TIPS FOR SUCCESSFUL REPAYMENT

You have a lot on your plate right now. You might be starting a career, moving, or making major life plans. When it comes to repaying your student loan, communication, planning, and perseverance are key to your success. The good news is that the overwhelming majority of student loan customers successfully pay their loans—and you can too.

TIPS FOR SUCCESSFULLY PAYING YOUR STUDENT LOANS

- **Know where your loans are.** Go to the National Student Loan Data System (NSLDS.ed.gov) to view all of your federal student loans, and who is servicing each one. Your credit report will show your private loan lenders.

- **Schedule it.** For most student loans, the first payment is due approximately six months after graduation. If you made small monthly payments while in school, the good news is that you’ve already developed the habit of making monthly payments. Making on-time payments can help you build and maintain a good credit rating. If a different payment date would help you budget, contact your servicer to ask to change your monthly due date.

- **Pick the payment plan that works for you and your income level.** You may have the option of arranging regular monthly payments or minimizing payments initially as you establish your career. For example, federal student loans offer an income-based repayment plan that currently allows student loan payments to be set no higher than 15 percent of your discretionary income. Before selecting a repayment plan, understand what the total loan cost will be. Many alternative payment plans reduce the monthly payment amount, but significantly increase the total cost of your loan—call your loan servicer to explore the best option for you.

- **Lower your interest rate by signing up for automatic debit.** Sallie Mae® customers who enroll to make scheduled payments via automatic debit may qualify for a 0.25 percentage point interest rate reduction depending on their loan type and disbursement date.¹

- **Pay a little extra.** By paying more than the minimum on your student loans every month or whenever you can, you can lower the amount of interest you pay over the life of the loan.

- **Earn rewards to help pay down your loan.** Through Sallie Mae’s Upromise® rewards service, every time you make a qualifying purchase from hundreds of participating companies, you can earn a percentage back in rewards that can be used to help pay down your student loans.² To date, Sallie Mae customers have transferred over $12 million of their earned Upromise rewards to help pay extra on their loans.

- **Use deferments or forbearances as a last resort.** Postponing payments can cost you extra as unpaid interest on your loan “capitalizes,” or adds to the balance. Use these options only if absolutely necessary, consider making at least small payments, and catch up as soon as possible.

- **Stay on top of your email and mail.** Whether you signed up for email notifications or receive regular mail, open your student loan notices on a timely basis to ensure you stay informed about your student loans. If you move or change email addresses, be sure to update your contact information.

- **Ask for help.** Above all, if you need extra help, talk to your parents, seek out assistance from your alma mater’s career or financial aid office, call your loan servicer, and get in touch with your local accredited non-profit credit counseling service. Sallie Mae’s company-wide default prevention efforts have helped over 2 million customers resolve past-due accounts and avoid default.

¹ Recurring payment must be successfully deducted from designated account for rate reduction to apply. Benefit suspended during forbearances and deferments.

² Upromise customers may request a check be sent to them directly if they wish to apply their Upromise rewards to their Sallie Mae student loan account.
ONLINE ACCOUNT MANAGEMENT

As a Sallie Mae borrower, you’ll have 24/7 access to your account online at SallieMae.com. This self-service tool allows you to:

- Check the status of all Sallie Mae-serviced loans (both federal and private); view recent payments and print transaction history
- Make payments, change payment plans, and update your address and other personal information
- Research and apply for deferments and forbearances
- View and print student loan correspondence, including 1098-E and 1099-INT tax statements

DEFAULT MANAGEMENT

At Sallie Mae, we invest in students who invest in their futures. We understand that a job search today may take longer than it used to, and we’re committed to working with customers to help them navigate difficult financial circumstances and preserve their good credit standing.

In the event that you experience difficulty making payments, we’ll work with you to recommend solutions that best fit your needs.

- Our efforts begin with a review of your alternative payment options based on your loan type (federal or private). Our goal is to make a borrower’s loan payments more manageable during periods of demonstrated financial hardship.
  - For customers who agree to join an alternative payment plan described above, there is no fee.
- As a last resort, we also offer deferment and forbearance options that allow borrowers to temporarily postpone making payments, giving them more time to resolve short-term financial issues, particularly borrowers early in their repayment term who are transitioning from school to their first job.
  - For our private loan borrowers who request a forbearance, a fee of $50 per loan (for a maximum of $150) may be assessed. This fee will be applied to the borrower’s loan after they subsequently make six consecutive regularly scheduled payments.

CONTACT SALLIE MAE

Phone: (888) 2-SALLIE (888-272-5543)
Customer Service Hours:
Monday–Thursday, 8 a.m. – 9 p.m. EDT
Friday, 8 a.m. – 8 p.m. EDT
Payment Processing Address:
Sallie Mae, Inc.
R.O. Box 9532
Wilkes-Barre, PA 18773-9532

IF YOU ARE HAVING FINANCIAL DIFFICULTIES...

Because there are serious consequences for falling behind on your payments, contact your loan servicer immediately. They can help you develop a plan to bring your loan current again.

LOG INTO YOUR SALLIE MAE ACCOUNT AT SALLIEMAE.COM AND VISIT COLLEGEANSWER.COM® AND SALLIEMAE.COM/BEDEBTSAVVY TO GET VALUABLE INFORMATION WHEN IT COMES TO MANAGING YOUR DEBT AND MAINTAINING GOOD CREDIT.