

Can't afford your student loans? Worried about your credit score?

If you're struggling with student loan debt, it's important to explore your federal student loan repayment options.

You may find that you have **surprisingly affordable options** to lower your monthly payment, avoid default, and preserve your credit score.

Your repayment options depend upon your loan type and repayment status.

There are also very limited circumstances in which your debt can be cancelled.

Managing student loan debt isn't easy. But you should never pay companies for student loan help.

To get free help with your student loans, please call the Attorney General's Student Loan Helpline at 1-888-830-6277 or file a student loan assistance request at: WWW.MASS.GOV/AGO/STUDENTLOANS

**Student Loan Helpline:
1-888-830-6277**



Maura Healey Attorney General

If you're struggling with student loan debt, you may have options. Call the Attorney General's Student Loan Helpline for free help and information:

1-888-830-6277

Boston

100 Cambridge Street, 11th Floor
Boston, MA 02108

Worcester

10 Mechanic Street, Suite 301
Worcester, MA 01608

Springfield

1350 Main Street, 4th Floor
Springfield, MA 01103

New Bedford

105 William Street, 1st Floor
New Bedford, MA 02740

WWW.MASS.GOV/AGO/STUDENTLOANS

Maura Healey Attorney General



Student Loan Repayment Guide

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**Don't pay fees for student
loan help that's free.**



STEP 1: DETERMINE YOUR LOAN TYPE AND STATUS.

Broadly speaking, there are two types of student loans—federal loans and private loans. Federal loans typically offer more **flexible and affordable repayment options**, including plans based on income.

CHECK YOUR CREDIT REPORT TO FIND YOUR PRIVATE LOANS

To find out if you have a federal loan, create an FSA ID and sign in to the Department of Education's website at: <https://studentaid.gov/> or call the Department at 1-800-433-3243.

In your FSA account, you can find details about your federal loans, including whether your loan is in default. Defaulted federal loans can be collected through wage garnishment and tax refund interception. To get out of default, you can consolidate or rehabilitate your federal loan and **enroll in an income-driven repayment** plan to help lower your monthly payments.

To learn how to get back on track with a **defaulted federal loan**, visit the Department of Education's website at: <https://studentaid.ed.gov/sa/repay-loans/default>

STEP 2: EXPLORE YOUR FEDERAL LOAN REPAYMENT OPTIONS.

Under income-driven repayment plans, **payments can be as low as \$0 per month**. Payments are based on family size, loan amount, and income. These plans also offer **interest subsidies** and the **possibility of loan forgiveness** after 20 or 25 years of qualifying payments.

FIND THE RIGHT REPAYMENT PLAN FOR YOU USING THE DEPARTMENT OF EDUCATION'S LOAN SIMULATOR: [HTTPS://STUDENTAID.GOV/LOAN-SIMULATOR](https://studentaid.gov/loan-simulator)

Borrowers who work for the government or certain types of nonprofits are eligible for forgiveness after just 10 years of qualifying payments under **public service loan forgiveness**.

LEARN MORE ABOUT PUBLIC SERVICE LOAN FORGIVENESS: [HTTPS://STUDENTAID.ED.GOV/SA/REPAY-LOANS/FORGIVENESS-CANCELLATION/PUBLIC-SERVICE](https://studentaid.ed.gov/sa/repay-loans/forgiveness-cancellation/public-service)

Income-driven repayment plans are not for everyone. Depending on how your income and family size change, these plans can increase the overall cost of your loan. Nevertheless, it is better to enroll in an income-driven plan than to default on a federal student loan. Income-driven plans are also almost always a better option than forbearance.

If you enroll in an income-driven plan, you need to **recertify for the plan each year**. Failure to annually recertify will undo many of the benefits of enrolling.

To **learn more about federal loan repayment options**, including income-driven repayment plans, visit the Department of Education's website at: <https://studentaid.gov/manage-loans/repayment/plans>

You can also find out what circumstances qualify your federal loan for **forgiveness, cancellation, or discharge** at: <https://studentaid.gov/manage-loans/forgiveness-cancellation>

STEP 3: CONTACT YOUR SERVICER.

After exploring repayment plans on the Department of Education's website, call your loan servicer to discuss your options. If your loan is in default, call the company collecting the debt. Even with a defaulted loan, you have options to stop or avoid wage garnishment and tax refund interception.

FIND YOUR FEDERAL SERVICER'S CONTACT INFORMATION: [HTTPS://STUDENTAID.GOV/MANAGE-LOANS/REPAYMENT/SERVICERS](https://studentaid.gov/manage-loans/repayment/servicers)

AVOID STUDENT LOAN "RELIEF" SCAMS.

Don't pay for help with your student loans. The Attorney General's Office, the Department of Education, and your federal loan servicer can help you explore repayment options for free.

NEED HELP? CALL THE ATTORNEY GENERAL'S OFFICE.

If you need help understanding your options or are having difficulties with a servicer or debt collector, **call the Attorney General's Student Loan Helpline** at 1-888-830-6277 or file a student loan help request at: www.mass.gov/ago/studentloans