

DIRECTORY OF IMPORTANT CONTACTS

1. **ACCESS GROUP Loan Servicing Center at Kentucky Higher Education Student Loan Corporation (KHESLC)**
GENERAL CORRESPONDENCE
DEFERMENT & FORBEARANCE
P.O. Box 24328
Louisville, KY 40224-0328
LOAN ORIGINATIONS
KHESLC
P.O. Box 798
Frankfort, KY 40602
PAYMENT
Access Group Loan Servicing Center
P.O. Box 9001778
Louisville, KY 40290-1778
CUSTOMER SERVICE
Phone: 1-800-282-1550
Phone: 1-888-250-6401
Phone: 1-502-329-7229
Fax: 1-502-329-7077
www.studentloanpeople.com/accessgroup
2. **AFFILIATED COMPUTER SERVICES**
ACS CUSTOMER SERVICE
DEPARTMENT
FFEL Borrowers
P. O. Box 7051
Utica, NY 13504-7051
WRITTEN INQUIRIES
ACS
One World Trade Center
Suite 2200
Long Beach, CA 90831-2200
Phone: 1-800-835-4611
Phone: 1-315-738-2232
Fax: 1-315-738-2202
Email: emailsupport@acs-inc.com
www.acs-education.com
3. **AMERICAN EDUCATION SERVICES (Formerly ACCESS GROUP)**
GRADUATE/PROFESSIONAL SERVICES
CORRESPONDENCE
AES-Loan Servicing
P.O. Box 2461
Harrisburg, PA 17105-2461
PAYMENT
AES
Harrisburg, PA 17130-0001
Phone: 1-800-233-0557
Fax: 1-717-720-3931
Email: aescs@aessuccess.org
www.aessuccess.org
4. **CAMPUS PARTNERS (Formerly AMS Servicing Group)**
REPAYMENT HPSL, PERKINS, UMDNJ INTERNAL, LDS, PRIMARY CARE
P. O. Box 2901
Winston-Salem, NC 27102-2901
GENERAL INFORMATION
CORRESPONDENCE
P.O. Box 2902
Winston-Salem, NC 27102-2902
CUSTOMER SERVICE
Phone: 1-800-334-8609
Email: campusbased@campuspartners.com
www.mycampusloan.com
5. **CITIBANK THE LOAN CORPORATION**
GENERAL CORRESPONDENCE
Citibank (South Dakota), N.A.
P. O. Box 6191
Sioux Falls, SD 57117-6191
DEFERMENT
Citibank USA, N.A.
P. O. Box 6192
Sioux Falls, SD 57117-6192
PAYMENT
The Student Loan Corporation
%Citibank, (Nevada), NA
P.O. Box 6615
The Lakes, NV 88901-6615
Customer Service
Phone: 1-800-967-2400
Fax: 1-605-357-2013
www.studentloan.citibank.com
6. **DIRECT LOANS SERVICING CENTER**
PAYMENTS
U.S. Department of Education
Direct Loan Payment Center
P.O. Box 530260
Atlanta, GA 30353-0260
Phone: 1-800-557-7392
TDD: 1-800-557-7395
DIRECT CONSOLIDATION LOANS
Phone: 1-800-557-7392
Fax: 1-800-557-7396
TDD: 1-800-557-7395
DIRECT LOAN BORROWERS
Phone: 1-800-848-0979
Phone: 1-315-738-6634
Fax: 1-800-848-0984
TDD: 1-800-848-0983
Email: loan_consolidation@mail.ed.gov
DEFAULT STUDENT LOANS
Phone: 1-800-621-3115
Email: DCS_HELP@ed.gov

7. **GREAT LAKES HIGHER EDUCATION**
CORRESPONDENCE, DEFEREMENT &
FORBEARANCE
BORROWER SERVICING DEPT
P. O. BOX 7860
Madison, WI 53707
PAYMENT
P.O. Box 3059
Milwaukee, WI 53201-3059
Phone: 1-800-236-4300
Fax: 1-800-375-5288
Email borrowers@mygreatlakes.com
www.mygreatlakes.com
8. **KEY EDUCATION RESOURCES**
Formerly Key Bank/Society National/
Knight College Resources Group)
AMSA/AADS
745 Atlantic Avenue
Suite 300
Boston, MA 02111
Phone: 1-800-539-5363
Email: EducationRes@keybank.com
www.key.com/education
9. **KIRKSVILLE COLLEGE**
OSTEOPATHIC MEDICINE
HEAL, FSL & UFSL
NOW LOANS
800 West Jefferson Street
Kirksville, MO 63501
Phone: 1-800-626-5266 Ext. 2529
Fax: 1-800-539-5363
10. **MEDCAP**
Wells Fargo Education Financial Services
P.O. Box 5185
Sioux Falls, SD 57117-5185
Phone: 1-800-658-3567
Fax: 1-800-456-0561
Email: studentloans@wellsfargoefs.com
www.wellsfargo.com
11. **MEDICAL SOCIETY OF NEW JERSEY**
Two Princess Road
Lawrenceville, NJ 08648
Phone: 1-609-896-1766 Ext. 259
Fax: 1-609-896-1368
Email: info@msnj.org
www.msnj.org
12. **MEDLOANS**
CORRESPONDENCE
P.O. Box 9500
Wilkes-Barre, PA 18773
PAYMENT
P.O. Box 4600
Wilkes-Barre, PA 18773
Phone: 1-800-858-5050
Fax: 1-800-848-1949
CONSOLIDATION HOTLINE
Phone: 1-800-622-6214
medloansconsolidation@salliemae.com
Email: medloans@aamc.org
www.salliemae.com
13. **NATIONAL STUDENT LOAN**
PROGRAM
P.O. Box 82507
Lincoln, NE 68501-2507
1300 O Street
Lincoln, NE 68508
Phone: 1-800-735-8778 Ext. 6300
Fax: 1-402-479-6658
www.nslp.org
14. **NEW JERSEY HIGHER EDUCATION**
STUDENT ASSISTANCE AUTHORITY
(HESAA)
(For NJCLASS, FFELP)
GENERAL MAILING ADDRESS
P.O. Box 540
Trenton, NJ 08625
NJCLASS Program
P.O. Box 538
Trenton, NJ 08625
FFELP LOAN SECTION
P.O. Box 543
4 Quakerbridge Plaza
CN 540
Trenton, NJ 08625
Phone: 1-800-792-8670
Fax: 1-609-588-2390
www.hesaa.org
15. **NEW YORK STATE HIGHER**
EDUCATION SERVICE CORP.
99 Washington Avenue
Albany, NY 12255
CUSTOMER COMMUNICATION
CENTER
Phone: 1-888-697-4372
Phone: 1-518-473-1574
Phone: 1-800-445-5234
Fax: 1-518-474-5629
DEFAULT
Phone: 1-800-888-0741
Email: laonadvocate@hesc.org
www.hesc.org

16. **PENNSYLVANIA HIGHER EDUCATION ASSISTANCE AGENCY (PHEAA)**
PAYMENT
 AES SLSC OR AES GLC
 Harrisburg, PA 17130-0001
CORRESPONDENCE
 AES SLSC
 P.O. Box 2461
 Harrisburg, PA 17105-2461
 Phone: 1-800-233-0557
www.aesSuccess.org
17. **PENNSYLVANIA HIGHER EDUCATION ASSISTANCE AGENCY (PHEAA)**
Network Consolidation Program
 P.O. Box 8139
 Harrisburg, PA 17105-8139
 Phone: 1-800-338-5000
 Fax: 1-717-720-3922
 Email: network@aessuccess.org
www.aesSuccess.org
18. **PNC BANK**
 Educational Loan Center
 Customer Service
 2600 Liberty Avenue
 Suite 200
 Pittsburgh, PA 15222-4619
 Phone: 1-412-762-7827
 Phone: 1-800-762-1001
 Email: eduloans@pncbank.com
www.eduloans.pncbank.com
18. **SALLIE MAE**
 Smart Loan Consolidation
CUSTOMER SERVICE
 P.O. Box 6178
 Indianapolis, IN 46206-6178
 Phone: 1-800-448-3533
www.salliemae.com
20. **SALLIE MAE SERVICING CORP.**
CORRESPONDENCE
 (For All Loans)
 P. O. Box 9500
 Wilkes-Barre, PA 18773-9500
REPAYMENT
 P.O. Box 4600
 Wilkes-Barre, PA 18773-4600
 Phone: 1-800-858-5050
 (Medloans borrowers only)
 Phone: 1-888-272-5543
 (All other loans)
www.salliemae.com
20. **SALLIE MAE SERVICING CORP.**
CUSTOMER SERVICE
 P. O. Box 9500
 Wilkes-Barre, PA 18773-9500
 Phone: 1-888-272-5543
www.salliemae.com
21. **STUDENT FINANCIAL AID OFFICE-NEWARK**
 University of Medicine and Dentistry of NJ
 30 Bergen Street, ADMC 1208
 P.O. Box 1709
 Newark, NJ 07101-1709
 Phone: 1-973-972-4376
 Fax: 1-973-972-7436
www.umdnj.edu/studentfinancialaid
22. **STUDENT FINANCIAL AID OFFICE-PISCATAWAY**
 UMDNJ-Robert Wood Johnson
 Medical School
 675 Hoes Lane, C103
 Piscataway, NJ 08854
 Phone: 1-732-235-4689
 Fax: 1-732-235-3264
www.umdnj.edu/studentfinancialaid
23. **STUDENT FINANCIAL AID OFFICE- STRATFORD**
 UMDNJ-School of Osteopathic Medicine
 40 East Laurel Road
 UEC Suite 1030
 Stratford, NJ 08084
 Phone: 1-856-566-6008
 Fax: 1-856-566-6015
www.umdnj.edu/studentfinancialaid
24. **STUDENT LOAN OFFICE**
GENERAL INFORMATION
DEFERMENT REQUEST
 University of Medicine and Dentistry of NJ
 Liberty Plaza
 335 George Street, 4th Floor
 New Brunswick, NJ 08901-2686
 Phone: 1-732-235-9181
 Fax: 1-732-235-9236
 Email: atwelldm@umdnj.edu
25. **STUDENT LOAN SERVICING CENTER**
AES-Loan Servicing
CORRESPONDENCE
 P.O. Box 8155
 Harrisburg, PA 17105
 Phone: 1-800-233-0557
26. **THE EDUCATIONAL RESOURCES INSTITUTE (TERI)**
Overnight/Express Mail
 31 St. James Avenue, 6th Floor
 Boston, MA 02116
Regular Mail
 P.O. Box 312
 Boston, MA 02117
 Phone: 1-800-255-TERI (8374)
International Calling
 Phone: 1-617-426-0681 (press option 2)
 Fax: 1-888-329-8374
 Email: custserv@teri.org
www.teri.org

27. **Total Higher Education Loan Program (T.H.E)/ Northstar**
CORRESPONDENCE
The Loan Processing Program
P.O. Box 64722
St. Paul, MN 55164-0722
PAYMENT
Great Lakes
P.O. Box 3059
Milwaukee, WI 53201-3059
OVERNIGHT
Northstar
444 Cedar Street, Suite 550
St. Paul, MN 55101
Phone 1-800-366-0604
Fax: 1-888-843-3099
CUSTOMER SERVICE
MEDICAL STUDENTS
Phone: 1-888-843-004
OTHER GRADUATE STUDENTS
Phone: 1-800-366-0604
Fax: 1-888-843-3099
CONSOLIDATION LOAN PROGRAM
CUSTOMER SERVICE
Phone: 1-866-562-6672
Fax: 1-866-232-9337
TOTAL HIGHER EDUCATION LOAN PROGRAM
P.O. Box 64454
St. Paul, MN 55164-0454
www.pheaa.org
www.umdj.edu/cntrlweb/studentloans
www.northstar.org
Email:service@northstar.org

28. **WELLS FARGO EDUCATION FINANCIAL SERVICES**
CORRESPONDENCE
P.O. Box 5185
Sioux Falls, SD 57117-5185
MAILING
301 E. 58th Street, North
Sioux Falls, SD 57104
PAYMENT
P.O. Box 5151
Sioux Falls, SD 57104
Phone: 1-800-658-3567
Fax: 1-800-456-0551
www.wellsfargo.com

WELLS FARGO EDUCATION FINANCIAL SERVICES
CORRESPONDENCE
P.O. Box 5185
Sioux Falls, SD 57117-5185
MAILING
301 E. 58th Street, North
Sioux Falls, SD 57104
PAYMENT
P.O. Box 5151
Sioux Falls, SD 57117-5151
1-800-658-3567
1-800-456-0561 (fax)
www.wellsfargo.com

USEFUL FINANCIAL AID RESOURCES

LENDERS

<http://www.aamc.org>

DESCRIPTION

American Association of Medical Colleges includes information about the MEDLOANS Program, MEDEX Loans and Debt Management for borrowers.

<http://www.salliemae.com>

Homepage of the Student Loan Marketing Association and Signature Loan pre-approval.

<http://www.wellsfargo.com>

Information about the MedCap Program, Allied Health Loan, and other private loan programs of Norwest Bank. Online access to loan information.

<http://www.northstar.org>

Information about student loans through the Total Higher Education Loan (T.H.E.) program.

<http://accessgroup.org>

ACCESS Group lending programs website. Online access to loan information. Also includes payment calculators for estimating loan repayment.

<http://Key.com/educate>

Information about student loans through Key Bank. Also includes payment calculators for estimating loan repayment. Utilize debt management tools and resources to discover your options. Determined if consolidation is right for you.

<http://www.adea.org>

American Dental Education Association website. Includes information about the DEAL program.

<http://www.ed.gov>

U.S. Department of Education website. Check your financial aid history.

<http://www.finaid.org>

The SmartStudent Guide to

<http://www.hesaa.org>

Financial Aid. A very good catchall financial aid information index sponsored by the National Association of Financial Aid Administrators.

<http://www.dhhs.gov>

State of New Jersey's homepage and New Jersey Class Loans.

<http://www.umdnj.edu/cntrlweb/studentloans.html>

U.S. Department of Health and Human Service's site. An agency for protecting the health of all Americans and providing essential human services, especially for those who are least able to help themselves.

<http://www.mycampusloan.com>

UMDNJ Student Loan homepage where you can download the application for Economic/Hardship and Forbearance forms for Campus Based loans.

<http://www.loanconsolidation.ed.gov>

Information about student loans. Click on downloadable forms. This will provide the borrower with access to Campus Based Deferment/Forbearance forms for Perkins, LDS & HPSL loans.

<http://www.irs.gov/pub/irs-pdf/p970.pdf>

Information about direct consolidation loan.

<http://www.nsls.ed.gov>

You can get a copy of Publication 970 *Tax Benefits for Higher Education*. Information on the Hope and Lifetime Learning tax credits and other tax benefits for postsecondary students.

UMDNJ Homepage – <http://www.umdnj.edu>

National Student Loan Data System. Provides a centralized, integrated view of Title IV loans and Pell grants that are tracked through their entire cycle; from aid approval through closure.

University's homepage, including the Financial Aid Office website. Important links to other financial aid resources and the Financial Aid Handbook.

PLEASE NOTE: *The information contained in the handbook is based on current terms and conditions. Some items are subject to change, please contact your lender, servicer and/or institution if you have any questions.*