

Prepare to Repay FAQ:

Student loan payments are set to restart in May 2022, are you ready? Learn more about what you can do now to prepare for repayment.



The U.S. Department of Education has announced the pause on federal student loan repayments, interest, and collections is ending after May 1, 2022. **The Department states that payment will be due after May 1, 2022.** Student loan borrowers should act now to prepare for repayment in May.

What should I do now to prepare for repayment?



Identify your student loan servicer(s). If you don't know who is servicing your federal student loans, log on to www.studentaid.gov and view your Dashboard.



Update your contact information. Make sure your loan servicer and Federal Student Aid has up-to-date contact information so that you can receive important updates about your student loans. You can do this by contacting your loan servicer and updating your personal information on your www.studentaid.gov account.



Contact your loan servicer if you have questions or concerns. If you have questions or concerns about resuming auto-debit, need to update your banking information, are unsure of how to make payments or have other questions, contact your servicer.



Determine what your payment amount will be in May and beyond. Contact your servicer to determine your upcoming payment amount. If your payment is not affordable, consider an alternative payment option, such as an Income-Driven Repayment Plan.



What else should I know?



Watch out for scams. Scammers are targeting student loan borrowers and may be trying to take advantage of confusion around the pandemic and reputable student loan forgiveness programs, such as the Public Service Loan Forgiveness Program. Protect yourself by being aware of the warning signs of these scams:

- If someone contacts you and asks for personal information or money to suspend your student loan payment, it's a scam.
- If someone claims you are eligible for immediate loan forgiveness through "Biden Loan Forgiveness" or "CARES Act Loan Forgiveness," it's a scam. These programs do not exist.



Other warning signs can include unsolicited offers for help from people you do not know, requests for your personal information including your Federal Student Aid information, and pressure to pay up-front fees.

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What should I do if someone is trying to scam me?



File a complaint with the Attorney General's Office at StopFraudColorado.gov or www.coag.gov/studentloans, or call (720) 508-MySL (6975).

Federal student loan payments are resuming in May 2022!

What do I do if I experience problems or need help?



Contact your loan servicer for questions about payments resuming, automatic payment options, or if you have other questions about your student loans.



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).



Contact the Federal Student Aid Ombudsman Group at <https://studentaid.gov/feedback-ombudsman/disputes/prepare>

Where can I get more information?



More information about student loan repayment is available on the Federal Student Aid website at www.studentaid.gov.



Contact the Colorado Attorney General's Student Loan Ombudsperson
studentloans@coag.gov • www.coag.gov/studentloans • (720) 508-MySL (6975).