



# TOCCOA FALLS C O L L E G E

## Office of Financial Aid

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### **Default Resolution Letter from Loan Servicer**

According to the National Student Loan Data System (NSLDS), you are currently in default on one or more federal student loans. You will need to contact your loan lender to resolve this situation. Once this has been resolved, you can send a copy of the resolution letter to the Financial Aid Office. If you need help finding the contact information for your loan servicer, you can use the steps below to locate this information.

#### **How to Find Your Loan Servicer**

- Log in to your Federal Student Aid account (using the same login information you used to complete your FAFSA®) at this link: <https://studentaid.gov/>.
- After logging in to your Federal Student Aid account, navigate to your name at the top right of the screen, and select “My Aid” from the drop down menu.
- You will need to scroll down on the page to find your loan lender. This page will also give you a list of your federal student loans and who these loans are issued through.
- Once you locate your lender, you will need to log into their website and contact the lender for a default resolution letter. Please turn this letter into our office once you obtain it.

If you have any questions, feel free to call or email us (*see top of page*). If you would prefer, you can also schedule a Zoom meeting, in person meeting, or phone call with a member of our Financial Aid Team at <https://calendly.com/tfc-financial-aid/>.