STUDENT LOAN EXIT COUNSELING

Stafford - PLUS
Department of Education
www.studentaid.ed.gov

Perkins – Duke Educ. Assist
Heartland ECSI
www. borrower.ecsi.net

Private Loan
Your Lender’s site
Discover, Wells Fargo, etc.
What type of loan do you have?

Federal Direct
- Direct Unsub/Sub
- PLUS

Federal/Duke
- Perkins

Duke Educational Assistance

Private
- Discover
- Wells Fargo
- Bank of Lake Mills
Subsidized or Unsubsidized?

Interest begins @ Repayment
Perkins
Direct Subsidized

Interest began @ Disbursement
Private
Direct PLUS
Direct Unsubsidized
Other Differences

• Grace Period
  DL and Private = 6 mo
  Perkins = 9 mo

• Interest Rate
  DL & Perkins = fixed
  Private = fixed or variable

• Repayment Options
  Federal Loans have many more repayment options than private

• Loan Forgiveness
  Only available for Federal Loans
Different Loans,
Different Lenders/Servicers,
Different Websites

Department of Education
www.federalstudentaid.gov
Stafford
PLUS
Consolidated Loans

Heartland ECSI
www.borrower.ecsi.net
Perkins
Duke Educational Assistance

Your Lender’s site
Discover, Wells Fargo, etc.
FEDERAL DIRECT LOANS

Department of Education

www.federalstudentaid.gov
www.studentaid.ed.gov

Federal Student Aid
An Office of the U.S. Department of Education

StudentLoans.gov

NSLDS STUDENT ACCESS
National Student Loan Data System

Your Loan Servicer
Minds can achieve anything. We make sure they get to college.

At Federal Student Aid, we make it easier to get money for higher education.
## Your Federal Loans

Only Federal Direct Loans are displayed

<table>
<thead>
<tr>
<th>Loan Type</th>
<th>Total Borrowed</th>
<th>Loan Date</th>
<th>Outstanding Principal</th>
<th>Outstanding Interest</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIRECT STAFFORD SUBSIDIZED (SULA ELIGIBLE)</td>
<td>$4,500</td>
<td>09/03/2016</td>
<td>$2,250</td>
<td>$0</td>
</tr>
<tr>
<td>DIRECT STAFFORD UNSUBSIDIZED</td>
<td>$1,000</td>
<td>09/11/2015</td>
<td>$1</td>
<td>$0</td>
</tr>
<tr>
<td>DIRECT STAFFORD SUBSIDIZED (SULA ELIGIBLE)</td>
<td>$2,459</td>
<td>09/21/2015</td>
<td>$2,459</td>
<td>$0</td>
</tr>
<tr>
<td>DIRECT STAFFORD SUBSIDIZED (SULA ELIGIBLE)</td>
<td>$3,500</td>
<td>09/10/2014</td>
<td>$3,500</td>
<td>$0</td>
</tr>
<tr>
<td>Total DIRECT STAFFORD SUBSIDIZED (SULA ELIGIBLE)</td>
<td></td>
<td></td>
<td>$8,209</td>
<td>$0</td>
</tr>
<tr>
<td>Total DIRECT STAFFORD UNSUBSIDIZED</td>
<td></td>
<td></td>
<td>$1</td>
<td>$0</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td>$8,210</td>
<td>$0</td>
</tr>
</tbody>
</table>

### Your Direct Subsidized Loan Eligibility and Usage

- **Maximum Eligibility**: 5.5 Years
- **Total Subsidized Usage**: 3 Years
- **Remaining Eligibility**: 2.5 Years

[What's Direct Subsidized Loan eligibility and usage?]
**Interest charge while in school**

Try to payoff your accrued interest before the end of your grace period.
Your Direct Loan Servicer

<table>
<thead>
<tr>
<th>Contact Type</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current ED Servicer</td>
<td>DEPT OF ED/FEDLOAN SERVICING(PHEAA)</td>
</tr>
<tr>
<td></td>
<td>PO BOX 530210</td>
</tr>
<tr>
<td></td>
<td>ATLANTA, GA</td>
</tr>
<tr>
<td></td>
<td>303530210</td>
</tr>
<tr>
<td></td>
<td>800-699-2908</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:accountinfo@myfedloan.org">accountinfo@myfedloan.org</a></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.myfedloan.org">http://www.myfedloan.org</a></td>
</tr>
</tbody>
</table>

Contact your loan servicer to make a payment >
Repayment Estimator
Your Federal Direct Loans

- **Your Loan Balance**: $10,460
- **Interest Rate**: 4.186%

<table>
<thead>
<tr>
<th>Loans</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Subsidized Loan</td>
<td>$3,500</td>
</tr>
<tr>
<td>September 2014</td>
<td>4.660%</td>
</tr>
<tr>
<td>Direct Subsidized Loan</td>
<td>$2,459</td>
</tr>
<tr>
<td>September 2015</td>
<td>4.290%</td>
</tr>
<tr>
<td>Direct Unsubsidized Loan</td>
<td>$1</td>
</tr>
<tr>
<td>September 2015</td>
<td>4.290%</td>
</tr>
<tr>
<td>Direct Subsidized Loan</td>
<td>$4,500</td>
</tr>
<tr>
<td>September 2016</td>
<td>3.760%</td>
</tr>
</tbody>
</table>

**Add Loan(s)**

**Use Average Loan Balances**
## Repayment Estimator


<table>
<thead>
<tr>
<th>Repayment Plan</th>
<th>First Monthly Payment</th>
<th>Last Monthly Payment</th>
<th>Total Amount Paid</th>
<th>Public Service Loan Forgiveness</th>
<th>Repayment Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard</td>
<td>$107</td>
<td>$107</td>
<td>$12,819</td>
<td>$0</td>
<td>120 months</td>
</tr>
<tr>
<td>Graduated</td>
<td>$60</td>
<td>$180</td>
<td>$13,409</td>
<td>$0</td>
<td>120 months</td>
</tr>
<tr>
<td>Revised Pay As You Earn (REPAYE)</td>
<td>$18</td>
<td>$77</td>
<td>$5,493</td>
<td>$8,758</td>
<td>120 months</td>
</tr>
<tr>
<td>Pay As You Earn (PAYE)</td>
<td>$18</td>
<td>$77</td>
<td>$5,493</td>
<td>$9,287</td>
<td>120 months</td>
</tr>
<tr>
<td>Income-Based Repayment (IBR)</td>
<td>$27</td>
<td>$107</td>
<td>$8,137</td>
<td>$6,256</td>
<td>120 months</td>
</tr>
<tr>
<td>IBR for New Borrowers</td>
<td>$18</td>
<td>$77</td>
<td>$5,493</td>
<td>$9,287</td>
<td>120 months</td>
</tr>
<tr>
<td>Income-Contingent Repayment (ICR)</td>
<td>$56</td>
<td>$62</td>
<td>$7,074</td>
<td>$7,154</td>
<td>120 months</td>
</tr>
</tbody>
</table>

“Other Loans” are not included in these numbers.
PERKINS

DUKE EDUCATIONAL ASSISTANCE

Duke University/Heartland ECSI  www.borrower.ecsi.net
Duke’s servicer is Heartland-ECSI

School Code = 3C  
Account Number = SSN or Unique ID  
PIN # = on your disclosure statement
Disclosure Statement

Grace period and first payment due date

Monthly Payment Amount

Totals

---

<table>
<thead>
<tr>
<th>DATE LOAN ACCEPTED</th>
<th>AMOUNT</th>
<th>DATE LOAN ACCEPTED</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2015</td>
<td>1,500.00</td>
<td>1/1/2015</td>
<td>1,500.00</td>
</tr>
<tr>
<td>5/1/2015</td>
<td>1,500.00</td>
<td>5/1/2015</td>
<td>1,500.00</td>
</tr>
<tr>
<td>12/1/2014</td>
<td>1,500.00</td>
<td>12/1/2014</td>
<td>1,500.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GRACE PERIOD IN MONTHS</th>
<th>SEPARATION DATE</th>
<th>MAXIMUM TERM OF LOAN IN MONTHS</th>
<th>CHARGE PENALTY OR LATE FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>5/10/2015</td>
<td>120</td>
<td>YES</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FIRST PAYMENT DUE</th>
<th>FIRST PAYMENT END</th>
<th>FREQUENCY</th>
<th>PLAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/1/2016</td>
<td></td>
<td>3/17/2016</td>
<td>1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NO.</th>
<th>BALANCE DUE</th>
<th>PAYMENT TOTAL</th>
<th>PRINCIPAL DUE</th>
<th>FINANCE CHARGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>6,000.00</td>
<td>33.62</td>
<td>38.64</td>
<td>25</td>
</tr>
<tr>
<td>3</td>
<td>5,922.46</td>
<td>33.64</td>
<td>38.64</td>
<td>24.68</td>
</tr>
<tr>
<td>7</td>
<td>5,769.24</td>
<td>33.64</td>
<td>38.64</td>
<td>24.60</td>
</tr>
<tr>
<td>9</td>
<td>5,628.34</td>
<td>33.64</td>
<td>39.64</td>
<td>23.69</td>
</tr>
<tr>
<td>20</td>
<td>3,358.44</td>
<td>33.64</td>
<td>41.64</td>
<td>21.82</td>
</tr>
<tr>
<td>30</td>
<td>2,903.28</td>
<td>33.64</td>
<td>45.64</td>
<td>18.52</td>
</tr>
<tr>
<td>60</td>
<td>631.45</td>
<td>33.64</td>
<td>58.64</td>
<td>12.26</td>
</tr>
<tr>
<td>100</td>
<td>337.63</td>
<td>33.64</td>
<td>53.64</td>
<td>9.97</td>
</tr>
<tr>
<td>120</td>
<td>63.25</td>
<td>33.55</td>
<td>63.25</td>
<td>0.26</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTAL NUMBER OF PAYMENTS</th>
<th>TOTAL PAYMENT AMOUNT</th>
<th>TOTAL PRINCIPAL</th>
<th>TOTAL INTEREST COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>120</td>
<td>7,606.71</td>
<td>6,000.00</td>
<td>1,606.71</td>
</tr>
</tbody>
</table>

- Borrower acknowledges receipt of an exact copy of this statement.
- An exact copy of this form was mailed to borrower.
- Amount financed given directly to you.
- Amount financed paid to this school on your behalf.
PRIVATE LOANS
Your **Lender** may not be your **Servicer**

- Review your disclosure statement
- Log into your account
- Review your lender/servicer’s website for repayment information.
  - How payments are applied
  - Military benefits
  - Deferment/Forbearance options

<table>
<thead>
<tr>
<th>Lender</th>
<th>Servicer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citizens One</td>
<td>Firstmark Services / Nelnet</td>
</tr>
<tr>
<td>College Ave</td>
<td>University Accounting Service (UAS)</td>
</tr>
<tr>
<td>Commonbond</td>
<td>Firstmark Services / Nelnet</td>
</tr>
<tr>
<td>Discover</td>
<td>Great Lakes</td>
</tr>
<tr>
<td>Duke Federal Credit Union</td>
<td>University Accounting Servicing (UAS)</td>
</tr>
<tr>
<td>MPower</td>
<td>FUTR</td>
</tr>
<tr>
<td>PNC</td>
<td>AES</td>
</tr>
<tr>
<td>Prodigy</td>
<td>Prodigy</td>
</tr>
<tr>
<td>Raise</td>
<td>AES</td>
</tr>
<tr>
<td>Sallie Mae</td>
<td>Sallie Mae</td>
</tr>
<tr>
<td>Suntrust</td>
<td>AES</td>
</tr>
<tr>
<td>Union Federal</td>
<td>AES</td>
</tr>
<tr>
<td>Wells Fargo</td>
<td>Wells Fargo</td>
</tr>
</tbody>
</table>
What’s Next?

- Repayment
- Forgiveness
- Going back to school
In-School Deferment

• You must be enrolled at least half time at an accredited university.
• Notify your lender/servicer
• How long is your grace period after deferment ends?
• Interest continues to accrue for unsubsidized loans.
Repayment Options

Federal Direct Loans Only

Balance Driven
- Standard
- Graduated
- Extended

Income Driven
- Income Contingent (ICR)
- Income Based (IBR)
- Pay As You Earn (PAYE)
- Revised Pay As You Earn
## Balance Driven Plans

<table>
<thead>
<tr>
<th>Ten Years to Repay</th>
<th>Up to 25 Years to Repay</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standard</strong></td>
<td><strong>Graduated</strong></td>
</tr>
<tr>
<td>• All borrowers eligible</td>
<td>• All borrowers eligible</td>
</tr>
<tr>
<td>• Fixed payment amount</td>
<td>• Payment amount is lower in the earlier years of repayment and gradually increase over time.</td>
</tr>
<tr>
<td>• Payment amount doesn’t change</td>
<td>• Payment amount is generally reset every two years.</td>
</tr>
<tr>
<td>Pay the least amount of interest</td>
<td>Helps with cash flow, but interest cost is higher than standard.</td>
</tr>
</tbody>
</table>

- **Extended**
  - Must have more than $30,000 in outstanding Direct or FFEL Loans.
  - Payments are fixed or graduated, and are not based on income.
  - Up to 25 year repayment
  - Lowest monthly payments
  - Highest interest cost
## Income Driven Plans

<table>
<thead>
<tr>
<th></th>
<th>Revised PAYE</th>
<th>PAYE</th>
<th>IBR</th>
<th>ICR</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Eligibility</strong></td>
<td>All Direct Loan Borrowers</td>
<td><strong>New</strong> DL Borrowers (no loans prior to Oct 1 2007)</td>
<td>All DL and FFEL Borrowers (must be less than Std plan)</td>
<td>All Direct Loan Borrowers</td>
</tr>
<tr>
<td><strong>Payment</strong></td>
<td>10%</td>
<td>10%</td>
<td>10th Disb. &gt;7/1/14 - 10% &lt;7/1/14 = 15%</td>
<td>20%, or 12yr amort.</td>
</tr>
<tr>
<td><strong>Capped @ Standard</strong></td>
<td>NO</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td><strong>Spouse's income &amp; loan debt included?</strong></td>
<td>YES</td>
<td>Only if Joint Tax Return</td>
<td>Only if Joint Tax Return</td>
<td>Only if Joint Tax Return</td>
</tr>
<tr>
<td><strong>Negative Amortization</strong></td>
<td>SUB: 100% for 1st 3 years, 50% after UNSUB: 50%</td>
<td>SUB: 100% for 1st 3 years only</td>
<td>SUB: 100% for 1st 3 years only</td>
<td>SUB: 100% for 1st 3 years only</td>
</tr>
<tr>
<td><strong># of years until Forgiveness</strong></td>
<td>UG: 20 yrs. Grad: 25 yrs.</td>
<td>20</td>
<td>&gt;7/1/14: 20 yrs &lt;7/1/14: 25 yrs</td>
<td>25</td>
</tr>
</tbody>
</table>
The longer the repayment period, the higher the cost.

<table>
<thead>
<tr>
<th>Repayment Plan</th>
<th>First Monthly Payment</th>
<th>Last Monthly Payment</th>
<th>Total Amount Paid</th>
<th>Projected Loan Forgiveness</th>
<th>Repayment Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard</td>
<td>$107</td>
<td>$107</td>
<td>$12,819</td>
<td>$0</td>
<td>120 months</td>
</tr>
<tr>
<td>Graduated</td>
<td>$60</td>
<td>$180</td>
<td>$13,409</td>
<td>$0</td>
<td>120 months</td>
</tr>
<tr>
<td>Revised Pay As You Earn (REPAYE)</td>
<td>$18</td>
<td>$162</td>
<td>$15,852</td>
<td>$0</td>
<td>208 months</td>
</tr>
<tr>
<td>Pay As You Earn (PAYE)</td>
<td>$18</td>
<td>$107</td>
<td>$16,748</td>
<td>$0</td>
<td>230 months</td>
</tr>
<tr>
<td>Income-Based Repayment (IBR)</td>
<td>$27</td>
<td>$107</td>
<td>$15,148</td>
<td>$0</td>
<td>186 months</td>
</tr>
<tr>
<td>IBR for New Borrowers</td>
<td>$18</td>
<td>$107</td>
<td>$16,748</td>
<td>$0</td>
<td>230 months</td>
</tr>
<tr>
<td>Income-Contingent Repayment (ICR)</td>
<td>$56</td>
<td>$74</td>
<td>$16,096</td>
<td>$0</td>
<td>254 months</td>
</tr>
</tbody>
</table>

Amortization: $10,460 @ 4.186%
A deferment is a period during which repayment of the *principal* and interest of your loan is temporarily delayed.

Depending on the type of loan you have, the federal government may pay the interest on your loan.

Deferral is only available under certain circumstances

For a complete list, visit Sudentaid.ed.gov
Forbearance

**Discretionary** your lender decides whether to grant forbearance or not.

- Financial Hardship
- Illness

**Mandatory** your lender is required to grant forbearance if you meet the eligibility criteria.

- Medical internship or residency program, and you meet specific requirements.
- Total monthly payment exceeds 20 percent
- Teaching position that will qualify for teacher loan forgiveness.
- You are a member of the National Guard and have been activated by a governor, but you are not eligible for a military deferment.
Repayment Options – Perkins

- Standard 10 year plan
- May use deferment/forbearance to postpone payment
- Perkins is eligible for consolidation
The difference between Consolidation & Refinance

• A **Consolidation** creates a new loan by combining your existing loans. The new interest rate is the **weighted average** of your current interest rates.

• A **Refi** creates a new loan by originating a **new loan** to payoff your existing loans. The interest rate is determined by your credit score and your income.

Your lender may charge you for a Refi, but you should never pay anyone to Consolidate.
Consolidation

- Must have at least one Direct Loan
- Useful if you have multiple servicers
- Repayment begins immediately
- If you consolidate Perkins, you lose all the Perkins benefits.
Consequences of Default

270 days

- Lose deferment/forbearance eligibility
- Lose repayment options
- Lose additional federal student loan eligibility
- Entire loan balance becomes due
- May be denied a professional license
- Loans may be turned over to a collection agency, and collections costs will be charged to you.
- You may be subject to wage garnishment
- Tax refunds may be withheld and applied to your federal student loan debt.
- Lowers your credit score significantly
Avoid Default

✓ Make your payments on time
✓ Stay in touch with your loan servicer
✓ Select the right payment plan
✓ Use a deferment and/or a forbearance if you qualify
How do I “fix’ a defaulted loan?

Rehabilitate Your Loan

- Make nine, consecutive on-time payments
- Stops negative credit reporting
- Only allowed to rehab a defaulted loan once

For more information visit https://www.myeddebt.ed.gov/borrower/
Loan Forgiveness

Direct & Perkins Only
Direct Loans – Public Service Loan Forgiveness

Government or Non-Profit Employee

- Submit forms annually to FedLoan Servicing, the PSLF servicer.
- Make 120 on time payments (does not need to be consecutive)
- Make each payment under a qualifying payment plan
  
  *Standard*  
  *REPAYE*  
  *PAYE*  
  *IBR*  
  *ICR*

- Make each payment while employed “full-time” by the government or a qualifying non-profit organization - 501(c) (3)
- After 120 qualifying payments, remaining balance is forgiven and not treated as taxable income
What types of employment are excluded?

• If your employer is a 501(c)(3) or a not-for-profit organization, you may not include any hours you spent on religious instruction, worship services, or proselytizing.

• Labor unions, political organizations

• Employment as a member of the U.S. Congress is not qualifying employment.
Perkins– Public Service Loan Forgiveness

- Loan cancellation up to 100% over a period of 5 years
- Repayment is deferred while working
- Some of the professions include:
  - Teacher in qualified school
  - Law enforcement officer
  - Full-time attorney employed in a federal public or community defender organization*
  - Nurse or medical technician
  - Fire fighter
  - Speech language pathologist (with a master’s degree)
  - Provider to high risk children in low income communities (must be an eligible institution)

*Based on the type of work you do, instead of the type of company you work for.
When is a loan Dischargeable?

Total and Permanent Disability & Death

Loans are usually **NOT Dischargeable** for Bankruptcy.
Debt Management Strategies and Financial Resources
There are no prepayment penalty fees, so make extra payments when you can to reduce your interest costs.

Make sure any extra payments are properly posted by sending written instructions with your payment and follow up with your servicer.

Take advantage of the ACH debit discount.

If you have any problems with your loan servicer, you may file a complaint with the Ombudsman Office or Consumer Financial Protection Bureau...
**Resolving Disputes**

**Federal Loans**
U.S. Department of Education
FSA Ombudsman
http://studentaid.gov
877.577.2575 (toll-free)

**Private Loans**
Consumer Financial Protection Bureau
www.consumerfinance.gov
Phone: 855-411-CFPB (2372)
Fax: 855-237-2392
The interest you pay may be deductible ...
Monitor Your Credit Report...

One of these things is not like the others.

You may think you have one credit report and one credit score. But you really have several, and they may differ. You should check all three reports regularly.

Your credit reports matter.
- Credit reports may affect your mortgage rates, credit card approvals, apartment requests, or even your job application.
- Reviewing credit reports helps you catch signs of identity theft early.

FREE Credit Reports. Federal law allows you to:
- Get a free copy of your credit report every 12 months from each credit reporting company.
- Ensure that the information on all of your credit reports is correct and up to date.

Brought to you by:
- Equifax
- Experian
- TransUnion
...and Your Credit Score
www.personalfinance.duke.edu
Read your Rights and Responsibilities (page 31)

Your Rights and Responsibilities as a Borrower

I have the right to:
- written information on my loan obligations and information on my rights and responsibilities as a borrower;
- a copy of my MPN either before or at the time my loan is disbursed;
- a grace period and an explanation of what this means;
- notification, if I am in my grace period or repayment, no later than 65 days after a lender assigns, sells or transfers my loan to another lender;
- a disclosure statement, received before I begin to repay my loan, that includes information about interest rates, fees, the balance I owe, and a loan repayment schedule;
- deferment or forbearance of repayment for certain defined periods, if I qualify and if I request it;
- prepay my loan in whole or in part anytime without an early repayment penalty; and
- documentation when my loan is paid in full.

I am responsible for:
- completing exit counseling before I leave school or drop below half-time enrollment;
- repaying my loan according to my repayment schedule even if I do not complete my academic program, I am dissatisfied with the education I received, or I am unable to find employment after I graduate;
- notifying my lender or loan servicer if I:
  - move or change my address,
  - change my telephone number,
  - change my name,
  - change my Social Security number, or
  - change employers or my employer’s address or telephone number changes
- making monthly payments on my loan after my grace period ends, unless I have a deferment or forbearance; and
- notifying my lender or loan servicer of anything that might alter my eligibility for an existing deferment or forbearance.
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