

CHAPTER FOURTEEN

FEDERAL STUDENT AID OMBUDSMAN

Have a question about Federal Student Loans? Contact one of our Customer Service Centers.

If you are not sure which Service Center to call please contact the Customer Care Center at 1-800-433-7327, or e-mail us at: fsa.customer.support@ed.gov.

OFFICE OF THE OMBUDSMAN, FSA

The Ombudsman Office is a final resource after individuals looking for help covering their student loans through other customer service avenues. Before contacting the Ombudsman, borrowers concerned about student loans should contact their loan holder or visit our web site <http://ombudsman.ed.gov> for further information. Current students should contact their financial aid office first.

When contacting the Ombudsman Office, be ready to:

- Identify the problem and the reason behind it
- Define expectations
- Describe actions already taken to resolve the problem
- Supply documentation to support your position

The easiest way to contact the Ombudsman is to file an on-line assistance request through www.ombudsman.ed.gov. Other contact options are:

Mail:

Office of the Ombudsman
Federal Student Aid
UD Department of Education
Fourth Floor (UCP-3/MS 5144)
830 First Street NE
Washington, DC 20202-5144

Phone:

Phone Toll Free: 1-877-577-2575 (Best used to initiate a Case)
TDD: 202-377-3800
E-Mail: fsaombudsmanoffice@ed.gov
Website: <http://ombudsman.ed.gov/> or <http://fsahelp.ed.gov>

RESOLVE A PROBLEM

The FSA Ombudsman web site provides the process and the resources to assist you in resolving problems with your student loan. The page explains the process, and we have also provided *a diagram of the process*.

If you have only a question, see *learning about your loan*.

If you know you have a problem, here are some steps you can take.

A. Take steps to resolve it yourself.

1. Figure out what your problem is.
2. If it is a problem with your loan, call your loan servicer (for contact information, see the list of links on the website). Also see *tips for dealing with your servicer*.
3. If you don't know who's servicing your loan, use the National Student Loan Data System or call 1-800-4-FED-AID.
4. Learn *how to deal with your loan servicer*.

For more resources, see the list of links and take a look at the self-resolution checklist. Also see the *FAQ on resolving loan problems*.

B. If you are unable to resolve the problem yourself

It may be time to contact the FSA Ombudsman for assistance. First, take the following steps:

1. Prepare the materials you will need for getting help from the Ombudsman's office.
2. Contact the Ombudsman.
3. Learn about what you can expect to happen after you contact the Ombudsman.
4. Avoid having problems in the future.