What to Do When Making Default Prevention Calls

Counseling your students over the phone is an effective way to help resolve delinquency and prevent default. Take advantage of Great Lakes' experience in helping our student loan borrowers prevent default by using our tips and talking points to directly contact your students who are past due on their loans.

Note: Before making default prevention calls, discuss with your attorney whether any state laws (including laws for the state where the borrower resides and your school's own state laws) are applicable to the calls.

Before the Call

To make sure you have all the information you need to best help the student, prepare for your call by:

- Logging into the National Student Loan Data System (NSLDS) Professional Access website (https://www.nsldsfap.ed.gov).

- Then reviewing the student's account information.

During the Call

Throughout the call, be sure to let the student know about the advantages of talking to you, including:

- Protecting their future credit.

- Getting rid of a worry for them.

- Protecting their student loan eligibility.

- Maximizing the return on their education.

- Bringing them a step closer to paying off their loans.

- Saving money on interest and possible late fees.

- Adding more manageable payments to their budget.

Here are some talking points you can use at each step during the call.

Call Flow	Talking Points

Step 1
 	
Introduce Yourself and Confirm the Student's Identity
	• Identify yourself and your school.
	• Verify you're speaking to the student by confirming their name and the name of the school they attended.
	• Stress that your goal is to help by:
	   • Ensuring the student knows there are options available to help them manage their student loan debt.
	   • Letting the student know you can connect them with their servicer(s) so they can take advantage of the option that's best for them.

Call Flow	Talking Points

Step 2
 	
Listen, Acknowledge, and Help
	• Listen to the student's concerns. These could include issues such as:
	   • Their loans being transferred to another servicer.
	   • Their loans being serviced by multiple servicers.
	   • Being unemployed or underemployed.
	• Acknowledge their emotions.
	• Reinforce your desire to help them.

Step 3
 	
Discuss Possible Ways to Resolve Delinquency
	• Determine whether the student can make a payment and stress the benefits of making their scheduled payments.
	• **If the student tells you they're able to make a payment**, do the following.
	   • Encourage them to contact their servicer, and give them the servicer contact information from NSLDS, including the phone number and website.
	   • Indicate it's very important for them to make a payment as soon as possible, and encourage them to pay online.
	-or-
	If the student tells you they're not able to make a payment, do the following.
	   • Let them know about their options for lowering or postponing their payments, which could include switching to an income-driven repayment plan or applying for a deferment or forbearance.
	   • Encourage them to contact their servicer, and give them the servicer contact information from NSLDS, including the phone number and website.

Step 4 **Close the Call**	• Make sure you have the student's correct contact information, including their street address and email address. • Thank the student for taking the time to talk with you.

After the Call

Note this information in the student's record.

- Call date and outcome
- Any changes to the student's contact information