

Determining Your Student Loan Servicer and Loan Balance

Carrie L. Johnson, Ph.D. | North Dakota State University

When leaving college, whether you are graduating or taking some time off, it is important to know how much you owe in student loans and who you will be paying back. You may have kept track over the years, or maybe you didn't. There are two types of student loans: federal and private. This fact sheet will show you how to determine the amount of student loans you owe and who you need to pay.

Federal Student Loans

The National Student Loan Data System (NSLDS) website is the best place to start when looking for history on your federal student loans (Direct Loans and Perkins Loans). To access your student loan information, you need a FSA ID to log in (<https://www.nsls.ed.gov>).

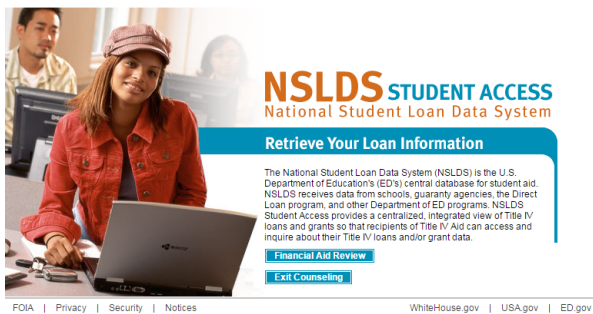
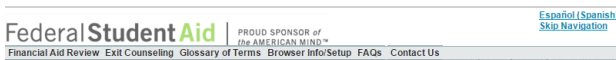
3. The Loans section lists every federal loan you have ever had and totals for your federal loans.
4. Section 4 shows your Pell Grants.

To identify your loan holders and repayment amounts, focus on the third section shown below.

Type of Loan	Loan Amount	Loan Date	Disbursed Amount	Canceled Amount	Outstanding Principal	Outstanding Interest
DIRECT STAFFORD SUBSIDIZED	\$4,500	08/15/2015	\$4,500	\$0	\$4,500	\$500
DIRECT STAFFORD SUBSIDIZED	\$4,500	08/15/2014	\$4,500	\$0	\$4,500	\$500
FEDERAL PERKINS	\$2,000	08/15/2015	\$2,000	\$0	\$2,000	\$0
Total DIRECT STAFFORD SUBSIDIZED					\$9,000	\$1,000
Total FEDERAL PERKINS					\$2,000	\$0
Total All Loans					\$11,000	\$1,000

By clicking on the blue button with the number in the first column you can see even more details about your loan. You will be shown the type of loan, what school you were attending when the loan was obtained, various important dates, amounts, disbursements and statuses, and your servicer information. The servicer is who you contact about repayment.

There are currently ten servicers the Department of Education uses for Direct Loans; you can find a list at <https://studentaid.ed.gov/sa/repay-loans/understand/servicers>. The servicer on a Perkins Loan is typically the school that extended the loan. However, some schools do have outside servicers or assign your loan to Department of Education. The example below shows what the servicer section on NSLDS looks like.



The main page is broken down into four sections:

1. Summary information for borrower; this includes your enrollment status and the date that status became effective.
2. The next section will have any "warnings" that may be on your account such as nearing your aggregate borrowing limit or if you are in default on your loans.

Servicer/Lender/Guaranty Agency/ED Servicer Information	
Contact Type	Contact
Current ED Servicer:	DEPT OF ED/FEDLOAN SERVICING(PHEAA) PO BOX 530210 ATLANTA GA 303530210 800-699-2906 accountinfo@myfedloan.org www.myfedloan.org

Private Student Loans

The best way to determine information about the status of private student loans is to obtain a copy of your credit report. The credit report will include will total amount owed and the name of your lender. A free copy of your credit report can be requested by mail, telephone, or online every 12 months from each of the three credit reporting agencies (Equifax, Experian, and TransUnion).

By going to AnnualCreditReport.com you can get access to information about your credit history, including student loan payments. You will need your personal information to log on and you will also be asked a series of security questions based on your report. You can also request your credit report by calling 1-877-322-8228 or by mail using this form: <https://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf>.

Resources

AnnualCreditReport.com

<https://www.annualcreditreport.com>

National Student Loan Database System

<https://www.nsls.ed.gov>

Saving for College

<http://www.savingforcollege.com/>