

Servicing Contact Information

CollegeServ®

Providing expert support for schools to assist with borrower related issues/repayment counseling, enrollment updates or guidance with our online reports.

Monday through Thursday, 8 am to 9 pm ET, and Friday, 8 am to 8 pm ET

Phone: **888-272-4665**; Fax: 800-828-0250

Email: collegeserv@aidvantage.com

Electronic Services

Providing technical support for monitoring of electronic file delivery and assistance with school servicing portal navigation

Monday through Friday, 8 am to 5 pm ET

Phone: **800-348-4606**

Email: ESNAVI@aidvantage.com

Information to view, manage, and repay loans

For Borrowers with Aidvantage Serviced U.S. Department of Education (ED) Loans

Information for loans through the William D. Ford Federal Direct Loan Program (DirectSubsidized, Direct Unsubsidized, DirectPLUS, or Direct Consolidation) or loans owned by the U.S. Department of Education through the Federal Family Education Loan Program (FFELP)

Customer service (ED-owned loans)

Toll-free phone: 800-722-1300

Monday – Thursday 8 am – 9 pm ET and Friday 8 am – 8 pm ET

Fax: 866-266-0178

International phone: Overseas borrowers:

If toll-free (no cost per call) number cannot be accessed, use 317-806-0580 (cost per call)

International fax: 570-706-8563

TDD: 877-713-3833

Correspondence (ED-owned loans)

Aidvantage -U.S. Department of Education
Loan Servicing

P.O. Box 9635

Wilkes-Barre, PA 18773

Loan payments (ED-owned loans)

Aidvantage -U.S. Department of Education
Loan Servicing

P.O. Box 4450

Portland, OR 97208-4450

For Military Service Members

Specialized support for borrowers who are active-duty service members

Military benefits

Toll-free phone: 855-284-4879

Monday – Thursday 8 am – 9 pm ET and Friday 8 am – 8 pm ET

Fax: 800-848-1949

International Phone: 001-888-272-5543 (toll-free)

International Phone: 001-317-570-7397 (charges apply)

International Fax: 001-317-578-6700

Email: militarybenefits@aidvantage.com



Contact information for borrower support

Federal Student Loan Servicers

Aidvantage	800-722-1300	aidvantage.com
FedLoan Servicing (PHEAA)	8 00-699-2908	myfedloan.org
Great Lakes Educational Loan Services, Inc.	800-236-4300	mygreatlakes.org
Nelnet	888-486-4722	nelnet.com
HESC / Edfinancial	800-337-6884	edfinancial.com
MOHELA	888-866-4352	mohela.com
OSLA Servicing	866-264-9762	osla.org

For borrowers with Federal Perkins Loans

- Contact the school where you received your Federal Perkins Loan for details about repaying your loan. Your school may be the servicer for your loan.
- Contact the ECSI Federal Perkins Loan Servicer at 866-313-3797 or efpls.ed.gov if you know that your Federal Perkins Loan has been assigned to ED.

Reach FSA:

Toll-free phone: 855-FSA-4-FAA (855-372-4322)
Phone line for the financial aid community that provides the option of calling one number to reach Federal Student Aid (FSA) School Contact Centers.

Campus-Based Call Center:

Toll-free phone: 877-801-7168
Email: CBFOB@ed.gov

For questions related to the Campus-Based Programs, the Fiscal Operations Report and Application to Participate (FISAP), and Federal Perkins Loan cohort default rates.

CPS/SAIG Technical Support and TFA Support Center:

Toll-free phone: 800-330-5947
Email: CPSSAIG@ed.gov

National Student Loan Data System (NSLDS):

Toll-free phone: 800-999-8219
Email: NSLDS@ed.gov

COD School Relations Center:

Grant Programs

Toll-free phone: 800-474-7268

Direct Loan Program

Toll-free phone: 800-848-0978

Student Loan Support Center

Toll-free phone: 800-557-7394
Email: CODSupport@ed.gov

