# What is Public Service Loan Forgiveness?



## Public Service Loan Forgiveness

The Public Service Loan Forgiveness (PSLF) Program allows eligible borrowers to cancel the remaining balance of their **Direct Loans** after serving **full time at a public service organization** for at least 10 years while making **120 qualifying monthly payments** after **October 1, 2007**.

# Definition of Public Service Organization

- A federal, state, local, or Tribal government organization, agency, or entity (includes most public schools, colleges and universities);
- A public child or family service agency;
- A non-profit organization under section 501(c)(3) of the Internal Revenue Code that is exempt from taxation under section 501(a) of the Internal Revenue Code (includes most not-for-profit private schools, colleges, and universities);
- A Tribal college or university; or
- A private non-profit organization (that is not a labor union or a partisan political organization) that provides a specific public service.

# Qualified Employment

- Full-time employment in any position with a public service organization
  - » Not including staff of for-profit contractors working for public service organizations
  - » Job duties DO NOT matter (except for time spent participating in religious instruction, worship services, or any form of proselytizing)
  - » Borrowers can work at multiple organizations while making the required 120 payments
- Full-time AmeriCorps or Peace Corps position

# Definition of “Full-time” Employment

For purposes of eligibility for PSLF, full-time employment is defined as:

Working in qualifying employment in one or more jobs for the greater of:

- » An annual average of at least 30 hours per week (or for a contractual or employment period of at least 8 months, an average of 30 hours per week); **or**
- » Unless the employment is with two or more employers, the number of hours the employer considers full-time

Employer-provided vacation or leave time is equivalent to hours worked in determining whether you meet the full-time employment requirement. This includes leave taken for a qualifying condition under the Family and Medical Leave Act of 1993.



# Identifying Qualifying Employers

- Check with the employer regarding their classification (government, non-profit, etc.)
- Depending on employer type, public websites are available:

<b>Government</b>	<a href="http://usa.gov/Agencies.shtml">http://usa.gov/Agencies.shtml</a>
<b>Tribal College/University</b>	<a href="https://nces.ed.gov/globallocator/">https://nces.ed.gov/globallocator/</a>
<b>Non-Profit 501(c)(3)</b>	<a href="https://apps.irs.gov/app/eos/">https://apps.irs.gov/app/eos/?</a>
<b>Private Non-Profit</b>	<a href="http://irs.gov/Charities-%26-Non-Profits/Charitable-Organizations/Private-Foundations">http://irs.gov/Charities-%26-Non-Profits/Charitable-Organizations/Private-Foundations</a>

- Contact FedLoan Servicing if unsure



# Eligible Loans

Only Federal Direct loans are eligible for PSLF, only those payments made on Federal Direct loans count toward the required 120 qualifying payments -- and only these Federal Direct loans will be forgiven.

- Direct Subsidized Loans
- Direct Unsubsidized Loans
- Direct PLUS Loans (for parents and graduate or professional students)
- Direct Consolidation Loans
  - » Borrowers may choose to consolidate loans to establish eligibility for PSLF
- Special Direct Consolidation Loans
- TEACH Loans



# Eligible Repayment Plans

Qualifying monthly payments must be made under these plans:

**Income-Contingent Repayment (ICR) Plan** (not available on Direct PLUS Loans for parents or Direct PLUS Consolidation Loans)

**Income-Based Repayment (IBR) Plan\***

**Pay As You Earn Repayment (PAYE) Plan\***

**Revised Pay As You Earn (REPAYE) Plan\***

\* (not available on Direct PLUS Loans for parents or Direct Consolidation Loans that paid a PLUS Loan for a parent)

**Standard Repayment Plan** (based on a 10 year schedule)

**Any other Direct Loan Program Repayment Plan** (with payments that are at least equal to the monthly payment amount that would have been required under the 10-year Standard Repayment Plan)

To maximize the amount forgiven, borrowers should use an Income-Driven Repayment Plan.

Extended Repayment Plans **do not** qualify for PSLF

# Qualifying Payments\*

The required 120 payments do not have to be consecutive, but must be:

Must have been made after  
October 1, 2007

Must be on-time  
(no later than 15 days after the  
scheduled due date)

Must be made each month  
(satisfying the full monthly installment  
amount that was due for that month)

Must be made when the loan is  
not in a default status

\* Reduced and/or zero dollar  
monthly payments under an  
IDR plan qualify.

Lump sum payments that  
exceed the scheduled  
payment amount do not  
count as separate payments.

# Forgiveness

Loans became eligible for Public Service Loan Forgiveness on 10/01/2017.

Eligibility for forgiveness of an outstanding balance on an eligible Direct Loan occurs if the borrower:

- Is not in default
- Makes 120 separate, full monthly payments (after 10/1/07), within 15 days of due date
- Makes payments under one or more of the eligible repayment plans (referenced on slide 10)
- Is a full-time employee of public service organization while making required payments and at time forgiveness is requested and granted

# Meet Aaron



- Graduated in 2009
- Employed full-time as a social worker for a county agency since 2010
- Earned \$35,000 in the last year
  - » (AGI expected to increase 5% annually)
- Federal loan debt – \$50,000
  - » (6% interest rate)
  - » (\$23,000 of debt is unsubsidized)
  - » (Borrowed for grad school)
- Single, family size of 1

# Examples

Without PSLF	Standard	ICR	IBR	PAYE	REPAYE
Time In Repayment	10 yrs.	14 yrs., 8 mos.	18 yrs., 9 mos.	20 yrs.	25 yrs.
Total Paid	\$66,612	\$76,339	\$91,713	\$71,782	\$108,426
Total Forgiven	\$0	\$0	\$0	\$36,538	\$0

With PSLF	Standard	ICR	IBR	PAYE	REPAYE
Time In Repayment	10 yrs.	10 years	10 years	10 years	10 years
Total Paid	\$66,612	\$50, 501	\$36,927	\$24,618	\$24,618
Total Forgiven	\$0	\$22,459	\$45,065	\$55,333	\$51,746

# PSLF Awareness

MyFedLoan.org/PSLF



A Department of  
Education Servicer

Search Site:



FOR BORROWERS

FOR SCHOOLS

FOR PARTNERS

Account Access

Make a Payment

Manage Account

Billing & Payment Plans

Help Center

## Public Service Loan Forgiveness



### Borrowers

Already know you qualify?

> [Complete and Submit the Form](#)

### Employers

Getting started with a PSLF employee?

> [Check Out Our Employer Resources](#)

Overview

Qualifying Employers

Employment Status


Consolidation

Forms

Employer Resources




# Borrower Process Flow




• Borrower receives form packet, which is standard with all servicers, and includes a cover letter, Employment Certification Form (ECF) and instructions.



• Borrower submits Employment Certification Form.



• Employer is approved public service organization.  
• Borrower receives approval notification.  
• Eligible loans are transferred to FedLoan Servicing, if applicable.  
• Borrower receives notification of qualifying payments made with all prior servicers.



• The borrower will be reminded annually, via email, to submit a new ECF if employed with a qualifying public service organization since the last ECF was submitted.




# Employment Certification Form

It is recommended to submit the ECF **annually** to provide an update on your employment status for the prior year of employment.

The form is available at [MyFedLoan.org/PSLF](http://MyFedLoan.org/PSLF) and [StudentAid.gov](http://StudentAid.gov)

**Section 1:**  
Borrower Identification

**Section 2:**  
Borrower Authorizations,  
Understandings and Certifications

 **PUBLIC SERVICE LOAN FORGIVENESS (PSLF):  
EMPLOYMENT CERTIFICATION FORM**  
William D. Ford Federal Direct Loan (Direct Loan) Program

OMB No. 1845-0110  
Form Approved  
Exp. Date 12/31/2017

**WARNING:** Any person who knowingly makes a false statement or misrepresentation on this form or on any accompanying document is subject to penalties that may include fines, imprisonment, or both, under the U. S. Criminal Code and 20 U. S. C. 1097.

**SECTION 1: BORROWER IDENTIFICATION**

Please enter or correct the following information.  
 Check this box if any of your information has changed.

SSN \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
Date of Birth \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
Name \_\_\_\_\_  
Former Name (if any) \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, Zip \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
Telephone – Primary ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_  
Telephone – Alternate ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_  
E-mail (optional) \_\_\_\_\_

**SECTION 2: BORROWER AUTHORIZATIONS, UNDERSTANDINGS, AND CERTIFICATIONS**

Before signing, carefully read the entire form. For more information about PSLF, visit [StudentAid.gov/publicservice](http://StudentAid.gov/publicservice).

I authorize:

1. My employer or other entity having records about the employment that is the basis of my request to make information from those records available to the U. S. Department of Education (the Department) or its agents or contractors.
2. The Department (and its agents or contractors) to contact me regarding my request or my loan(s), including repayment of my loan(s), at the telephone number that I provide on this form or any future number that I provide for my cellular telephone or other wireless device using automated telephone dialing equipment or artificial or prerecorded voice or text messages.

I understand that:

1. To qualify for PSLF, I must make 120 qualifying payments on my Direct Loan(s) while employed full-time by a qualifying employer or employers. Neither the 120 qualifying payments nor employment have to be consecutive.
2. To qualify for PSLF, I must be employed full-time by a qualifying employer or employers when I apply for PSLF and when my loan is forgiven.
3. If I qualify for forgiveness, only the remaining balance on my Direct Loan(s) will be forgiven.
4. By submitting this form, my student loan(s) held by the Department will be transferred to FedLoan Servicing.
5. The Department may request supplemental documentation substantiating my employment.
6. The Department will notify me in writing or electronically of the number of qualifying payments I have made while employed full-time by a qualifying employer or employers and the remaining number of qualifying payments I must make before I am eligible to apply for PSLF.
7. The Department will notify me in writing or electronically if the form that I submit determines that my employment or payments do not qualify for PSLF. The Department will determine the steps I need to take to correct the form or make qualifying payments.
8. The Department will retain this certification form until I submit my application for forgiveness.

I certify that all of the information I have provided on this form and in any accompanying document is true and correct to the best of my knowledge and belief.

Check this box if you cannot obtain certification from your employer because the organization has refused to certify your employment. The Department will follow up with you for documentation of your employment. Complete Section 3, but do not complete Section 4.

Borrower Signature \_\_\_\_\_ Date \_\_\_\_\_

Page 1 of 6

# Employment Certification Form

## Section 3: Certification of Employment must be completed by the Borrower or the Authorized Official.

- Provide all requested information for Items 1-14.
- The form **cannot** be processed if the information requested in this section is missing.

Borrower Name \_\_\_\_\_ Borrower SSN \_\_\_\_\_

**SECTION 3: EMPLOYER INFORMATION (TO BE COMPLETED BY THE BORROWER OR EMPLOYER)**

1. Employer Name: \_\_\_\_\_

2. Federal Employer Identification Number (FEIN) \_\_\_\_\_  
Your employer's EIN may be found on your Wage and Tax Statement (W-2).

3. Employer Address: \_\_\_\_\_

4. Employer Website (if any): \_\_\_\_\_

5. Employment Begin Date: \_\_\_\_\_

6. Employment End Date: \_\_\_\_\_ OR  
 Still Employed

7. Employment Status:  Full-Time  Part-Time

8. Hours Per Week (Average) \_\_\_\_\_  
Include vacation, leave time, or any leave taken under the Family Medical Leave Act of 1993. If your employer is a 501(c)(3) or a not-for-profit organization, do not include any hours you spent on **religious instruction, worship services, or proselytizing.**

9. Is your employer a **governmental** organization?  
A governmental organization is a Federal, State, local, or Tribal government organization, agency, or entity, a public child or family service agency, a Tribal college or university, or the Peace Corps or AmeriCorps.  
 Yes - Skip to Section 4.  
 No - Continue to Item 10.

10. Is your employer tax-exempt under Section 501(c)(3) of the Internal Revenue Code?  
 Yes - Skip to Section 4.  
 No - Continue to Item 11.

11. Is your employer a **not-for-profit** organization?  
 Yes - Continue to Item 12.  
 No - Your employer does not qualify.

12. Is your employer a partisan political organization?  
 Yes - Your employer does not qualify.  
 No - Continue to Item 13.

13. Is your employer a labor union?  
 Yes - Your employer does not qualify.  
 No - Continue to Item 14.

14. Indicate which service or services your employer provides and then continue to Section 4, if appropriate:

- Emergency management
- Military service (See Section 6)
- Public safety
- Law enforcement
- Public interest legal services (See Section 6)
- Early childhood education (See Section 6)
- Public service for individuals with disabilities
- Public service for the elderly
- Public health (See Section 6)
- Public education (See Section 6)
- Public library services
- School library services
- Other school-based services
- None of the above - your employer does not qualify.

# Employment Certification Form

**Section 4: Employer Certification** must be completed by the Authorized Official.

- Provide all requested information.
- Complete the employer's certification at the bottom of the page.
- The form **cannot** be processed if the information requested in this section is missing.

**SECTION 4: EMPLOYER CERTIFICATION (TO BE COMPLETED BY THE EMPLOYER)**

By signing, I **certify** that the information in Section 3 is true, complete, and correct to the best of my knowledge and belief and that I am an authorized official (see Section 6) of the organization named in Section 3. **Complete the rest of this Section.**

**Note:** If any of the information is crossed out or altered in Section 3, you must initial those changes.

Authorized Official's Name  Authorized Official's Phone

Authorized Official's Title  Authorized Official's Email


Authorized Official's Signature \_\_\_\_\_ Date

Page 2 of 6

# Forgiveness Application

The Public Service Loan Forgiveness Application is now available on our [website](#).

Please allow at least 60 days for D.O.E to review the application.



**PUBLIC SERVICE LOAN FORGIVENESS (PSLF):  
APPLICATION FOR FORGIVENESS**  
William D. Ford Federal Direct Loan (Direct Loan) Program  
**WARNING:** Any person who knowingly makes a false statement or misrepresentation on this form or on any accompanying document is subject to penalties that may include fines, imprisonment, or both, under the U.S. Criminal Code and 20 U.S.C. 1097.

OMB No. 1845-0110  
Form Approved  
Exp. Date 5/31/2020  
PSFAP - XBCR

**SECTION 1: BORROWER INFORMATION**

Please enter or correct the following information.  
 Check this box if any of your information has changed.

SSN \_\_\_\_\_  
Date of Birth \_\_\_\_\_  
Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Telephone - Primary \_\_\_\_\_  
Telephone - Alternate \_\_\_\_\_  
Email (Optional) \_\_\_\_\_

**Before signing, carefully read the entire form.** For more information on PSLF, visit [StudentAid.gov/publicservice](http://StudentAid.gov/publicservice). Use this form only if you (1) have Direct Loans, (2) made 120 qualifying payments on the Direct Loans for which you are seeking forgiveness, and (3) worked, and continue to work, full-time at a qualifying employer when you made the qualifying payments. If the employment certified in Sections 3 and 4 of this application does not cover all 120 qualifying payments, you must submit a copy of Section 3 and 4 (page 2) for each qualifying employer that covers the rest of your qualifying payments.

**SECTION 2: BORROWER REQUEST, UNDERSTANDING, CERTIFICATION, AND AUTHORIZATION**

I request (1) that the U.S. Department of Education (the Department) forgive the remaining balance of my Direct Loans and (2) if I submit employment certification covering 10 years of qualifying employment after October 1, 2007, a forbearance on my Direct Loans while the Department determines my eligibility for forgiveness, unless I indicate otherwise below.

By checking this box, I am indicating that I do not want a forbearance while my application is being processed.

I understand that:

1. To qualify for PSLF, I must have made 120 qualifying payments on my Direct Loans while employed full-time by a qualifying employer or employers. Neither the 120 qualifying payments nor employment have to be consecutive.
2. To qualify for PSLF, I must be employed full-time by a qualifying employer when I apply for and receive PSLF.
3. By submitting this form, my student loans held by the Department will be transferred to FedLoan Servicing.
4. If the Department determines that I appear to be eligible for forgiveness, the Department may contact my employer before granting forgiveness to ensure that I continue to work for the employer.
5. If I am eligible for forgiveness, the amount forgiven will be the principal and interest that was due on my eligible Direct Loans when I made my final qualifying payment. Any amount that I pay on those loans after I have made my final qualifying payment will be treated as an overpayment. I must continue to make payments on any of my other loans.
6. If I am not eligible for forgiveness, I will be notified of the determination and why it was made, my forbearance will end, and unpaid interest may be capitalized (added to my loan's principal balance).

I certify that all of the information I have provided on this form and in any accompanying document is true, complete, and correct to the best of my knowledge and belief and that if I cease to be employed by a qualifying employer after I submit this application, but before forgiveness is granted, I will notify the Department (see Section 7) immediately.

I authorize my employer or other entity having records about the employment that is the basis of my request to make information from those records available to the U. S. Department of Education (the Department) or its agents or contractors.

Check this box if you cannot obtain certification from your employer because the organization is closed or because the organization has refused to certify your employment. The Department will follow up to assist you in getting documentation of your employment. **Complete Section 3, but do not complete Section 4.**

Borrower's Signature \_\_\_\_\_ Date \_\_\_\_\_



# Payment Tracking for Eligible Borrowers

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A DEPARTMENT OF EDUCATION SERVICER

**FOR BORROWERS** FOR SCHOOLS FOR PARTNERS

Account Access Make a Payment Manage Account Billing & Payment Plans

public service loan forgiveness

08/12/2005 Direct Unsub Stafford Loan Repayment \$9,511.09 [Hide Details](#)

Loan Status: REPAYMENT Original Balance: \$7,815.00  
Late Fees: \$0.00  
Disbursement Date: 08/12/05 Unpaid Interest: \$16.06  
Loan Program: DIRECT UNSUB STAFFORD LOAN Current Balance: \$9,511.09  
Owner: DEPT OF EDUCATION Monthly Payment: \$15.86  
Guarantor: FEDERAL Repayment Term: 133 Months  
School: UNIVERSITY OF MONTANA Expected Payoff Date: 07/28/22  
[Out of School Date:](#) 08/04/06 Next Due Date: 01/28/12  
Days Delinquent: 0  
Interest Rate: 2.360%  
Interest Rate Type: VARIABLE  
Subsidy: NON SUB

Welcome BOB BORROWER Contact Us About Us Privacy Sign Out

fedloan  
SERVICING

Account Home **View Loan Details** Payments & Billing Account Profile Tax Information Paperless Inbox

**View Loan Details** Account #: 999999999

[Need Help?](#)  
We're here to assist you.

Do you work in public service?  
You may qualify for the Public Service Loan Forgiveness program.  
[Learn More](#)

**Loan Details**

Balance Overview

Current Principal Balance: \$67,761.48 [What is Principal Balance?](#)  
Late Fees: \$0.00 [How do I avoid Late Fees?](#)  
Unpaid Interest: \$158.93 [Accrued Interest](#)  
Total Current Balance: \$67,920.41 [How do I Pay Off my loan\(s\)?](#)

[Print All Loan Details](#)

Date	Loan Type	Status	Balance	Action
08/28/2009	Federal Unsub Stafford Loan	Repayment	\$3,414.95	<a href="#">View Details</a>
08/28/2009	Federal Stafford Loan	Repayment	\$5,477.05	<a href="#">View Details</a>
08/12/2005	Direct Unsub Stafford Loan	Repayment	\$9,511.09	<a href="#">View Details</a>
08/12/2005	Direct Sub Stafford Loan	Repayment	\$9,481.69	<a href="#">View Details</a>
09/03/2004	Direct Sub Stafford Loan	Repayment	\$9,481.67	<a href="#">View Details</a>
09/03/2004	Direct Unsub Stafford Loan	Repayment	\$9,638.12	<a href="#">View Details</a>
08/29/2003	Direct Unsub Stafford Loan	Repayment	\$6,953.54	<a href="#">View Details</a>
10/22/2002	Direct Unsub Stafford Loan	Repayment	\$6,955.59	<a href="#">View Details</a>
08/17/2001	Direct Unsub Stafford Loan	Repayment	\$4,426.34	<a href="#">View Details</a>
09/17/1999	Direct Unsub Stafford Loan	Repayment	\$2,421.44	<a href="#">View Details</a>

Status Payments Until Active

[Credited](#) --

Forgiveness Details:

Qualifying Payments Remaining Estimated Eligibility Date

114 07/05/2021

[What do these terms mean?](#)

Loan:

Payment	Principal	Interest	Late Fee
5.86	\$0.00	\$15.86	\$0.00

[Make a Payment on this Loan](#)



# Counseling Eligible Borrowers

- The first step is to determine what the student is doing after school.
- If a career in public service is being pursued, PSLF eligibility should be explored.
- If PSLF is being considered, the borrower should:
  - » Determine eligibility for income-driven repayment plans (IBR, ICR, PAYE and REPAYE)
  - » Consolidate any FFELP loans under Direct Consolidation
  - » Make payments on time

# Servicer Selection

Borrowers may select **any** servicer when consolidating their loans regardless of their interest in PSLF.

The screenshot shows a web form titled "Servicer Selection". The main question is: "Have you been or are you seeking to be **employed full-time by a public service organization** and are you consolidating for the purposes of Public Service Loan Forgiveness (PSLF)? [More Information About PSLF](#)". There are two radio buttons to the right of the question. Below the question is an "Important Note" and a statement: "Since you are consolidating for the purpose of Public Service Loan Forgiveness, your Direct Consolidation Loan will be serviced by:". A dropdown menu is visible with "--Select--" highlighted in yellow. At the bottom of the form are "Exit" and "Continue" buttons.

## Change to PSLF question flow:

1. If the borrower selects "YES" to PSLF question, the servicer selection **no longer defaults to FedLoan**. The borrower will be provided an option to select a servicer from a random list.
2. A "YES" sends the <PublicServiceFlag> tag in the response file to the servicers.
3. Servicers would react to a (Y) value and generate appropriate PSLF outreach communication.

Once an ECF is received from a borrower, eligible loans will be transferred to FedLoan Servicing.

# Partnering with Schools

- [Borrower Toolkits](#) for outreach to student borrowers
- Reporting Available
  - » Customized email communications showing the number of borrowers for your institution who have submitted an Employment Certification Form
- [Training Resources](#) and personalized support
  - » Presentations available
  - » Sector-based, personalized support





# Current Student Toolkit

## Considering a career in Public Service?



**Considering a career in Public Service?** 

You may qualify for loan forgiveness. Learn more - Visit [MyFedLoan.org/PSLF](http://MyFedLoan.org/PSLF)

Contains:

- Student Handout
- Various Web and Print Ads
- Sample Student Email
- Sample Social Media Posts



**CONSIDERING A CAREER IN PUBLIC SERVICE?**

You may qualify for forgiveness of any remaining balance on your eligible federal student loans thanks to the Public Service Loan Forgiveness (PSLF) Program.

VISIT [MyFedLoan.org/PSLF](http://MyFedLoan.org/PSLF) TODAY!

**PROGRAM REQUIREMENTS:**

- BORROW** - Have Eligible Loan Type(s)  
ANY Direct Loan - Subsidized/Unsubsidized Stafford, PLUS, Consolidation  
**NOTE:** If your federal loans are not Direct Loans, you may be able to consolidate and qualify. However, only payments made on the Direct Consolidation Loan count toward your required 120 monthly payments.
- WORK** - Maintain a Full-Time Employment Status While Working for a Qualifying Public Service Organization  
  
For more details on identifying qualifying public service organizations, visit [MyFedLoan.org/PSLF](http://MyFedLoan.org/PSLF). Unsure if your employer qualifies? Contact them to find out.
- REPAY** - Make 120 Qualifying Payments Under an Eligible Repayment Plan  
  
This program was created by Congress to encourage individuals to enter and continue to work full-time in public service jobs. Under PSLF, borrowers may qualify for forgiveness of the remaining balance due on their eligible federal student loans after they have made 120 payments on those loans under certain repayment plans while employed full-time by certain public service employers.

**U.S. Department of Education**  
Information about your federal student loan


**fedloan**  
SERVICING  
A DEPARTMENT OF EDUCATION SERVICE

**I'D LIKE MY PAYMENTS TO COUNT TOWARD PSLF. WHAT SHOULD I DO TO BE CONSIDERED?**

- Consolidate any non-Direct Loans, if necessary.
- Get on an eligible repayment plan, preferably Income-Based Repayment (IBR).
- Make on-time, monthly payments - not exceeding your installment amount, preferably through Direct Debit.
- Work for a qualifying employer while you make your payments.
- SUBMIT THE EMPLOYER CERTIFICATION FORM, found at [MyFedLoan.org/PSLF](http://MyFedLoan.org/PSLF).

FedLoan Servicing was established by the Pennsylvania Higher Education Assistance Agency (PHEAA) to support the U.S. Department of Education's ability to service student loans owned by the federal government. PHEAA conducts its student loan servicing activities nationally as FedLoan Servicing and American Education Services (AES).  
FedLoan Servicing is one of a limited number of organizations approved by the Department of Education to service these loans and is dedicated to supporting borrowers with easy and convenient ways to manage their student loans. Additionally, the Department has chosen FedLoan Servicing as the sole federal service provider for monitoring and tracking the eligibility for all Public Service Loan Forgiveness (PSLF) borrowers.

FLS-PSLF0 03/12



**CONSIDERING A CAREER IN PUBLIC SERVICE?** 

You may qualify for forgiveness of any remaining balance on your eligible federal student loans thanks to the **Public Service Loan Forgiveness (PSLF) Program**.

 **U.S. Department of Education**  
Information about your federal student loan

VISIT [MyFedLoan.org/PSLF](http://MyFedLoan.org/PSLF) TODAY TO LEARN MORE!

FLS-PSLAD 03/12



**Considering a career in Public Service?** 

You may qualify for loan forgiveness.

Learn more - Visit [MyFedLoan.org/PSLF](http://MyFedLoan.org/PSLF)



# Alumni Toolkit



**Are you working in Public Service?**

You may qualify for loan forgiveness.

Learn more - Visit [MyFedLoan.org/PSLF](http://MyFedLoan.org/PSLF)



**ARE YOU WORKING IN PUBLIC SERVICE?**

You may qualify for forgiveness of any remaining balance on your eligible federal student loans thanks to the Public Service Loan Forgiveness (PSLF) Program.

Visit [MyFedLoan.org/PSLF](http://MyFedLoan.org/PSLF) TODAY!

**PROGRAM REQUIREMENTS:**

- BORROW** - Have Eligible Loan Type(s)  
ANY Direct Loan - Subsidized/Unsubsidized Stafford, PLUS, Consolidation  
**NOTE:** If your federal loans are not Direct Loans, you may be able to consolidate and qualify. However, only payments made on the Direct Consolidation Loan count toward your required 120 monthly payments.
- WORK** - Maintain a Full-Time Employment Status While Working for a Qualifying Public Service Organization  
  
For more details on identifying qualifying public service organizations, visit [MyFedLoan.org/PSLF](http://MyFedLoan.org/PSLF). Unsure if your employer qualifies? Contact them to find out.
- REPAY** - Make 120 Qualifying Payments Under an Eligible Repayment Plan

*This program was created by Congress to encourage individuals to enter and continue to work full-time in public service jobs. Under PSLF, borrowers may qualify for forgiveness of the remaining balance due on their eligible federal student loans after they have made 120 payments on those loans under certain repayment plans while employed full-time by certain public service employers.*


**U.S. Department of Education**  
Information about your federal student loan

**I'D LIKE MY PAYMENTS TO COUNT TOWARD PSLF. WHAT SHOULD I DO TO BE CONSIDERED?**

- Consolidate any non-Direct Loans, if necessary.
- Get on an eligible repayment plan, preferably Income-Based Repayment (IBR).
- Make on-time, monthly payments - not exceeding your installment amount, preferably through Direct Debit.
- Work for a qualifying employer while you make your payments.
- SUBMIT THE EMPLOYER CERTIFICATION FORM, found at [MyFedLoan.org/PSLF](http://MyFedLoan.org/PSLF).

FedLoan Servicing was established by the Pennsylvania Higher Education Assistance Agency (PHEAA) to support the U.S. Department of Education's ability to service student loans owned by the federal government. PHEAA conducts its student loan servicing activities nationally as FedLoan Servicing and American Education Services (AES).  
FedLoan Servicing is one of a limited number of organizations approved by the Department of Education to service these loans and is dedicated to supporting borrowers with help and convenient ways to manage their student loans. Additionally, the Department has chosen FedLoan Servicing as the sole federal service responsible for monitoring and tracking the eligibility for all Public Service Loan Forgiveness (PSLF) borrowers.

FLS-PSLFDAL 02/12



**ARE YOU WORKING IN PUBLIC SERVICE?**

You may qualify for forgiveness of any remaining balance on your eligible federal student loans thanks to the Public Service Loan Forgiveness (PSLF) Program.

U.S. Department of Education  
Information about your federal student loan

Visit [MyFedLoan.org/PSLF](http://MyFedLoan.org/PSLF) TODAY TO LEARN MORE!

## Contains:

- Alumni Handout
- Various Web and Print Ads
- Sample Alumni Email
- Sample Social Media Posts



**Are you working in Public Service?**

You may qualify for loan forgiveness. Learn more - Visit [MyFedLoan.org/PSLF](http://MyFedLoan.org/PSLF)



# FedLoan Servicing Support Center

## FedLoan Servicing responsibilities include:

- Customer Support
- Processing applications and forms related to PSLF eligibility
- Tracking qualifying payments for PSLF

## Customer Support

- Specialized customer service and processing team
- Dedicated toll-free number, **1.855.265.4038**
- Customer service representatives available from Monday through Friday 8:00 AM – 9:00 PM (ET)
- Dedicated site, [MyFedLoan.org/PSLF](https://MyFedLoan.org/PSLF), with ECF form
- Borrower portal to assist in tracking eligible payments



# Frequently Asked Questions

- Why will all of the federally-owned loans be transferred to FedLoan Servicing before the student reaches the required 120 payments?

As the sole servicer for PSLF, FedLoan Servicing is responsible for tracking a borrower's progress toward meeting the requirement of 120 separate, on-time monthly payments while working full-time for a qualifying public service employer.

- Are all federally-owned loans eligible for PSLF?

No, it is important to note that, while the federally-owned FFELP PUT loans will be moved to FedLoan Servicing for a borrower with qualifying employment, only Direct Loans, including Direct Consolidation Loans, are eligible for forgiveness. Payments made to FedLoan Servicing on non-eligible loan types will not be tracked.

- Are Direct Loans that are in default eligible for PSLF?

No. Defaulted Direct Loans are not eligible for PSLF. However, a defaulted loan may become eligible for PSLF if you consolidate or rehabilitate the loan, and then make qualifying PSLF payments on the new Direct Consolidation Loan or the rehabilitated loan.



# Frequently Asked Questions

- Under IBR, ICR, PAYE and REPAYE the scheduled payment for a borrower could be \$0. Does this payment count as towards PSLF?

Yes, this is considered a qualifying payment under that repayment plan.

- Are borrowers of PLUS Loans for parents eligible for PSLF?

Parents with PLUS loans may consolidate their Federal PLUS Loans and/or Direct PLUS loans and pay under Income-Contingent Repayment (ICR). Parents must qualify based on their own public service, not the student for whom they borrowed.

- If I have Federal Family Education Loan (FFEL) Program loans, Federal Perkins Loan (Perkins Loan) Program loans, or Health Professions Student Loans, can I take advantage of PSLF?

PSLF is available only for Direct Loans. However, borrowers with FFEL Program loans, Perkins Loan Program loans, or Health Professions Student Loans who are interested in PSLF may consolidate those ineligible loans into a Direct Consolidation Loan and then make 120 qualifying payments on the Direct Consolidation Loan while employed by a qualifying public service organization to receive PSLF.



# Frequently Asked Questions

- How do overpayments impact a borrower's qualifying payments?

If a borrower pays more than the installment amount on any payment, it will only count towards one qualifying payment based on program requirements.

- I consolidated my Direct Loans after I made qualifying monthly payments on those loans while working in a qualifying public service organization. Do the payments made prior to the consolidation count toward the 120 payments required for PSLF?

No. You will need to make 120 qualifying payments on the new Direct Consolidation Loan. Qualifying payments that you made on Direct Loans prior to consolidation do not count toward the 120 required payments for PSLF.

- Who is eligible to complete Section 3 of the Employment Certification Form?

The Employment Certification Form (ECF) must be completed by someone who has access to the borrower's employment or service records, is authorized by the organization to certify the employment status of a current or former employee or service member, and is able to provide all necessary data requested in Section 3 of the ECF.



# School and Borrower Resources

- **PSLF Fact Sheet and Q&As:** [studentaid.ed.gov/publicservice](https://studentaid.ed.gov/publicservice)
- **Borrower Information and Employment Certification Form from FedLoan Servicing:** [MyFedLoan.org/PSLF](https://MyFedLoan.org/PSLF)
- **PSLF Borrower Toolkits:** [myfedloan.org/financial-aid-officers/products-tools/pslf-toolkit](https://myfedloan.org/financial-aid-officers/products-tools/pslf-toolkit)
- **PSLF Fact Sheet for Financial Aid Professionals:** [myfedloan.org/schools/docs/student-toolkit/fact-sheet.pdf](https://myfedloan.org/schools/docs/student-toolkit/fact-sheet.pdf)
- **Income-Driven Repayment Plans: Frequently Asked Questions:** [studentaid.ed.gov/sa/sites/default/files/income-driven-repayment-q-and-a.pdf](https://studentaid.ed.gov/sa/sites/default/files/income-driven-repayment-q-and-a.pdf)
- **CFPB Public Service Toolkit:** [files.consumerfinance.gov/f/201308\\_cfpb\\_public-service-toolkit.pdf](https://files.consumerfinance.gov/f/201308_cfpb_public-service-toolkit.pdf)
- **CFPB Action Guide for Employees:** [files.consumerfinance.gov/f/201308\\_cfpb\\_pledge-action-guide-for-employees.pdf](https://files.consumerfinance.gov/f/201308_cfpb_pledge-action-guide-for-employees.pdf)