



## **How to Pursue a NSLDS Resolution**

NSLDS is the National Student Loan Default System managed by the Department of Education. All loans are monitored by NSLDS, but are serviced or controlled by companies that work with the Department of Education, called loan servicers. Once colleges make a student loan with the Department of Education and the money is applied to the student's tuition account, the college does not control the loan any longer. A loan servicer manages the loan until it is paid in full.

If a loan needs to be resolved with NSLDS, it most likely is not in good standing or in default. In order to bring your loan in to good standing, to receive financial aid again, contact your loan servicer to make payment arrangements.

### **What if I do not know who my loan servicer is?**

Call NSLDS at 1-800-433-3243 or by email at [studentaid@ed.gov](mailto:studentaid@ed.gov). They can refer you to your loan servicer and tell you about all of your loans. Alternatively, go online to <https://studentaid.gov/fsa-id/sign-in/landing> to find out who your loan servicer is and see all of your repayment options. Loan repayment options can be researched by visiting <https://studentaid.gov/manage-loans/repayment/plans>.

### **What happens once my loan is in good standing?**

Once you have worked with your loan servicer to bring your loan into good standing, contact your loan servicer to obtain a letter of good standing. This letter is usually addressed to the borrower and is provided to the college by the student. Once this letter is processed, MTC will work to have your aid reinstated as soon as possible.

### **Common Loan Servicers**

Aidvantage	1-800-722-1300
Conduent	1-888-663-2638
Debt Management and Collections	1-800-621-3115
ECSI	1-888-549-3224
Great Lakes Educational Loan Services, Inc.	1-800-236-4300
MOHELA	1-888-866-4352
Navient	1-800-722-1300
Nelnet	1-888-486-4722
OSLA Servicing	1-866-264-9762