

Federal Student Aid Resources

Service Center	Description	Contact Info
Default Resolution Group	This service center provides assistance to borrowers with defaulted federal education loan debt and federal student aid grant recipients who owe overpayments.	1-800-621-3115
Federal Student Aid Information Center (FSAIC)	The FSAIC provides parents and students with information and assistance (in English & Spanish) about the FAFSA application process & ED's grant and loan programs.	1-800-433-3243
Health Education Assistance Loan (HEAL) Program for Borrowers	Provides information and assistance to borrowers who received HEAL Program loans between 1978 & 1998.	1-844-509-8957
Loan Consolidation Information Center	Borrowers who are interested in consolidating their federal student loans.	1-800-557-7392
Office of the Ombudsman FSA	Individuals who have exhausted all other customer service avenues can often get help.	1-877-557-2575
Total & Permanent Disability Discharge & Veterans Disability Discharge	The Nelnet Total & Permanent Disability Servicer is the Department's contact point for borrowers seeking assistance & information about total & permanent disability (TPD) discharge.	1-888-303-7818
Loan Servicing Centers for Students	For questions about loan repayment or other loan servicing issues, a borrower should contact his or her loan servicing center.	https://ifap.ed.gov/ifap/helpContactInformationDetailedList.jsp?lsc=2