



Student loan help is here

Your student loan Ombudsperson is here to **advocate** for borrowers having problems with their student loans.



What is an Ombudsperson?

An ombudsperson is a Swedish word that means someone who investigates, reports on, and helps settle complaints. An ombudsperson is your advocate.

What is the role of the Student Loan Ombudsperson?

The Student Loan Ombudsperson is part of a team that investigates complaints submitted by student loan borrowers and provides information and education on student loan issues. The Student Loan Ombudsperson is a voice and a resource for Colorado's student loan borrowers.



How can the Ombudsperson help?



Are you having problems with your student loans? Struggling to understand a loan servicer's decision? Do you need help navigating the student loan repayment process? The Student Loan ombudsperson may be able to help. File a complaint at coag.gov/studentloans.

Who should contact the Student Loan Ombudsperson?

Any Coloradan with federal or private student loans may file a complaint with Student Loan Ombudsperson.



How can you contact the Ombudsperson?



Having a problem with your student loan? Contact the Colorado Attorney General's Student Loan Ombudsperson by email at studentloans@coag.gov, by filing a complaint at www.coag.gov/studentloans, or by calling (720) 508-MySL (6975).

A part of the Student Loan Ombudsperson's role is to make recommendations on student loan issues to policymakers. Every complaint we receive helps us to identify trends and possible violations of our laws. **Help us ensure fairness for student loan borrowers.**