

# We're here to help!

Contact us any time. When you do, we may ask questions to confirm who you are and how we can best help you.

Choose the topic and contact option below that best fits your needs.

## For U.S. Department of Education student loans

Examples of Department of Education student loans:

- Direct Loan – Subsidized or Unsubsidized
- Direct Consolidation Loan
- Direct Parent PLUS Loan
- Direct Graduate PLUS

### Phone

- Call us at **800-722-1300**
- Call Eastern Time, Monday through Friday 8 a.m. – 11 p.m. and Saturday 10 a.m. – 2 p.m.
- International: If the number above doesn't work for you, call 001-317-806-0580



### Email

- Log in to our [Help Center](#) and go to Email Us



*more on next page ►*



For questions, call **800-722-1300**.

Call Eastern Time, Monday through Friday 8 a.m. – 11 p.m. and Saturday 10 a.m. – 2 p.m.

## Fax

- 866-266-0178
- International: 001-570-706-8563



## Mail

### Loan payments

Aidvantage – Department of Education Loan Servicing  
P.O. Box 4450  
Portland, OR 97208-4450



### General correspondence

Aidvantage – Department of Education Loan Servicing  
P.O. Box 9635  
Wilkes-Barre, PA 18773-9635

---

## For military service members

### Phone

- Call **855-284-4879**
- Call Eastern Time, Monday 8 a.m. – 11 p.m., Tuesday through Friday 8 a.m. – 8 p.m., and Saturday 10 a.m. – 2 p.m.
- International: 001-317-570-7397



### Email

- [militarybenefits@Aidvantage.com](mailto:militarybenefits@Aidvantage.com)



### Fax

- 866-266-0178
- International: 001-317-578-6700



---

## For school aid offices

CollegeServ® provides support for schools to help students with borrower-related issues and offer repayment counseling and enrollment updates. It provides technical support for the School Servicing Portal, online reports, and electronic file delivery.

### Phone

- Call **888-272-4665**
- Call Eastern Time, Monday 8 a.m. – 9 p.m. and Tuesday through Friday 8 a.m. – 8 p.m.



*more on next page ►*



For questions, call **800-722-1300**.

Call Eastern Time, Monday through Friday 8 a.m. – 11 p.m. and Saturday 10 a.m. – 2 p.m.

## Email

- [collegeserv@Aidvantage.com](mailto:collegeserv@Aidvantage.com)

## Fax

- 866-266-0178



---

## Get help fast with our automated system

Our interactive phone system helps you find or do what you need quickly and easily. Best of all, it's there whenever you need it — 24/7/365!

Call **800-722-1300**

### Tips to get started

#### Tell us how we can help you

When prompted, tell us in a few words how we can help you. We'll get you to the right place! For example, if you'd like to make a payment, say "make a payment." If you need help with your password, just say "password."

#### Have your information ready

To prove who you are, we will ask for your Social Security Number or account number. You can find your 10-digit account number on all Aidvantage correspondence, such as your monthly statement.

#### Use our self-service options

It's fast and easy! Make a payment, hear your account balance, or reset your password on your own.

#### No pen? No worries

Multi-tasking? We can text you information such as your payment confirmation number, current balance information, and where to send your payments.

#### Access your account and we'll help you navigate

Our phone system can send you links to take you right where you need to go in your account. We can also email you links to repayment options, forms, and other information you need. For example, say "repayment options," "loan forgiveness," "consolidation," or "Auto Pay." We'll take it from there! Log in first at [Aidvantage.com](http://Aidvantage.com).



For questions, call **800-722-1300**.

Call Eastern Time, Monday through Friday 8 a.m. – 11 p.m. and Saturday 10 a.m. – 2 p.m.