

# 10 things to do before you make your 1<sup>st</sup> student loan payment

NAVIENT<sup>®</sup>

DEPARTMENT OF EDUCATION LOAN SERVICING

## Navigating the path to successful repayment

As a student loan borrower, your investment in higher education can pay off in many ways—career opportunities, intellectual fulfillment, and an enhanced quality of life. Soon after you graduate, you'll start repaying your student loans.

We are a student loan servicer, here to help individuals successfully manage and repay their loans. Following these helpful tips can keep you on a path to financial success.

- 1 Know what you owe. Review your federal student loan borrowing history.**
  - Visit [StudentAid.gov/login](https://studentaid.gov/login) to view all of your federal student loans and to find contact information for your loan servicer(s).
  - Log in to the [National Student Loan Data System \(NSLDS\)](https://studentaid.gov/nslds) to see your student loans.
  - Visit [StudentAid.gov/repayment-estimator](https://studentaid.gov/repayment-estimator) to estimate your monthly payment amount.
- 2 Make sure your servicer knows how to contact you.**

Keep your street address, email address, and phone number current with your servicer.
- 3 Sign up to manage your account online at [Navient.com](https://navient.com)**
  - View your Navient-serviced loans
  - Make a payment and view payment history
  - Update your contact information
  - Send us an email and view your correspondence
- 4 Sign up to receive email communications at [Navient.com](https://navient.com)**

With email you can stay in control and get your loan information faster.
- 5 Try to make on-time payments**

This helps to build and maintain a good credit score.
- 6 Save money using auto pay.**
  - Apply online by logging into your account at [Navient.com](https://navient.com)
  - Loan payments are automatically deducted from your bank account
  - Ensures payments are made on time
  - You may qualify for a 0.25% interest rate reduction when you make on-time payments by auto pay<sup>1</sup>.
  - Check with your other loan servicers (if applicable) for other benefits available
- 7 Select the repayment plan that's right for you.**

Federal student loans have a wide range of repayment plan options. Repayment plans can give you more time to repay your loans or can be based on your income. Research all repayment options at [StudentAid.gov/repay](https://studentaid.gov/repay).
- 8 Consider paying a little extra each month.**

Paying just a few extra dollars of principal each month can go a long way toward helping you pay off your loans faster.
- 9 Save our phone number: 1-800-722-1300, and call us at the first sign of financial difficulty.**

We've helped millions of customers successfully resolve past-due accounts and avoid default, and we can help you too. Give us a call if you feel you're headed for trouble. We'll even call you, if we notice you have any overdue payments.
- 10 Use deferment or forbearance only as needed.**

Postponing payments can cost you if unpaid accrued interest is added to your loan balance. Use deferment or forbearance only if necessary.<sup>2</sup>

**The most important thing, call us at 1-800-722-1300 if you have questions. We're here to help you.**

<sup>1</sup> Recurring automatic monthly payments must be successfully deducted from designated bank account for rate reduction to apply. Benefit suspended during periods of forbearance and certain deferments.

<sup>2</sup> During periods of deferment, the federal government pays the interest on subsidized federal loans, and you are responsible for paying the interest on unsubsidized federal loans and private loans. During periods of forbearance, you are responsible for paying the interest on subsidized federal loans, unsubsidized federal loans, and private loans.

## For Borrowers with Navient-Serviced U.S. Department of Education (ED) Loans

Customer Service	800-722-1300 Monday - Thursday 8 am - 9 pm ET and Friday 8 am - 8 pm ET
Website	<a href="http://Navient.com">Navient.com</a>
Payments	ED-Held Loans Serviced by Navient: Navient Dept. of Education Loan Servicing P.O. Box 4450 Portland, OR 97208-4450  You may also pay by Phone - (800) 722-1300 Online - <a href="http://Navient.com">Navient.com</a>
General Correspondence	Navient Dept. of Education Loan Servicing P.O. Box 9635 Wilkes-Barre, PA 18773-9635
Fax	866-266-0178
International Phone	317-806-0580
International Fax	570-706-8563
TDD Phone	877-713-3833

## Federal Student Loan Servicers

Navient	<b>800-722-1300</b>	<a href="http://navient.com">navient.com</a>
FedLoan Servicing (PHEAA)	800-699-2908	<a href="http://myfedloan.org">myfedloan.org</a>
Great Lakes Educational Loan Services, Inc.	800-236-4300	<a href="http://mygreatlakes.org">mygreatlakes.org</a>
Nelnet	888-486-4722	<a href="http://nelnet.com">nelnet.com</a>
CornerStone	800-663-1662	<a href="http://mycornerstoneloan.org">mycornerstoneloan.org</a>
HESC / Edfinancial	800-337-6884	<a href="http://edfinancial.com">edfinancial.com</a>
Granite State - GSMR	888-556-0022	<a href="http://gsmr.org">gsmr.org</a>
MOHELA	888-866-4352	<a href="http://mohela.com">mohela.com</a>
OSLA Servicing	866-264-9762	<a href="http://osla.org">osla.org</a>

## Additional Resources

**NAVIENT**  
path to success



Learn more about  
personal finances.

Helpful information is available on any web-enabled device with Path to Success. Our brief, free, and interactive modules can help you move confidently toward your goals, covering topics like:

- Student loan repayment options
- Income driven repayment
- Credit scores and reports
- Budgeting

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Department of Education  
Loan Servicing