

Public Service Loan Forgiveness (PSLF) Questions and Answers ADE Financial Wellness Session

Questions	Answers
If I just received a letter updating me on my current payoff status from FedLoan, do I need to wait a year to send in my PSLF form?	I think it depends on your payment count. The PSLF form verifies your employment, and FedLoans uses this form to give you credit for eligible payments based on the months you are employed. It sounds like you have been given credit for the 120 payments. Maybe?
How do you consolidate an Old Loan?	https://studentaid.gov/app/launchConsolidation.action
My PSLF application form for continued certification says my loans are in forbearance and that the payments being made are not counted as qualified payments. Will this be corrected automatically?	If you have direct loans, the payments that would have occurred during the pause count. You may need to send a new PSLF form. If you have FFELP loans that do not qualify for the pause in payments and you have asked for forbearance, that forbearance is different than the COVID pause in payments from the Dept. of Education. Since you are in forbearance, those months will not count. I understand this can be confusing. I cannot look at your personal loan information, so it can be difficult to discern the information. You may need to follow up with the servicer to find out specifically why payments are not being counted.
For Teacher Loan Forgiveness, if you teach for the number of years on a waiver, does that time count?	https://studentaid.gov/manage-loans/forgiveness-cancellation/teacher#what-are-the-eligibility-requirements
Do you already have to have loans? Or is this if we are going to have future loans?	You can participate in the PSLF program once you have borrowed loans and are in repayment. The limited waiver ends Oct. 31, 2022, so you would have to be in repayment to qualify for it.
I have worked for the same state agency multiple times. Do I need to submit a PSLF form for each time I have worked for the agency?	You will very likely need to submit multiple forms because the employer is verifying your dates of employment. If you have had gaps in employment, I think you would have to complete more than one form.
When completing the student loan simulator, will gross pay or net pay be used for the calculation?	With the simulator, you are trying to mirror what the tax return would reflect. I would use the gross amount and deduct amounts for HSA, health insurance, and 401k. When you apply for the income driven plan, there is an option to use the data retrieval tool to pull in the most recent tax return.
If you are still in school, should you go ahead and file even if you have not started making payments?	You cannot make eligible payments if you are in deferment or in-grace.
How do I change the loans?	You can consolidate the loans to make them direct and eligible for PSLF. https://studentaid.gov/app/launchConsolidation.action
I have a PSLF loan and getting ready to retire in 2 years from a qualified employer what are my options (after retirement) for forgiveness?	You must be working for a qualified employer and be considered full time. If you retire from the state, you could work elsewhere to continue in the PSLF program.

I am with FedLoan Servicing, but I received an email stating that they were no longer servicing the loans and someone else had taken over the loans with them. Is that correct.	Fed Loans is getting out of the student loan servicing business. I would contact Fed Loans for questions. You could also contact the servicer to which you were transferred.
Have you heard of anyone being garnished for providing employer information for the forgiveness program?	I have not heard of anything like that. Currently, with the COVID 19 pause in payments, they have also paused collection activities. If you are in default, you can apply for the Loan Rehabilitation and get the loan out of default. https://studentaid.gov/manage-loans/default/get-out
When you say "employer," what do you mean? Is it who I was working for at the time of the loan or if I got the loan through my employer? Can you be more specific?	You must work for a qualified employer during the time you are in repayment and making qualified payments on your student loans.
I know that the President discussed in his campaign that he was considering forgiving up to \$10,000.00 per borrower, and there is discussion that some want up to \$50,000.00 per borrower. If this is approved, would this apply to PSLF? What are your thoughts about this happening?	That is anyone's guess. I will say that offering this limited waiver makes it easier for more people to achieve forgiveness. However, we have not heard anything definitive about the \$10K per borrower.
Currently, under my Income Driven Repayment plan, I am required to pay \$0. With the pause from the government, EdFinancial is not drafting anything from my account right now. Would these months where I'm not making a payment count toward my 120?	Yes, these payments during the COVID pause will count toward the 120 qualified payments, but you must send in the PSLF form.
How will MOHELA communicate with borrowers when they take over from Fed Loan? Will there be communication from FedLoan with instructions on the new website that should be used with MOHELA?	I have not heard any specific information, but I assume you will receive communication from both organizations. When your loans are moved to MOHELA, set up a USER ID and password on their online website.
I have an FFELP consolidated loan, and I am currently making payments. In trying to consolidate to a direct loan, it asks what current loan I have, but my info doesn't tell me anything more than FFELP-would it be subsidized or unsubsidized?	You should be able to go to studentaid.gov and log in with your FSA user ID and password, or you should be able to log into the servicer website to see whether it is a sub or unsub consolidated loan. If you cannot figure it out at either of these two websites, call your current servicer to find out.
How would you certify your employment for prior active-duty time? Would your DD214 work?	I am not 100%, but a DD214 shows the dates you entered the military and left the military.
I have a defaulted loan and I need help getting this loan out of default.	https://studentaid.gov/manage-loans/default/get-out I recommend choosing the Rehab option because the default will not be reflected on your credit.

Disclaimer: the responses were supplied by the UAMS Student Debt Manager. Each circumstance is different, and information may change at any time. Therefore, ADE and UAMS cannot be held responsible for incomplete, incorrect, or outdated information. For the most accurate information, contact <https://studentaid.gov/>

4/14/2022