

Return to Repayment

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What We'll Talk About

- Available repayment options for federal student loans
- Possible effects on CDRs
- Trellis' communication plan
- Industry updates
- Next steps and services



Repayment Options



Borrower Repayment Updates

- Administrative forbearance will be removed as of 1/31/2022
- Once removed, required payments will resume
- Loan servicers have started sending notifications to borrowers
- Recertifications may be pushed out for income-driven repayment (IDR) plans
- Most students will need to reset their auto debit
- Non-capping administrative forbearance
- Interest rates will return to originally disbursed rate



Loan Simulator

Loan Simulator helps students calculate student loan payments and choose a loan repayment option that best meets their needs and goals

Find the Best Repayment Plan Option

Options :


Your Results


YOU MIGHT BE ELIGIBLE FOR OTHER PLANS

You didn't provide enough information for *Loan Simulator* to fully determine your eligibility for income-based plans. To understand more of your options, enter your adjusted gross income in the sidebar.

Graduated Repayment

[Apply For Plan](#)

 **LOWEST MONTHLY PAYMENT**

 **TOTAL PAID OVER TIME IS HIGH**

Payments start low and gradually increase every two years. You will repay your loans over 10 years (for most loans, but it is usually longer for consolidation loans). NOT a good option for PSLF.

MONTHLY PAYMENT
\$152 - \$455
FIRST LAST


TOTAL TO BE PAID
\$33,979


PAID OFF DATE
May 2030

FORGIVENESS AMOUNT
\$0

[VIEW DETAILS](#) 


Personal Information 

Loan Information 

Repayment Goals 

What is your repayment goal?

- Fastest payoff
- Lowest monthly payment
- Lowest total paid over time
- Monthly payment I chose
- Total paid by a certain date

Show payment estimated under **Public Service Loan Forgiveness (PSLF)** 

Off



Repayment Plans

Income-Driven Repayment Plans

- Income-Contingent Repayment (ICR)
- Income-Based Repayment (IBR)
- Pay As You Earn (PAYE)
- Revised Pay As You Earn (REPAYE)

- Possible new IDR plan:
 - Expanded Income-Contingent Repayment (EICR)
- Recertification



CDR

CDR

Possible Effect on 2019, 2020, and 2021 CDRs

Cohort	Borrower Enters Repayment	Cohort End Date	Payment Suspension Period	Repayment Period Resumes	Effect on CDR
FY2019	10/1/2018 - 9/30/2019	9/30/2021	03/13/2021 – 01/31/2022	02/01/2022	Your current CDR will most likely be the final CDR and will not change.
FY2020	10/1/2019 - 9/30/2020	9/30/2022	03/13/2021 – 01/31/2022	02/01/2022	Your current CDR will most likely be the final CDR and will not change.
FY2021	10/1/2020 - 9/30/2021	9/30/2023	03/13/2021 - 01/31/2022	02/01/2022	Late delinquencies are removed, and borrowers will start with a clean slate on 01/31/2022. The earliest date a borrower in this cohort can default is on 1/26/2023 if no payments are made. However, there will be time left in the cohort after this date, and the CDR could be impacted.





Trellis' Communication Plan

Trellis' Communication Plan

Suspension Counseling

- Outreach to suspended borrowers beginning October 2021
 - October 2021: one email to all suspended borrowers
 - November 2021: one call to all previous delinquent suspended borrowers
 - January 2022: one email to all suspended borrowers, and one call to all previous delinquent suspended borrowers

Grace Counseling

- Outreach to grace borrowers beginning December 2021
 - One call/one email early grace (1-60 days)
 - One call/one email mid-grace (61-120 days)
 - One call/one email late grace (121-180 days)

Delinquency Aversion Counseling

- Resume calling delinquent borrowers after January 2022
- Two calls/one email at 30+ days past due



Trellis' Communication Plan

Student Outreach and Support Center

- Available to take inbound calls from any borrower
- Monday - Thursday, 8 a.m. to 6 p.m. (CST) |
Friday, 8 a.m. to 5 p.m. (CST)
- 888-642-9557
- studentsuccess@trelliscompany.org





Industry Updates

Delinquent and Defaulted Loans

Delinquent Loans

- If the borrower is delinquent at the time the administrative forbearance is applied:
 - All prior periods of delinquency are brought current with this non-capping administrative forbearance
 - Additional benefits (e.g., credit reporting, qualifying payments) of this current administrative forbearance only relate to the period from 3/13/20 – 1/31/2022



Default and Delinquency

Defaulted Loans

- Effective 3/13/2020 through 1/31/2022, the Department of Education (ED) has instructed private collection agencies to cease:
 - Making collection calls
 - Accepting auto debit payments
 - Sending letters and billing statements
- Borrowers can continue their payment arrangement related to their federal student loan by contacting ED's Default Resolution Group at 1-800-621-3115



Servicer Transitions

- Three student loan servicers have announced transitions out of the federal student loan portfolio:
 - Fed Loan Servicing (PHEAA)
 - Granite State
 - Navient
- These entities work on behalf of Federal Student Aid (FSA) to service government-held debt
- These entities work under their own name (not FSA's)
- Fed Loan Servicing loans will be transferred to MOHELA, Aidvantage (Navient), Edfinancial, and Nelnet
- Granite State loans will be transferred to Edfinancial
- Navient will be transferring its servicing work to Maximus under the new brand Aidvantage
- These transitions will take place at different speeds, with some happening prior to February 1 and others continuing through 2022
- FSA will send notices to impacted borrowers prior to the transitions



New Rules for PSLF

- Prior payments made will count as qualifying payments, regardless of loan type, repayment plan, or whether the payment was made in full or on time
 - Qualifying employment must be met at the same time
- This change will apply to student loan borrowers with Direct Loans, those who have already consolidated into the Direct Loan Program, and those who consolidate into the Direct Loan program by October 31, 2022
 - Parent PLUS loans are not eligible for PSLF, even under this limited waiver period
- As of now, if a student uses the PSLF Help Tool to check if their employer or payments qualify, it will say that payments under the incorrect payment plan or incorrect loan type will not qualify for PSLF
 - Expect for these messages and webpages to have the most up-to-date information after November 2021





Next Steps and Services

Schools Call to Action

- Give students examples of how their loans are impacted
- Grace period
- Interest resumes
- Be sure students know how to find their servicers
- If students have private loans, be sure they've reached out for those, too



Services

- Call and text campaigns
- Default prevention counseling
- One-on-one coaching
- Financial literacy presentations





Contacts

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One-on-One Financial Coaching for Students

- www.mosaiec.org/coaching



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Extraordinary Support.