

Direct Loan Consolidation Origination Contact Information



This document provides contact information for U.S. Department of Education servicers regarding Direct Loan Consolidation Origination.

Great Lakes

Department or Contact	Phone Number	Other Contact Information
Borrower Inquiry	(800) 236-4300	Email Address: myconsolidation@glhec.org
Loan Holder Inquiry	(866) 348-0714	Email Address: originationservices@glhec.org Fax: (855) 815-9587
Loan Verification Certificates (LVCs)	N/A	Fax: (888) 889-6952 Mailing Address Great Lakes Consolidation Department PO Box 8956 Madison, WI 53708-8956
Proof of Income	N/A	Email Address: borrowerservices@glhec.org Fax: (800) 375-5288 or (608) 246-1608
Returning Overpayments via Automated Clearing House (ACH) or Wire Transfer	N/A	Remittance Express Account (REXX) <ul style="list-style-type: none"> • ACH Routing Number: 051036706 • Wire Routing Number: 021030004 • Account Number: 891020009002
Returning Overpayments via Check	N/A	Mailing Address Department of Education Great Lakes PO Box 979117 St. Louis, MO 63197-9000
Website	N/A	https://home.mygreatlakes.org
Hours	N/A	Monday – Friday 8:00 a.m. – 4:30 p.m. Central time

Accenture

Department or Contact	Phone Number	Other Contact Information
Processing Issues	N/A	Email Address: lcservicedesk@accenturefederal.com

FedLoan Servicing (PHEAA)

Department or Contact	Phone Number	Other Contact Information
Borrower Inquiry	(800) 699-2908	N/A
General Contact (For All Direct Loan Consolidation Origination-Related Questions)	N/A	Email Address: directloanconsol@myfedloan.org
Loan Holder Inquiry	(717) 720-2110	Fax: (717) 720-3103
LVCs	(717) 720-2110	Mailing Address FedLoan Consolidation Department PO Box 69186 Harrisburg, PA 17106-9186
Proof of Income	N/A	Mailing Address FedLoan Consolidation Department PO Box 69186 Harrisburg, PA 17106-9186
Returning Overpayments via ACH	N/A	REXX <ul style="list-style-type: none"> • Routing Number: 051036706 • Account Number: 540037
Returning Overpayments via Check	N/A	Mailing Address Department of Education FedLoan Servicing PO Box 530210 Atlanta, GA 30353-0210
Website	N/A	https://myfedloan.org
Hours	N/A	Monday – Friday 8:00 a.m. – 9:00 p.m. Eastern time

Navient (Formerly Sallie Mae)

Department or Contact	Phone Number	Other Contact Information
Borrower Inquiry	(800) 722-1300	N/A
Loan Holder Inquiry	(888) 272-4665	N/A
LVCs	N/A	Mailing Address Navient ATTN: ED Loan Consolidation PO Box 8010 Fishers, IN 46038-8010
Proof of Income	N/A	Email Address: ed_consolidation_orig@navient.com
Requesting Underpayments via Email	N/A	Email Address: navient-ed-email@navient.com
Returning Overpayments via ACH	N/A	REXX <ul style="list-style-type: none"> • Routing Number: 051036706 • Account Number: 891020011002

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Returning Overpayments via Check	N/A	Mailing Address Navient - U.S. Department of Education Loan Servicing PO Box 6200008 Portland, OR 97228-6200
Returning Overpayment Detail via Email	N/A	Email Address: ed_pa_finrec_bank@navient.com
Website	N/A	<ul style="list-style-type: none"> • General: http://www.navient.com • Borrowers: https://www.navient.com/loan-customers • Schools: https://www.navient.com/schools
Hours	N/A	<ul style="list-style-type: none"> • Monday – Thursday: 8:00 a.m. – 9:00 p.m. Eastern time • Friday: 8:00 a.m. – 8:00 p.m. Eastern time

Nelnet

Department or Contact	Phone Number	Other Contact Information
Borrower Inquiry	(866) 426-6765	N/A
Loan Holder Inquiry	(855) 554-0050	Email Address: nelnetdirectloancons@nelnet.net Fax: (402) 858-3989
LVCs	N/A	Mailing Address Nelnet Consolidation Department PO Box 82658 Lincoln, NE 68501-2658
Proof of Income	N/A	Email Address: directloanconsol@nelnet.net
Returning Overpayments via ACH	N/A	REXX <ul style="list-style-type: none"> • Routing Number: 051036706 • Account Number: 891020010002
Returning Overpayments via Check	N/A	Mailing Address Department of Education PO Box 740283 Atlanta, GA 30374-0283
Website	N/A	https://www.nelnet.com
Hours	N/A	Open 24 hours

U.S. Department of Education

Department or Contact	Phone Number	Other Contact Information
Bank Account Setup	(202) 377-3322	Contact Name: Angela Roca-Baker Email Address: angela.roca-baker@ed.gov