

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

## 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: <a href="mailto:directloanconsol@myfedloan.org">directloanconsol@myfedloan.org</a>
Loan Holder Inquiry	(717) 720-2110	Fax: (717) 720-3103
LVCs	(717) 720-2110	<b>Mailing Address</b> FedLoan Consolidation Department PO Box 69186 Harrisburg, PA 17106-9186
Proof of Income	N/A	<b>Mailing Address</b> FedLoan Consolidation Department PO Box 69186 Harrisburg, PA 17106-9186
Returning Overpayments via ACH	N/A	<b>REXX</b> <ul style="list-style-type: none"> <li>• Routing Number: 051036706</li> <li>• Account Number: 540037</li> </ul>
Returning Overpayments via Check	N/A	<b>Mailing Address</b> Department of Education FedLoan Servicing PO Box 790234 St. Louis, MO 63179-0234
Website	N/A	<a href="https://myfedloan.org">https://myfedloan.org</a>
Hours	N/A	<b>Monday – Friday:</b> 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	<b>Mailing Address</b> Navient ATTN: ED Loan Consolidation PO Box 8010 Fishers, IN 46038-8010
Proof of Income	N/A	Email Address: <a href="mailto:ed_consolidation_orig@navient.com">ed_consolidation_orig@navient.com</a>
Requesting Underpayments via Email	N/A	Email Address: <a href="mailto:navient-ed-email@navient.com">navient-ed-email@navient.com</a>
Returning Overpayments via ACH	N/A	<b>REXX</b> <ul style="list-style-type: none"> <li>• Routing Number: 051036706</li> <li>• Account Number: 891020011002</li> </ul>

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

## Nelnet

Department or Contact	Phone Number	Other Contact Information
Borrower Inquiry	(866) 426-6765	N/A
Loan Holder Inquiry	(855) 554-0050	<b>Email Address:</b> <a href="mailto:nelnetdirectloancons@nelnet.net">nelnetdirectloancons@nelnet.net</a>
LVCs	N/A	<b>Mailing Address</b> Nelnet Consolidation Department PO Box 82658 Lincoln, NE 68501-2658 <b>Email Address:</b> <a href="mailto:directloanconsol@nelnet.net">directloanconsol@nelnet.net</a>
Proof of Income	N/A	<b>Mailing Address</b> Nelnet Consolidation Department PO Box 82658 Lincoln, NE 68501-2658 <b>Email Address:</b> <a href="mailto:directloanconsol@nelnet.net">directloanconsol@nelnet.net</a>
Returning Overpayments via ACH	N/A	<b>REXX</b> <ul style="list-style-type: none"> <li>• <b>Routing Number:</b> 051036706</li> <li>• <b>Account Number:</b> 891020010002</li> </ul>
Returning Overpayments via Check	N/A	<b>Mailing Address</b> Department of Education PO Box 6200-32 Portland, OR 97228-6200 <b>Overnight Address</b> U.S. Bank ATTN: Department of Education #6200-32 17650 NE Sandy Blvd PD-OR-C1GL Portland, OR 97230
Website	N/A	<a href="https://www.nelnet.com">https://www.nelnet.com</a>

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Department or Contact	Phone Number	Other Contact Information
Hours	N/A	<ul style="list-style-type: none"><li>• <b>Monday - Friday:</b> 7:00 a.m. - 2:00 a.m. Eastern time</li><li>• <b>Saturday:</b> 8:00 a.m. - 7:00 p.m. Eastern time</li></ul>

## U.S. Department of Education

Department or Contact	Phone Number	Other Contact Information
Bank Account Setup	(202) 377-3322	<b>Contact Name:</b> Angela Roca-Baker <b>Email Address:</b> <a href="mailto:angela.roca-baker@ed.gov">angela.roca-baker@ed.gov</a>