

# Servicer Contact Information



Great Lakes	
<b>Website</b>	<a href="https://home.mygreatlakes.org">https://home.mygreatlakes.org</a>
<b>U.S. Department of Education (ED)-Held Loan IDs</b>	Guarantor ID: 581 Lender Servicer ID: 700581
<b>Lender-Held Federal Family Education Loan Program (FFELP) Loan IDs</b>	Guarantor ID: 755 Lender Servicer ID: 700057
<b>Borrower Contact Information</b>	<b>General Help (Borrower Services)</b> Phone: (800) 236-4300 or (608) 246-1700 <b>Note:</b> Some calls may be monitored or recorded for quality assurance purposes. Email: <a href="mailto:borrowerservices@glhec.org">borrowerservices@glhec.org</a>
	<b>General Correspondence</b> Fax: (800) 375-5288 or (608) 246-1608 <i>Mailing Address</i> Great Lakes - Borrower Services PO Box 7860 Madison, WI 53707-7860
	Payments Phone: (800) 236-4300 or (608) 246-1700 <b>Note:</b> Some calls may be monitored or recorded for quality assurance purposes. <i>ED-Held Loans Processed and Serviced by Great Lakes</i> Dept of Education PO Box 530229 Atlanta, GA 30353-0229 <i>Lender-Held FFELP Loans Processed and Serviced by Great Lakes</i> Great Lakes PO Box 3059 Milwaukee, WI 53201-3059 <b>Note:</b> Payments can also be made on the Great Lakes website.
<b>DLCS Support Contact Information</b>	Phone: (866) 348-0714; Option 4 <b>Note:</b> Some calls may be monitored or recorded for quality assurance purposes. Email: <a href="mailto:dlcssupport@glhec.org">dlcssupport@glhec.org</a> <i>Mailing Address</i> Great Lakes Attn: DLCS Adjustment Processing 2401 International Lane Madison, WI 53704-8956

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<b>School Contact Information</b>	<b>General Help (Client Services)</b> Phone: (888) 686-6919 <b>Note:</b> Some calls may be monitored or recorded for quality assurance purposes. Email: <a href="mailto:clientservices@glhec.org">clientservices@glhec.org</a>

Aspire Resources Inc.	
<b>Website</b>	<a href="http://www.aspireresourcesinc.com">http://www.aspireresourcesinc.com</a>
<b>ED-Held Loan IDs</b> <b>Note:</b> All ED-held Direct Loans previously serviced by Aspire have been transferred to MOHELA as of August 2015.	Guarantor ID: 503
<b>Borrower Contact Information</b>	Phone: (855) 475-3335 Email: <a href="mailto:loancounsel@aspireresourcesinc.com">loancounsel@aspireresourcesinc.com</a> Fax: (515) 471-4889
<b>School Contact Information</b>	Phone: (888) 902-6077 Email: <a href="mailto:schoolsupport@aspireresourcesinc.com">schoolsupport@aspireresourcesinc.com</a> Fax: (515) 471-8188

CornerStone (UHEAA)	
<b>Website</b>	<a href="http://www.mycornerstoneloan.org">http://www.mycornerstoneloan.org</a>
<b>ED-Held Loan IDs</b>	Guarantor ID: 502
<b>Borrower Contact Information</b>	Phone: (800) 663-1662 Email: <a href="mailto:customerservice@mycornerstoneloan.org">customerservice@mycornerstoneloan.org</a>
<b>School Contact Information</b>	Phone: (877) 336-7397 Email: <a href="mailto:campuscontact@mycornerstoneloan.org">campuscontact@mycornerstoneloan.org</a>

COSTEP	
<b>Website</b>	<a href="http://www.costep.org/young-adults/student-loans">http://www.costep.org/young-adults/student-loans</a> (borrowers) <a href="https://www.conduenteducation.com/CS/Jsp/general/home.jsp">https://www.conduenteducation.com/CS/Jsp/general/home.jsp</a> (borrower account access) <a href="https://www.conduenteducation.com/CS/Jsp/login/sLogin.jsp">https://www.conduenteducation.com/CS/Jsp/login/sLogin.jsp</a> (schools)
<b>ED-Held Loan IDs</b> <b>Note:</b> All ED-held Direct Loans previously serviced by COSTEP have been transferred to MOHELA as of August and September 2013.	Guarantor ID: 510
<b>Borrower Contact Information</b>	Phone: (877) 292-8639
<b>School Contact Information</b>	Phone: (877) 292-8639 Email: <a href="mailto:schools@costep.org">schools@costep.org</a>

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EdManage	
<b>Website</b>	<a href="http://www.edmanage.net">http://www.edmanage.net</a>
<b>ED-Held Loan IDs</b> <b>Note:</b> All ED-held Direct Loans previously serviced by EdManage have been transferred to MOHELA as of August and September 2013.	Guarantor ID: 505
<b>Borrower Contact Information</b>	Phone: (855) 479-0490 Email: Borrowers can send secure emails to EdManage via their account on the EdManage website. Fax: (855) 479 0487
<b>School Contact Information</b>	Phone: (855) 479-0490 Email: <a href="mailto:schools@edmanage.net">schools@edmanage.net</a> Fax: (855) 479-0487

FedLoan Servicing (PHEAA)	
<b>Website</b>	<a href="http://myfedloan.org">http://myfedloan.org</a>
<b>ED-Held Loan IDs</b>	Guarantor ID: 579 Lender Servicer ID: 700579
<b>Borrower Contact Information</b>	Phone: (800) 699-2908 Email: <a href="mailto:accountinfo@myfedloan.org">accountinfo@myfedloan.org</a>
<b>School Contact Information</b>	Phone: (800) 655-3813 Email: <a href="mailto:schoolsupport@myfedloan.org">schoolsupport@myfedloan.org</a>

Granite State Management and Resources (GSMR) - NH	
<b>Website</b>	<a href="http://www.gsmr.org">http://www.gsmr.org</a>
<b>ED-Held Loan IDs</b>	Guarantor ID: 504
<b>Borrower Contact Information</b>	Phone: (888) 556-0022 Email: <a href="mailto:dlcustomerservice@gsmr.org">dlcustomerservice@gsmr.org</a> Fax: (603) 227-5415
<b>School Contact Information</b>	Phone: (800) 303-8353 Email: <a href="mailto:schoolcontact@gsmr.org">schoolcontact@gsmr.org</a> Fax: (603) 227-5441

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HESC/EdFinancial	
Website	<a href="https://www.edfinancial.com/home">https://www.edfinancial.com/home</a> (borrowers) <a href="https://www.edfinancial.com/about/clients/dlschools">https://www.edfinancial.com/about/clients/dlschools</a> (schools)
ED-Held Loan IDs	Guarantor ID: 501
Borrower Contact Information	Phone: (855) 337-6884
School Contact Information	Phone: (855) 845-1001 Email: <a href="mailto:schools@edfinancial.com">schools@edfinancial.com</a>

MOHELA	
Website	<a href="https://www.mohela.com">https://www.mohela.com</a> (borrowers) <a href="https://schools.mohela.com">https://schools.mohela.com</a> (schools)
ED-Held Loan IDs	Guarantor ID: 500
Borrower Contact Information	Phone: (888) 866-4352
School Contact Information	Phone: (888) 866-4353 Email: <a href="mailto:schoolrelations@mohela.com">schoolrelations@mohela.com</a>

Navient (Formerly SLMA or Sallie Mae)	
Website	<a href="http://www.navient.com">http://www.navient.com</a> (general) <a href="https://www.navient.com/loan-customers">https://www.navient.com/loan-customers</a> (borrowers) <a href="https://www.navient.com/schools">https://www.navient.com/schools</a> (schools)
ED-Held Loan IDs	Guarantor ID: 578 Lender Servicer ID: 700578
Borrower Contact Information	Phone: (800) 722-1300
School Contact Information	Phone: (888) 272-4665 Email: <a href="mailto:collegeserv@navient.com">collegeserv@navient.com</a>

Nelnet	
Website	<a href="http://www.nelnet.com">http://www.nelnet.com</a>
ED-Held Loan IDs	Guarantor ID: 580 Lender Servicer ID: 700580
Borrower Contact Information	Phone: (888) 486-4722
School Contact Information	Phone: (866) 463-5638 Email: <a href="mailto:ssc@nelnet.net">ssc@nelnet.net</a>

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Oklahoma Student Loan Authority (OSLA)	
Website	<a href="https://public.osla.org">https://public.osla.org</a>
ED-Held Loan IDs	Guarantor ID: 506
Borrower Contact Information	Phone: (800) 456-6752 Fax: (800) 261-7529 Email: <a href="mailto:custserv@osla.org">custserv@osla.org</a>
School Contact Information	Phone: (866) 264-9762 Fax: (855) 813-2224 Email: <a href="mailto:dlcustserv@osla.org">dlcustserv@osla.org</a>

Vermont Student Assistance Corporation (VSAC)	
Website	<a href="http://www.vsac.org">http://www.vsac.org</a>
ED-Held Loan IDs	Guarantor ID: 511 Lender Servicer ID: 700511
Borrower Contact Information	Phone: (800) 798-8722 or (802) 655-4050 Fax: (802) 654-3765 Email: <a href="mailto:info@vsac.org">info@vsac.org</a>
School Contact Information	Phone: (888) 307-8722 Email: <a href="mailto:schoolservices@vsac.org">schoolservices@vsac.org</a>