

# NELNET: WHAT YOU NEED TO KNOW

Nelnet is your Federal Student Loan servicer. We work with Federal Student Aid (FSA) to provide customer service on your federal student loans that you borrowed from the Department of Education.



## How Nelnet Helps Borrowers Like You

Nelnet answers any and all questions about your federal student loans, provides financial tips and resources, processes your payments, helps you choose a repayment plan, and provides options if you're having trouble making payments.

When you become a Nelnet customer, you receive a welcome email and letter from us soon after. We will then send you regular account updates, resources, reminders, and monthly statements once you enter repayment.



## Get Started with Nelnet

First, you will want to create a Nelnet.com account. With an online account, you can easily make payments, view account information, sign up for text alerts, automate your payments, change your repayment plan, and more.



## Make a Payment

You may make payments at any time while you are still in school to reduce any interest that may accrue, but you are required to begin repaying when your loans leave their grace period and/or enter repayment.

### Federal student loan borrowers typically go through three stages:



**In School:** When you're enrolled in school at least half-time.



**In Grace:** The six-month period after you graduate, withdraw, or drop below half-time status.



**In Repayment:** When you are required to make payments on your loan.

### Simple ways to pay:



Log in to your Nelnet.com account.



Download Nelnet's Loan Assist app for iPhone or Android.



Sign up for KwikPay® (auto-debit), Nelnet's automated payment system.



Mail a payment to the address on your statement.



## Lower Your Payments

If you need a lower monthly payment, you have many options: You can switch to one of several different repayment plans that may offer a smaller monthly payment amount, and some, depending on your income, are as low as \$0. Contact Nelnet, and we will help find the best option for you!



## Access Financial Literacy Resources

Nelnet.com has many personal finance resources available, including our comprehensive Live Life Smart Guide. We also host free online Money Mondays webinars at Nelnet.com that cover topics like budgeting, job searching, saving and investing, and understanding credit cards.



## Reach Out to Us Anytime

888.486.4722



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