



# Getting to Zero: Student Loan Updates and the Public Service Loan Forgiveness Program

July 20, 2022

In collaboration with the Partnership for After School Education

Presented by EDCAP, a Community Service Society Program Initiative  
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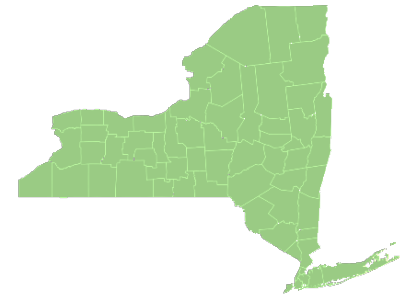
# Agenda

- About EDCAP
- Student Loan Updates
- PSLF: The Original Program and the Temporary Waiver Opportunity
  - Tracking Qualifying Payments
  - Required Action: PSLF Temporary Waiver Opportunity
  - General Tips and Information
- Resources and Additional Information

# The Education Debt Consumer Assistance Program (EDCAP)

# Who We Are

- EDCAP is a program initiative of the Community Service Society.
- Created to help tackle the student debt crisis in New York.
- Offers free and unbiased services.
- EDCAP's goal is to expand statewide.



# What We Do

- Advise on student loan repayment options.
- Rehabilitate loans to help prevent wage garnishments, social security offsets, and tax intercepts.
- Apply for loan forgiveness, cancellation and discharge.
- Help consolidate loans, request deferments, and forbearances.
- Resolve issues with loan servicers and lenders.

# Student Loan Updates

# Student Loan Updates

- **Payment Pause:**

- The COVID Forbearance set **interest rates to 0% , suspended payments** on loans in good standing since March 13,2020 and stopped collection activities on defaulted loans.
- This relief has been extended through **August 31, 2022**. Payments are set to resume in September.

- **Fresh Start for Defaulted Loans:**

- The DOE announced a plan to bring defaulted federal student loans back into good standing while eliminating the impact of delinquency and default on credit. Stay tuned for more details.

# Student Loan Updates, (cont'd)

- **Debt Relief For FedLoan and AES Customers in New York:**
  - The Attorney General of New York secured a settlement requiring PHEAA, the parent company of FedLoan and AES, to conduct audits for borrowers who feel their loans were mismanaged by these servicers. For more information, see the [official press release](#).
- **Sweet vs. Cardona class action lawsuit settlement to result in \$6 bn debt cancellation:**
  - The Department of Education has agreed to settle a class action lawsuit for borrowers who have filed claims of misconduct against their schools through the Borrower Defense to Repayment (BDR) process. For more information about the case and the settlement, [click here](#). **Borrowers who have not filed a BDR should do so now!**



# Loan Servicer Changes

- **FedLoan Servicing transitioning management of the PSLF program to MOHELA.** FedLoan has been the sole administrator of the Public Service Loan Forgiveness (PSLF) and Teach Grant programs. They will be exiting the federal student loan servicing business over the coming months. **MOHELA** will take over as the new PSLF servicer.
  - FedLoan stopped accepting new loans on 5/1/2022.
  - FedLoan began transitioning management of the PSLF program to MOHELA on 7/1/2022. All PSLF portfolios currently at FedLoan will be transferred to MOHELA.
  - For details of the PSLF transition from **FedLoan** to **MOHELA** visit [MyFedLoan](#) or [Mohela.com](#).

# Loan Servicer Changes, (cont'd)

- **Great Lakes** is transferring federal loans to their parent company, Nelnet. This transition started in March 2022.
- **Granite State** has transferred loans to EdFinancial.
- **Navient** has completed the transfer of loans directly owned by the department of education to new servicer Aidvantage.

# Be Prepared For Upcoming Changes...

- Make sure your loan servicer(s) and Federal Student Aid (FSA) have your **updated contact information**.
  - Check email and servicer inboxes for important updates.
- Know when your first payment will be due and how much it will be. Your servicer will send you notification at least **21 days in advance**.
- **Enroll in the right repayment plan.** IDR plans may be an affordable alternative to Traditional/Standard plans.
- **IDR Recertification.** If you were eligible for the payment suspension, IDR plans don't have to be recertified until March 2023.
  - Be strategic. If your income is lower now than it was the last time you made a payment, you can and should recertify now!

# Be Prepared For Upcoming Changes, (cont'd)...

- Reestablish **auto debit** arrangements that were in place prior to the covid forbearance.
- **Download important information** from your current online account such as loan details, payment history, PSLF qualifying payment count (where applicable) and inbox documents.

# PSLF: The Original Program & Temporary Waiver Opportunity

# In General

- PSLF forgives loan balances for borrowers working for eligible public service organizations after making **120 qualifying** monthly payments (10 Years).
- You do not “enroll” in the PSLF program. You accumulate qualifying payments towards forgiveness.
- Forgiven loan balances are **NOT TAXABLE!**
- Under the latest PSLF relief, you could be debt free or close to it. But you must act by **October 31, 2022!**



# What is the PSLF Temporary Waiver Opportunity?

- On October 6, 2021, the Biden Administration unveiled a plan to temporarily waive key requirements of the Public Service Loan Forgiveness (PSLF) program until **October 31, 2022**.
- The goal is to allow borrowers with previously disqualifying **loan types** and **repayment plans** to accumulate credit toward the 120 qualifying payments required to have their loan balances forgiven.

# You Must Make 120 Qualifying Payments

- For payments to count, **under the original program** they must be...
  - Made after October 1, 2007
  - Toward “Direct” Loans
  - While enrolled in an Income-Driven-Repayment (IDR) Plan \*
  - While you are working full time
  - For a qualifying employer
  - Made on time and in full


\* Some payments in the Standard 10-Year Fixed Repayment plan may qualify but you must eventually switch to and remain in an IDR plan for most of the life of the loan.



# Who Is Eligible for PSLF?

Original Program	Waiver Opportunity
Student borrowers  Parent Plus borrowers who convert to Direct Consolidation loans	Student borrowers only

# What Type of Loans Qualify?



Original Program	Waiver Opportunity
Only Direct Loans	All federal loans qualify. FFEL, Perkins and other Non-Direct Federal Loans may now qualify if consolidated into Direct Consolidation Loans

# What Repayment Plans Qualify?



Original Program	Waiver Opportunity
Income-Driven-Repayment (IDR) and Standard 10-Year Fixed Plan	All Repayment Plans

# Repayment Plans

- **Standard/Traditional Plans:** Payments are based on the loan balance, interest rate and payback period. There are fixed and graduated payment options and payback terms range from 10-30 years.
- **Income-Driven Repayment (IDR) Plans:** Payments and payback period are based on your Adjusted Gross Income (AGI), family size and tax filing status.
  - Revised Pay As You Earn (REPAYE)
  - Pay As You Earn (PAYE)
  - Income Based Repayment (IBR)
  - Income Contingent Repayment (ICR).

Some periods in the Standard 10-Year Repayment plan will count, but generally, you must switch to and remain in an IDR plan.

*During the Waiver Opportunity, all repayment plans count.*

# Who Is Considered A Qualifying Employer?

## Original Program/Waiver Opportunity (No Changes)


- Qualified employers include:
  - Nonprofits: Tax-exempt 501(c)(3)
  - Government: Federal, State, Local, Tribal (may include schools & universities)
  - Peace Corps or AmeriCorps
  - Other types of not-for-profit organizations: If their primary purpose is to provide certain types of qualifying public services (education, healthcare, legal services, etc.)
- Advocacy groups, political groups, and labor unions are not qualified employers.

# What Is Considered Working Full-Time?

## Original Program/Waiver Opportunity (No Changes)

- You must meet your employer's definition of "full-time" OR work at least 30 hours per week, whichever is greater.
- If you're employed in more than one qualifying part-time job, you can still meet this requirement by working a combined average of at least 30 hours per week.
- All part-time jobs must meet the employer eligibility requirements.


# What Are On-Time and In Full Payments?



	Original Program	Waiver Opportunity
On-time	Payments must be made within 15 days of the due date (before or after).	Review will rely on Repayment Status History (See below)
In-Full	Required payment amount based on repayment plan.	Review will rely on Repayment Status History (See below)

- For payments to count, your loan status must be “In-Repayment”. Some periods spent in non-covid related forbearance and deferment may also count under the IDR Adjustment plan.
- Periods in an in-school deferment, grace period or default will not count.
- Suspended payments in the Covid Forbearance from 3/13/2020-8/31/2022 will count for everyone that meets other program requirements.

# Other Rules

	Original Program	Waiver Opportunity 
Employment Status at time of applying for and receiving forgiveness	Must be employed full time by a qualifying employer to get actual forgiveness	Do not have to be employed full time by a qualifying employer after qualifying for forgiveness
Payment Dates	Only payments made on or after October 1, 2007, will count.	
Number of Qualifying Payments Required to Achieve Forgiveness	120	



# How To Track Qualifying Payments

# File the PSLF and TEPSLF Certification and Application Form



File the form **annually** to track your payments: [Click here for form.](#)



Your employer (usually HR) must certify your employment by completing the employer section.



File the **PSLF Certification and Application Form now** to start tracking your progress or to update your count.




As of 7/1/2022, if your loans are still at **FedLoan**, submit the PSLF Certification Form there until you are transferred to MOHELA. For everyone else, submit the Forms to **MOHELA**.

# File the PSLF and TEPSLF Certification and Application Form, (Cont'd)

- After submitting the form, you will receive a letter detailing how many qualifying payments you have made or if FedLoan is your servicer, you can track your progress online on your [MyFedLoan account](#). A tracker should be available on [MOHELA](#) accounts starting in August.
- You will be notified when payments do not qualify and why.
- If you do not file the form regularly, when you are ready to apply for PSLF you will have to file a form for each job you have had over the 10-year period you were making payments.

# How to Fill Out the PSLF Certification and Application Form Manually

 **PUBLIC SERVICE LOAN FORGIVENESS (PSLF) & TEMPORARY EXPANDED PSLF (TEPSLF) CERTIFICATION & APPLICATION**  
William D. Ford Federal Direct Loan (Direct Loan) Program

OMB No. 1845-0110  
Form Approved  
Exp. Date 08/31/2023  
PSFAP - XBCR

**WARNING:** Any person who knowingly makes a false statement or misrepresentation on this form or on any accompanying document is subject to penalties that may include fines, imprisonment, or both, under the U.S. Criminal Code and 20 U.S.C. 1097.

**SECTION 1: BORROWER INFORMATION**

Please enter or correct the following information.  
☐ Check this box if any of your information has changed.

SSN \_\_\_\_\_  
Date of Birth \_\_\_\_\_  
Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Telephone - Primary \_\_\_\_\_  
Telephone - Alternate \_\_\_\_\_  
Email \_\_\_\_\_

For more information on PSLF, visit [StudentAid.gov/publicservice](https://studentaid.gov/publicservice). To apply online, visit [StudentAid.gov/PSLF](https://studentaid.gov/PSLF).

**SECTION 2: BORROWER REQUEST, UNDERSTANDING, AND CERTIFICATION**

I request (1) that the U.S. Department of Education (the Department) determine whether I qualify for PSLF or TEPSLF, and discharge any qualifying loans that I have, and (2) if none of my loans qualify for PSLF or TEPSLF when I submit this form, determine how many qualifying payments I have made towards PSLF and TEPSLF.

☐ I just want to find out how many qualifying payments I have made or if my employer is a qualified employer.

☐ I believe I qualify for forgiveness under PSLF or TEPSLF right now.

☐ If I indicated that I believe I qualify for forgiveness now, I want a forbearance while my application is being processed, but understand that periods of forbearance do not count towards forgiveness.

**I understand that:**

1. To qualify for forgiveness, I must have made 120 qualifying payments on my Direct Loans while employed full-time by a qualifying employer. Neither the 120 qualifying payments nor employment have to be consecutive.
2. To qualify for forgiveness, I must be employed full-time by a qualifying employer when I apply for and get forgiveness.
3. By submitting this form, my student loans held by the Department may be transferred to FedLoan Servicing.
4. If the Department determines that I appear to be eligible for forgiveness, the Department may contact my employer before granting forgiveness to ensure that I continue to work for the employer.
5. If I am eligible for forgiveness, the amount forgiven will be the principal and interest that was due on my eligible Direct Loans when I made my final qualifying payment. Any amount that I pay on those loans after I have made my final qualifying payment will be treated as an overpayment. I must continue to make payments on any of my other loans.
6. If I am not eligible for forgiveness, I will be notified of the determination, why it was made, and how many qualifying payments I have made towards PSLF and TEPSLF.

I certify that all of the information I have provided on this form and in any accompanying document is true, complete, and correct to the best of my knowledge and belief and that if I cease to be employed by a qualifying employer after I submit this application, but before forgiveness is granted, I will notify the Department (see Section 7) immediately.

☐ Check this box if you cannot obtain certification from your employer because the organization is closed or because the organization has refused to certify your employment. The Department will follow up to assist you in getting documentation of your employment. **Complete Section 3, but do not complete Section 4.**

Borrower's Signature \_\_\_\_\_ Date \_\_\_\_\_

Page 1 of 6

Until applying for forgiveness, you are requesting a count of your eligible payments over different time periods.

# How to Fill Out the PSLF Certification and Application Form Manually, (Cont'd)

Borrower Name \_\_\_\_\_ Borrower SSN \_\_\_\_\_

**SECTION 3: EMPLOYER INFORMATION (TO BE COMPLETED BY THE BORROWER OR EMPLOYER)**

1. Employer Name: \_\_\_\_\_

2. Federal Employer Identification Number (FEIN) \_\_\_\_\_

3. Employer Address: \_\_\_\_\_

4. Employer Website (if any): \_\_\_\_\_

5. Employment Begin Date: \_\_\_\_\_

6. Employment End Date: \_\_\_\_\_ **OR** ☐ Still Employed

7. Employment Status: ☐ Full-Time ☐ Part-Time

8. Hours Per Week (Average) \_\_\_\_\_

Include vacation, leave time, or any leave taken under the Family Medical Leave Act of 1993. If your employer is a 501(c)(3) or a not-for-profit organization, do not include any hours you spent on **religious instruction, worship services, or proselytizing.**

9. Is your employer a **governmental** organization?

A governmental organization is a Federal, State, local, or Tribal government organization, agency, or entity, a public child or family service agency, a Tribal college or university, or the Peace Corps or AmeriCorps.

☐ Yes - Skip to Section 4.  
☐ No - Continue to Item 10.

10. Is your employer tax-exempt under Section 501(c)(3) of the Internal Revenue Code (IRC)?  
 If your employer is tax-exempt under another subsection of 501(c) of the IRC, such as 501(c)(4) or 501(c)(6), check "No" to this question.  
☐ Yes - Skip to Section 4.  
☐ No - Continue to Item 11.

11. Is your employer a **not-for-profit** organization that is **not** tax-exempt under Section 501(c)(3) of the Internal Revenue Code?  
☐ Yes - Continue to Item 12.  
☐ No - Your employer does not qualify.

12. Is your employer a partisan political organization or a labor union?  
☐ Yes - Your employer does not qualify.  
☐ No - Continue to Item 13.

13. Which of the following services does your employer provide? Check all that apply and then continue to Section 4. If you check "None of the above", do not submit this form.

- ☐ Emergency management
- ☐ Military service (See Section 6)
- ☐ Public safety
- ☐ Law enforcement
- ☐ Public interest legal services (See Section 6)
- ☐ Early childhood education (See Section 6)
- ☐ Public service for individuals with disabilities
- ☐ Public service for the elderly
- ☐ Public health (See Section 6)
- ☐ Public education
- ☐ Public library services
- ☐ School library services
- ☐ Other school-based services
- ☐ None of the above - the employer does not qualify.

**SECTION 4: EMPLOYER CERTIFICATION (TO BE COMPLETED BY THE EMPLOYER)**

By signing, I **certify** (1) that the information in Section 3 is true, complete, and correct to the best of my knowledge and belief, (2) that I am an authorized official (see Section 6) of the organization named in Section 3, and (3) that the borrower named in Section 1 is or was an employee of the organization named in Section 3.

**Note:** If any of the information is crossed out or altered in Section 3, you must initial those changes.

Official's Name \_\_\_\_\_ Official's Phone \_\_\_\_\_  
 Official's Title \_\_\_\_\_ Official's Email \_\_\_\_\_

Authorized Official's Signature \_\_\_\_\_ Date \_\_\_\_\_


Page 2 of 6

Your employer will complete page 2 of the application.

Make sure they enter the full employment start and end dates (or check the "Still Employed" box).

Check that all information in section 4 is filled in.

# Do You Have 120 Qualifying Payments?

 **PUBLIC SERVICE LOAN FORGIVENESS (PSLF) & TEMPORARY EXPANDED PSLF (TEPSLF) CERTIFICATION & APPLICATION**  
William D. Ford Federal Direct Loan (Direct Loan) Program

OMB No. 1845-0110  
Form Approved  
Exp. Date 08/31/2023  
PSFAP - XBCR

**WARNING:** Any person who knowingly makes a false statement or misrepresentation on this form or on any accompanying document is subject to penalties that may include fines, imprisonment, or both, under the U.S. Criminal Code and 20 U.S.C. 1097.

**SECTION 1: BORROWER INFORMATION**

Please enter or correct the following information.  
☐ Check this box if any of your information has changed.

SSN \_\_\_\_\_  
Date of Birth \_\_\_\_\_  
Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Telephone - Primary \_\_\_\_\_  
Telephone - Alternate \_\_\_\_\_  
Email \_\_\_\_\_

For more information on PSLF, visit [StudentAid.gov/publicservice](http://StudentAid.gov/publicservice). To apply online, visit [StudentAid.gov/PSLF](http://StudentAid.gov/PSLF).

**SECTION 2: BORROWER REQUEST, UNDERSTANDINGS, AND CERTIFICATION**

I request (1) that the U.S. Department of Education (the Department) determine whether I qualify for PSLF or TEPSLF, and discharge any qualifying loans that I have, and (2) if none of my loans qualify for PSLF or TEPSLF when I submit this form, determine how many qualifying payments I have made towards PSLF and TEPSLF.

☐ I just want to find out how many qualifying payments I have made or if my employer is a qualified employer.

☐ I believe I qualify for forgiveness under PSLF or TEPSLF right now.

☐ If I indicated that I believe I qualify for forgiveness now, I want a forbearance while my application is being processed, but understand that periods of forbearance do not count towards forgiveness.

**I understand that:**

- To qualify for forgiveness, I must have made 120 qualifying payments on my Direct Loans while employed full-time by a qualifying employer. Neither the 120 qualifying payments nor employment have to be consecutive.
- To qualify for forgiveness, I must be employed full-time by a qualifying employer when I apply for and get forgiveness.
- By submitting this form, my student loans held by the Department may be transferred to FedLoan Servicing.
- If the Department determines that I appear to be eligible for forgiveness, the Department may contact my employer before granting forgiveness to ensure that I continue to work for the employer.
- If I am eligible for forgiveness, the amount forgiven will be the principal and interest that was due on my eligible Direct Loans when I made my final qualifying payment. Any amount that I pay on those loans after I have made my final qualifying payment will be treated as an overpayment. I must continue to make payments on any of my other loans.
- If I am not eligible for forgiveness, I will be notified of the determination, why it was made, and how many qualifying payments I have made towards PSLF and TEPSLF.

**I certify** that all of the information I have provided on this form and in any accompanying document is true, complete, and correct to the best of my knowledge and belief and that if I cease to be employed by a qualifying employer after I submit this application, but before forgiveness is granted, I will notify the Department (see Section 7) immediately.

☐ Check this box if you cannot obtain certification from your employer because the organization is closed or because the organization has refused to certify your employment. The Department will follow up to assist you in getting documentation of your employment. **Complete Section 3, but do not complete Section 4.**

Borrower's Signature \_\_\_\_\_ Date \_\_\_\_\_

Page 1 of 6

File the PSLF Certification and Application Form for the final time!

**Caution:** You must be fully employed at a qualifying employer when you apply for and receive loan forgiveness!

**Note: This requirement will be waived for borrowers applying for forgiveness under the Temporary Waiver Opportunity through 10/31/2022.**



# Use the PSLF Help Tool When Possible

 **PUBLIC SERVICE LOAN FORGIVENESS (PSLF) & TEMPORARY EXPANDED PSLF (TEPSLF) CERTIFICATION & APPLICATION**  
**William D. Ford Federal Direct Loan (Direct Loan) Program**

OMB No. 1845-0110  
 Form Approved  
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## SECTION 1: BORROWER INFORMATION

Please enter or correct the following information.  
☐ Check this box if any of your information has changed.

SSN \_\_\_\_\_  
 Date of Birth \_\_\_\_\_  
 Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
 Telephone - Primary \_\_\_\_\_  
 Telephone - Alternate \_\_\_\_\_  
 Email \_\_\_\_\_

For more information on PSLF, visit [StudentAid.gov/publicservice](http://StudentAid.gov/publicservice). To apply online, visit [StudentAid.gov/PSLF](http://StudentAid.gov/PSLF).

## SECTION 2: BORROWER REQUEST, UNDERSTANDINGS, AND CERTIFICATION

**I request (1)** that the U.S. Department of Education (the Department) determine whether I qualify for PSLF or TEPSLF, and discharge any qualifying loans that I have, and **(2)** if none of my loans qualify for PSLF or TEPSLF when I submit this form, determine how many qualifying payments I have made towards PSLF and TEPSLF.

- ☐ I just want to find out how many qualifying payments I have made or if my employer is a qualified employer.
- ☐ I believe I qualify for forgiveness under PSLF or TEPSLF right now.
- ☐ If I indicated that I believe I qualify for forgiveness now, I want a forbearance while my application is being processed, but understand that periods of forbearance do not count towards forgiveness.

### I understand that:

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- To qualify for forgiveness, I must be employed full-time by a qualifying employer when I apply for and get forgiveness.
- By submitting this form, my student loans held by the Department may be transferred to FedLoan Servicing.
- If the Department determines that I appear to be eligible for forgiveness, the Department may contact my employer before granting forgiveness to ensure that I continue to work for the employer.
- If I am eligible for forgiveness, the amount forgiven will be the principal and interest that was due on my eligible Direct Loans when I made my final qualifying payment. Any amount that I pay on those loans after I have made my final qualifying payment will be treated as an overpayment. I must continue to make payments on any of my other loans.
- If I am not eligible for forgiveness, I will be notified of the determination, why it was made, and how many qualifying payments I have made towards PSLF and TEPSLF.

**I certify** that all of the information I have provided on this form and in any accompanying document is true, complete, and correct to the best of my knowledge and belief and that if I cease to be employed by a qualifying employer after I submit this application, but before forgiveness is granted, I will notify the Department (see Section 7) immediately.

- ☐ Check this box if you cannot obtain certification from your employer because the organization is closed or because the organization has refused to certify your employment. The Department will follow up to assist you in getting documentation of your employment. **Complete Section 3, but do not complete Section 4.**

Borrower's Signature \_\_\_\_\_

Date \_\_\_\_\_

Page 1 of 6

Borrower Name \_\_\_\_\_ Borrower SSN \_\_\_\_\_

## SECTION 3: EMPLOYER INFORMATION (TO BE COMPLETED BY THE BORROWER OR EMPLOYER)

- Employer Name: \_\_\_\_\_
  - Federal Employer Identification Number (FEIN) \_\_\_\_\_
  - Employer Address: \_\_\_\_\_
  - Employer Website (if any): \_\_\_\_\_
  - Employment Begin Date: \_\_\_\_\_
  - Employment End Date: \_\_\_\_\_
- OR  
☐ Still Employed
- Employment Status: ☐ Full-Time ☐ Part-Time
  - Hours Per Week (Average) \_\_\_\_\_  
 Include vacation, leave time, or any leave taken under the Family Medical Leave Act of 1993.
  - Is your employer a **governmental** organization?  
 A governmental organization is a Federal, State, local, or Tribal government organization, agency, or entity, a public child or family service agency, a Tribal college or university, or the Peace Corps or AmeriCorps. Federal service includes military service.  
☐ Yes - Skip to Section 4.  
☐ No - Continue to Item 10.
  - Is your employer tax-exempt under Section 501(c)(3) of the Internal Revenue Code (IRC)?  
 If your employer is tax-exempt under another subsection of 501(c) of the IRC, such as 501(c)(4) or 501(c)(6), check "No" to this question.  
☐ Yes - Skip to Section 4.  
☐ No - Continue to Item 11.
  - Is your employer a **not-for-profit** organization that is **not** tax-exempt under Section 501(c)(3) of the Internal Revenue Code?  
☐ Yes - Continue to Item 12.  
☐ No - Your employer does not qualify.
  - Is your employer a partisan political organization or a labor union?  
☐ Yes - Your employer does not qualify.  
☐ No - Continue to Item 13.
  - Which of the following services does your employer provide? Check all that apply and then continue to Section 4. If you check "None of the above", do not submit this form.  
☐ Emergency management  
☐ Military service (See Section 6)  
☐ Public safety  
☐ Law enforcement  
☐ Public interest legal services (See Section 6)  
☐ Early childhood education (See Section 6)  
☐ Public service for individuals with disabilities  
☐ Public service for the elderly  
☐ Public health (See Section 6)  
☐ Public education  
☐ Public library services  
☐ School library services  
☐ Other school-based services  
☐ None of the above - the employer does not qualify.

## SECTION 4: EMPLOYER CERTIFICATION (TO BE COMPLETED BY THE EMPLOYER)

By signing, **I certify (1)** that the information in Section 3 is true, complete, and correct to the best of my knowledge and belief, **(2)** that I am an authorized official (see Section 6) of the organization named in Section 3, and **(3)** that the borrower named in Section 1 is or was an employee of the organization named in Section 3.

**Note:** If any of the information is crossed out or altered in Section 3, you must initial those changes.

Official's Name \_\_\_\_\_ Official's Phone \_\_\_\_\_  
 Official's Title \_\_\_\_\_ Official's Email \_\_\_\_\_

Authorized Official's Signature \_\_\_\_\_

Date \_\_\_\_\_

Page 2 of 6

If you use the PSLF Help Tool, it will auto-populate the information on this form. You sign the first page and your employer signs the second page.

The PSLF Help Tool does not send the application anywhere. You must print it and upload or mail the completed & signed form to the appropriate servicer!

# Where to submit PSLF Certification and Application Forms

- Submit the PSLF Certification & Application Forms to MOHELA
  - **By Mail:** U.S. Department of Education, MOHELA, 633 Spirit Drive, Chesterfield, MO 63005-1243
  - **By Fax:** 866-222-7060
  - **ONLY IF YOUR LOANS ARE AT MOHELA ,Upload to:**  
[mohela.com/uploadDocument](https://mohela.com/uploadDocument)
- **For help completing the form call:** 855-265-4038



# Sample PSLF Paper Payment Tracking



U.S. Department of Education  
Information about your federal student loan

April 6, 2019

#BNBBCT  
#B465 6686 0104 0615#

## IMPORTANT INFORMATION ABOUT AN ADJUSTMENT TO YOUR ACCOUNT

Account Number: [REDACTED]

### WHY WE ARE CONTACTING YOU

This serves to notify you of an update to your account regarding your progress in the Public Service Loan Forgiveness (PSLF) Program.

As a result of a review of your account records, an adjustment was made to the number of qualifying payments in our system. The adjustment resulted in an overall increase to the number of qualifying payments we have credited to your loan(s).

Please review the enclosed information for details regarding your qualifying payment count. The following information is provided for each loan:

- The total number of qualifying payments you made during all periods of qualifying employment approved to date,
- The estimated number of payments that are still required, and
- The date you are or were expected to be eligible to apply for forgiveness.

We appreciate the opportunity to service your student loans. If you have any questions or concerns relating to your account, please contact us at 855-265-4038, Monday through Friday, 8 a.m. to 9 p.m. Eastern time.

**Good to Know:** Keeping track of PSLF is easy.

- Sign in to Account Access at [MyFedLoan.org](https://myfedloan.org)
- Check your monthly bill
- Get answers to your PSLF questions at [MyFedLoan.org/PSLF](https://myfedloan.org/PSLF)

**NOTE:** If you make a monthly payment for more than the amount you are required to pay, you can receive credit for only one payment per month, no matter how much you pay. You can't qualify for PSLF faster by making larger payments. However, if you want to pay more than your required monthly payment amount, you should contact us and request to have paid ahead status permanently removed from your account. This will ensure that you receive the maximum credit toward forgiveness for your payments. In addition, no partial forgiveness is available for making fewer than 120 qualifying payments.

Any loan affected by an adjustment is listed below:

Loan Sequence	Disbursement Date	Loan Program	Qualifying Payments (Total)	Qualifying Payments (Remaining)	Estimated Eligibility Date
0001	08/17/2007	DLSTFD	36	84	02/27/2024
0002	01/12/2008	DLSTFD	36	84	02/27/2024
0003	08/17/2008	DLSTFD	36	84	02/27/2024
0004	01/10/2009	DLSTFD	36	84	02/27/2024
0005	08/16/2009	DLSTFD	36	84	02/27/2024
0006	01/09/2010	DLSTFD	36	84	02/27/2024
0007	08/17/2007	DLUNST	36	84	02/27/2024
0008	01/12/2008	DLUNST	36	84	02/27/2024
0009	08/17/2008	DLUNST	36	84	02/27/2024
0010	01/06/2011	DLSCNS	49	71	01/27/2023
0011	01/06/2011	DLUCNS	49	71	01/27/2023
0012	11/01/2011	DLUCNS	49	71	01/27/2023

# Track Your Progress Online

Currently available to borrowers with FedLoan accounts. Eventually will be available at MOHELA

The screenshot displays the StudentAid.gov dashboard with four main sections:

- Payments & Billing:** Shows a payment of \$695.53 on 2/19/2020, a balance of \$0.00, and a 'MAKE A PAYMENT' button. It also includes a link to 'Payment History' and a 'Trouble Paying?' link.
- Loan Details:** Features a circular progress indicator showing 0% Average Interest Rate, a 'Calculate Payoff' link, and a note about interest rates set by Congress with a 'Learn More' link.
- Public Service Loan Forgiveness (PSLF):** Contains two sub-sections:
  - Track your loan forgiveness progress:** Includes a 'CHECK MY PROGRESS' button (highlighted with a red box) and text about qualifying payments for PSLF and TEPSLF.
  - Certify Eligible Employment:** Includes an 'UPLOAD TO CERTIFY' button (highlighted with a red box) and text about preparing PSLF and TEPSLF certification applications.

# Track Your Progress Online, (Cont'd)

## Public Service Loan Forgiveness (PSLF) Payment Tracking

### Payment Counts

Eligible Payments

Ineligible Payments

[Show TEPSLF Overview](#) ▾

### 1 DIRECT SUB STAFFORD LOAN

\$4,423.41 Remaining / Disbursed on 08/17/2007

Payment Summary

Close X

	PSLF	TEPSLF
<b>Eligible Payments</b>	<b>92</b>	<b>92</b>
Qualifying	84	84
Need Employment Certification	8	8
<b>Ineligible Payments</b>	<b>40</b>	<b>40</b>

[How are eligible and qualifying different?](#) ?

### 2 DIRECT SUB STAFFORD LOAN

\$4,423.64 Remaining / Disbursed on 01/12/2008

Payment Summary

Close X

	PSLF	TEPSLF
<b>Eligible Payments</b>	<b>92</b>	<b>92</b>
Qualifying	84	84
Need Employment Certification	8	8
<b>Ineligible Payments</b>	<b>40</b>	<b>40</b>

[How are eligible and qualifying different?](#) ?

### 3 DIRECT SUB STAFFORD LOAN

\$4,423.63 Remaining / Disbursed on 08/17/2008

Payment Summary

Close X

	PSLF	TEPSLF
<b>Eligible Payments</b>	<b>92</b>	<b>92</b>
Qualifying	84	84
Need Employment Certification	8	8
<b>Ineligible Payments</b>	<b>40</b>	<b>40</b>

[How are eligible and qualifying different?](#) ?

Eligible payments become "Qualifying" when your PSLF Certification Forms are filed and approved.

# Track Your Progress Online, (Cont'd)

## Public Service Loan Forgiveness (PSLF) Payment Tracking

Payment Counts    Eligible Payments    **Ineligible Payments**

Filter By: All Loans    Forgiveness Program: ☐ PSLF ☐ TEPSLF    **APPLY FILTERS**

Displaying **441** Payment Periods    [What's an ineligible payment?](#)

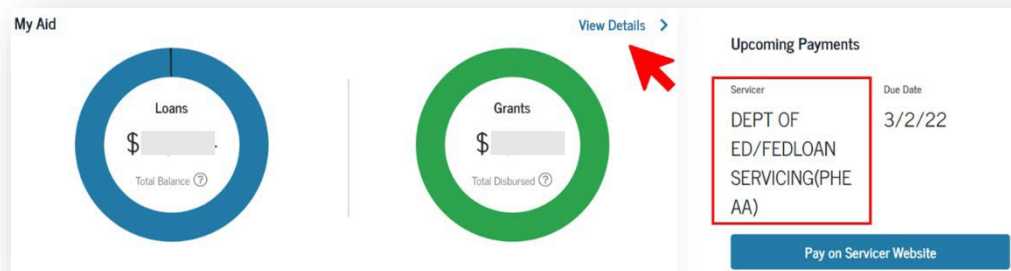
Loans	Period	Due Date	Amount Due	Program	Primary Denial Reason	Action
1 DIRECT SUB STAFFORD LOAN	03/2014	--	--	PSLF, TEPSLF	You Do Not Have A Bill Due For This Payment Period	<a href="#">View Details</a>
1 DIRECT SUB STAFFORD LOAN	02/2014	02/21/2014	\$20.34	PSLF, TEPSLF	No Payment Was Received In Payment Period	<a href="#">View Details</a>
1 DIRECT SUB STAFFORD LOAN	01/2014	01/21/2014	\$20.34	PSLF, TEPSLF	No Payment Was Received In Payment Period	<a href="#">View Details</a>
1 DIRECT SUB STAFFORD LOAN	12/2013	12/21/2013	\$20.34	PSLF, TEPSLF	No Payment Was Received In Payment Period	<a href="#">View Details</a>
1 DIRECT SUB STAFFORD LOAN	11/2013	11/21/2013	\$20.34	PSLF, TEPSLF	Your Payment Was Received Outside of Payment Period Window	<a href="#">View Details</a>

You can see why payments were denied and deemed ineligible. **Dispute any payment errors, particularly those not covered by the Waiver.**

# **Required Action: PSLF Temporary Waiver Opportunity**

# 1. Determine Your Loan Types + Servicer

- Go to studentaid.gov
- Log In using your Federal Student Aid ID
- Click on "View Details"



- Scroll down to "Loan Types" and click on the drop-down arrow for each type of loan.
- Write down your type(s) of Loans (that have an outstanding balance):
  - **Direct** (Subsidized/Unsubsidized/Consolidation)
  - **FFELP** (Subsidized/Unsubsidized/Consolidation)
  - **Perkins**
  - **Other**
  - Direct Parent Plus DO NOT qualify for this waiver

Loan Types

■ 1 Perkins Loans	\$0	⌵
■ 8 Subsidized Loans	\$26,657	⌵

Loan Type	Principal	Interest	Total Balance
Direct Subsidized	\$4,424	\$19	\$4,443
Direct Subsidized	\$4,424	\$19	\$4,443
Direct Subsidized	\$4,424	\$19	\$4,443
FFELP Stafford Subsidized	\$0	\$0	\$0
FFELP Stafford Subsidized	\$0	\$0	\$0
<b>Total</b>	<b>\$26,543</b>	<b>\$114</b>	<b>\$26,657</b>

## 2. Confirm if You Have Eligible Employer(s)

- If you know your employer qualifies, skip the following steps.
  - Make a list of employers you've worked for since **October 1, 2007**
  - Get their Employment Identification Number (EIN) and employment dates
  - Go to the PSLF Help Tool: [studentaid.gov/pslf/](https://studentaid.gov/pslf/)
  - Log In using your FSA ID
  - Follow the instructions for each employer + click search and note whether it is an "Eligible" employer

The PSLF Help Tool has been modified to reflect changes from the Covid Forbearance and the Temporary Waiver Opportunity in effect through 10/31/2022.

Public Service Loan Forgiveness (PSLF) Help Tool

1 Employment History 2 Loan Tips 3 Application Details 4 Personal Information 5 Review & Save

Search for Employer ⓘ

Employer Identification Number (EIN)  
111858098

How do I find my EIN?  
☐ This is my current employer

Employment Start Date  
04/15/2011 To Employment End Date  
12/07/2012

Search

Search Results 1-1 of 1

**i** If you recognize the name of the employer that resulted from your search, we strongly encourage you to select a result that relates to your employer's name. You should do this even if

- the name differs slightly,
- the name is for a larger organization or agency that your employer belongs to,
- there is no address,
- the address is different from where you typically work, or
- the address is a P. O. Box.

Please note that many state and local governments use a common EIN to pay their employees so you should select the appropriate result below if one displays. Likewise, many federal agencies share EINs so you may need to click through multiple pages to find your employer. As a last resort, you can manually add the name of your employer, however, doing so will add review time and delay your PSLF form.

11-1858098 **Eligible** ⓘ

☐ HEALTH AND WELFARE COUNCIL OF LONG ISLAND INC  
110 WALT WHITMAN RD STE 101 HUNTINGTN STA, NY 11746-4177 US

39

# Temporary Waiver Opportunity: Required Actions

## **1. You have Direct Loans, and you have some PSLF qualifying payments:**

- You may receive additional credit without taking any action, but you should submit the PSLF Certification Form(s) if you need to update your qualifying payment count.

## **2. You have Direct Loans, but you've never filed a PSLF Certification and Application Form:**

- File PSLF Certification and Application Form(s) as soon as possible.

See previous slides on where to submit PSLF Certification Forms.



# Temporary Waiver Opportunity: Required Actions, (cont'd)

## 3. You have Non-Direct Loan (FFEL, Perkins, etc.)

- You must consolidate your loans into Direct Consolidation loans first and have them sent to the PSLF servicer.
- Once the loans are at the PSLF servicer, file the PSLF Certification and Application Form(s).

You must file one PSLF Certification and Application Form for each employer you had over the time period you want reviewed.

Seek advice before consolidating.

# PSLF General Tips & Information



# PSLF Tips & Information

- You don't enroll in the PSLF program. You must make 120 qualifying payments to be eligible for forgiveness so **know the requirements!**
- Qualifying payments are **cumulative** not consecutive. (If you leave a public service job for the private sector then come back, you will not lose the qualifying payments you'd accumulated prior to changing jobs).
- You must file separate PSLF Certification Forms for **each employer**.
- **Stay in your IDR plan!** Suspended payments in periods of deferment or forbearance **WON'T COUNT** towards PSLF. If you're struggling, have your IDR plan recalculated at any time to make your payment more affordable.



## PSLF Tips & Information, (Cont'd)

- Be careful about paying more than the required amount. In the past, this has caused borrowers to lose out on qualifying payments. It is now possible but there are [guidelines you must follow](#).
- Don't rely on the loan servicer to keep an accurate count! Keep copies of your Certification Forms, billing statements and payments.
- Refunds Under The Temporary Waiver Opportunity:
  - If you receive more than 120 qualifying payments on an existing Direct loan, you will get an automatic refund for the amounts paid over the 120 required.
  - If you have already received loan forgiveness, you are not eligible for a refund.

# What If Things Go Wrong?



# Resolving Issues

- You can submit a complaint to your servicer and in NYS to the **Department of Financial Services**: [dfs.ny.gov/complaint](https://dfs.ny.gov/complaint).
- If you don't get a response or get a response you disagree with, you can escalate by filing a complaint to **DOE's Ombudsman Group** through their [Online Feedback Center](#) by calling 877-557-2575.
- Contact us! We may be able to help. If you recently got rejected for PSLF, you may be eligible for forgiveness or additional qualifying payment credit under the Temporary Waiver Opportunity.

# Questions?

Thank you for your participation!

## Contact Us:

By email: [EDCAP@cssny.org](mailto:EDCAP@cssny.org)

By phone: 1-888-614-5004

Web: [edcapny.org](http://edcapny.org)

# Resources and Additional Information



# Federal Student Aid (FSA)

1. FSA ID: [click here](#).
  - Use this link to create a new FSA ID or manage your existing FSA ID:
2. FSA Home Page: <https://studentaid.gov/>
  - View your federal student loan information on this site:
    1. Login with your FSA ID. This brings you to your “Dashboard”
    2. In the “My Aid Box” click on “View Details”
    3. Click “View Breakdown” to get list of loans by servicer
    4. Click “View Loan Details” under each servicer for list of loans by servicer.
    5. Click “View Loan Details” within individual loans for more detailed information including loan type, principal and interest breakdown.
    6. Click “View Loan History” for detailed list of repayment, deferment and forbearance dates.

# Federal Student Aid (FSA) Loan Simulator

Student Loan Simulator: <https://studentaid.gov/loan-simulator/>

- See what repayment plans you are eligible for and estimate your payments on those plans.
- 1. Login with your FSA ID or click “Start from Scratch” to enter loans manually
- 2. Step #1- Click the items that apply to you
- 3. Steps #2-#5- Fill in personal information
- 4. Step #6-If you logged in with your FSA ID, your loans will automatically show up. If you “Start from Scratch”, manually enter loans.
- 5. Step #7-Indicate interest in Public Service Loan Forgiveness (PSLF) ONLY IF APPLICABLE!
- 6. Step #8- Select your Repayment Goal.
- 7. Click “View and Compare all Plans” to see all options.
- 8. Student Loan Simulator can also be accessed via the FSA Home Page to the right of your Dashboard.

# Capitalization Triggers

- Unpaid interest will be added to your principal under these common situations:
  - When you come out of deferment on an unsubsidized loan
  - When you come out of forbearance on any type of loan
  - When you come out of a grace period on an unsubsidized loan
  - Generally, if you switch repayment plans voluntarily
  - Annually if you are in the ICR plan
  - When you consolidate your loans
  - When you come out of default (in some cases)
  - If you no longer meet the “Partial Hardship Test” in the PAYE or IBR plans

**Caution:** Excessive capitalization can add thousands of dollars to loan totals. Understand the triggers and minimize the amount of capitalization over the life of the loan!

# Income Driven Repayment (IDR) Plans

Plan Feature	REPAYE	PAYE	IBR	ICR
Payment Amount	10% of Discretionary Income	10% of Discretionary Income	Not more than 15% of Discretionary Income	Lesser of 20% of Discretionary Income or 12 Year fixed payment plan
Income Eligibility	None.	"Partial Financial Hardship" Required	"Partial Financial Hardship" Required	None.
Borrower Eligibility	Direct Loan borrower with eligible loans.	"New Borrower" with eligible loans.	Direct or FFEL Loan borrower with eligible loans.	Direct Loan borrower with eligible loans.
Cap On Payment	None. Payment may exceed 10 Year Standard Plan	Not more than Standard 10 Year Plan	Not more than Standard 10 Year Plan	None. Payment may exceed 10 Year Standard Plan
Interest Subsidy	Subsidized Loans- Unpaid interest is 100% covered for the first 3 years and 50% covered thereafter. Unsubsidized Loans- Unpaid interest is 50% covered for life of the loan.	Subsidized Loans- Unpaid interest is 100% covered for the first 3 years.	Subsidized Loans- Unpaid interest is 100% covered for the first 3 years.	None. Borrower is responsible for paying all interest that accrues.

# Income Driven Repayment (IDR) Plans, (cont'd)

Plan Feature	REPAYE	PAYE	IBR	ICR
Married Borrowers	Payment is based on combined income and loan debt of you & your spouse regardless of how you file taxes.	Payment is based on your income and loan debt alone only if you file taxes "Married & Separately"	Payment is based on your income and loan debt alone only if you file taxes "Married & Separately"	Payment is based on your income and loan debt alone only if you file taxes "Married & Separately"
Interest Capitalization	Interest is capitalized if you fail to re-certify or if you leave the plan voluntarily.	Interest is capitalized if you no longer meet the "Partial Financial Hardship" requirement, if you fail to re-certify or if you leave the plan voluntarily. Interest will capitalize until the outstanding principal is 10% greater than it was when you entered the plan.	Interest is capitalized if you no longer meet the "Partial Financial Hardship" requirement, if you fail to re-certify or if you leave the plan voluntarily. There is no cap on the capitalization.	Unpaid interest is capitalized annually until the outstanding principal is 10% greater than it was when your loans entered repayment.

# Income Driven Repayment (IDR) Plans, (cont'd)

Plan Feature	REPAYE	PAYE	IBR	ICR
Forgiveness Period	<p>Eligible undergraduate loans: Remaining balances are forgiven after 20 years of qualifying payments.</p> <p>Eligible graduate loans: Remaining balances are forgiven after 25 years of qualifying payments.</p> <p>Forgiven balances may be taxable.</p>	<p>Remaining balances are forgiven after 20 years of qualifying payments.</p> <p>Forgiven balances may be taxable.</p>	<p>Remaining balances are forgiven after 20 years if you are a "New Borrower" (after July 1, 2014) or 25 years if you are an "Old Borrower" (before July 1, 2014). Forgiven balances may be taxable.</p>	<p>Remaining balances are forgiven after 25 years of qualifying payments.</p> <p>Forgiven balances may be taxable.</p>

# Additional Information

- [Borrower Defense to Repayment \(BDR\)](#)
- [Borrower Defense to Repayment \(BDR\) Application \(Online\)](#)
- [Borrower Defense to Repayment \(BDR\) Application \(PDF\)](#)
- [Borrowing Limits \(Federal Student Loans\)](#)
- [Curing Defaulted Loans \(Rehabilitation & Consolidation\)](#)
- [Deferment and Forbearance](#)
- [EDCAP Website: \[www.edcapny.org\]\(http://www.edcapny.org\)](#)
- [FAFSA Awards Letter Comparison Tool \(College Covered\)](#)
- [FAFSA Deadlines](#)
- [FAFSA Estimate Aid](#)
- [FAFSA General Info](#)
- [Federal Student Aid \(FSA\) Contact Center](#)
- [Federal Student Aid \(FSA\) Forms Center](#)

# Additional Information, (cont'd)

- [Higher Education Services Corporation \(NYS-Loan Forgiveness Program\)](#)
- [Income Driven Repayment \(IDR\) Plans](#)
- [Income Driven Repayment \(IDR\) Request \(Online\)](#)
- [Income Driven Repayment \(IDR\) Request Form \(PDF\)](#)
- [Loan Consolidation](#)
- [Loan Consolidation Application \(Online\)](#)
- [Loan Consolidation Application \(PDF\)](#)
- [Perkins Loan Cancellation](#)
- [Public Service Loan Forgiveness \(PSLF\)](#)
- [Public Service Loan Forgiveness \(PSLF\) Certification & Application Form \(Online Help Tool\)](#)
- [Public Service Loan Forgiveness \(PSLF\) Certification & Application Form \(PDF\)](#)
- [Public Service Loan Forgiveness \(PSLF\) Temporary Waiver Opportunity](#)



# Additional Information, (cont'd)

- [School Closure Discharge](#)
- [School Closure Discharge Application \(PDF\)](#)
- [Teacher Cancellation Low Income \(TCLI\) Directory](#)
- [Teacher Loan Forgiveness](#)
- [Teacher Loan Forgiveness Application \(PDF\)](#)
- [Temporary Expanded Public Service Loan Forgiveness \(TEPSLF\)](#)
- [Total and Permanent Disability \(TPD\) Discharge](#)
- [Total and Permanent Disability \(TPD\) Discharge Application \(Online\)](#)
- [Total and Permanent Disability \(TPD\) Discharge Application \(PDF\)](#)
- [Total and Permanent Disability \(TPD\) Discharge Application \(Applicant Rep Designation Form\)](#)
- [Total and Permanent Disability \(TPD\) Three-Year Post Discharge Monitoring Requirements](#)

# Information for Veterans and Military Service Members

- [Active-Duty and Post Active-Duty Deferment Request Form](#)
- [Armed Forces Student Loan Repayment](#)
- [Consumer Financial Protection Bureau\(CFPB\)Guide to Benefits for Veterans and Military Servicemembers](#)
- [Federal Student Aid \(FSA\)Guide to Benefits for Veterans and Military](#)
- [Post 9-11 GI Bill](#)
- [Servicemembers Civil Relief Act \(SCRA\)Interest Rate Cap](#)