

1

00:00:06,080 --> 00:00:08,560

all

2

00:00:08,760 --> 00:00:16,920

right hi everybody Welcome to our pslf

3

00:00:13,080 --> 00:00:18,760

webinar um before we get started um I do

4

00:00:16,920 --> 00:00:21,320

just want to quickly note we are not

5

00:00:18,760 --> 00:00:24,119

going to use the raise hand function um

6

00:00:21,320 --> 00:00:26,400

we are using the Q&A function for

7

00:00:24,119 --> 00:00:31,199

questions so you can put your questions

8

00:00:26,400 --> 00:00:32,759

in the Q&A area um I forgot to disable

9

00:00:31,199 --> 00:00:35,239

the raise hand function before we

10

00:00:32,759 --> 00:00:37,640

started so um if you could just not use

11

00:00:35,239 --> 00:00:41,160

it function that would be great and then

12

00:00:37,640 --> 00:00:42,480

we'll just we'll just keep going so um

13

00:00:41,160 --> 00:00:46,399

all

14

00:00:42,480 --> 00:00:48,199

right happy Tuesday to everybody um as

15

00:00:46,399 --> 00:00:51,600

you might know if you've attended one of

16

00:00:48,199 --> 00:00:54,640

our webinars before my name is Amber hay

17

00:00:51,600 --> 00:00:59,359

I am the Public service loan forgiveness

18

00:00:54,640 --> 00:01:01,239

Advocate or pslf advocate here at the

19

00:00:59,359 --> 00:01:04,400

office of the student loan

20

00:01:01,239 --> 00:01:07,239

Advocate um uh Terry do you want to go

21

00:01:04,400 --> 00:01:07,239

ahead and introduce

22

00:01:07,920 --> 00:01:14,759

yourself afternoon everyone I am Terry

23

00:01:11,640 --> 00:01:17,600

Parker I work in the state Human

24

00:01:14,759 --> 00:01:20,360

Resources office which is part of ofm

25

00:01:17,600 --> 00:01:22,119

and I am the Public service loan

26

00:01:20,360 --> 00:01:26,079

forgiveness policy and performance

27

00:01:22,119 --> 00:01:26,079

analyst glad to be here with everyone

28

00:01:28,680 --> 00:01:34,520

today great thank you Terry

29

00:01:32,320 --> 00:01:36,079

um so today we're going to speak with

30

00:01:34,520 --> 00:01:39,079

you about Public service loan

31

00:01:36,079 --> 00:01:41,560

forgiveness um some of you might already

32

00:01:39,079 --> 00:01:44,600

know quite a bit about pslf if you've

33

00:01:41,560 --> 00:01:47,240

attended a webinar with us previously

34

00:01:44,600 --> 00:01:49,880

others maybe this is your first time um

35

00:01:47,240 --> 00:01:52,560

so um we're going to give kind of a wide

36

00:01:49,880 --> 00:01:54,280

overview and then go into some specifics

37

00:01:52,560 --> 00:01:57,840

that folks might have some questions on

38

00:01:54,280 --> 00:02:00,280

right now um please know wherever you

39

00:01:57,840 --> 00:02:02,560

are at in your student loan Journey You

40

00:02:00,280 --> 00:02:05,320

Are Not Alone thousands of

41

00:02:02,560 --> 00:02:08,440

washingtonians and millions of Americans

42

00:02:05,320 --> 00:02:10,399

are being impacted by student loan debt

43

00:02:08,440 --> 00:02:11,959

our hope is that by the end of this

44

00:02:10,399 --> 00:02:14,640

presentation you'll feel a little bit

45

00:02:11,959 --> 00:02:17,120

better about your knowledge of pslf um

46

00:02:14,640 --> 00:02:20,599

and that process have an idea of kind of

47

00:02:17,120 --> 00:02:22,440

next steps um feel more comfortable

48

00:02:20,599 --> 00:02:24,360

navigating your resources and just

49

00:02:22,440 --> 00:02:26,319

feeling like you're not alone um that

50

00:02:24,360 --> 00:02:29,319

you're you're in this with with someone

51

00:02:26,319 --> 00:02:29,319

else

52

00:02:31,480 --> 00:02:37,519

before we dive into our material we have

53

00:02:33,680 --> 00:02:41,080

a few um presentation reminders to share

54

00:02:37,519 --> 00:02:44,000

so this presentation is being recorded

55

00:02:41,080 --> 00:02:47,720

um we will post it onto the student loan

56

00:02:44,000 --> 00:02:52,120

Advocate web page as well as our pslf

57

00:02:47,720 --> 00:02:55,640

specific web page we will also email out

58

00:02:52,120 --> 00:02:57,599

the uh recording and our slides for



59

00:02:55,640 --> 00:02:59,159

reference following the presentation so

60

00:02:57,599 --> 00:03:00,400

you can have access to the links that

61

00:02:59,159 --> 00:03:02,400

we're using

62

00:03:00,400 --> 00:03:04,920

um it may take a week or so to get those

63

00:03:02,400 --> 00:03:08,319

materials posted and emailed

64

00:03:04,920 --> 00:03:11,959

out uh please note the chat is disabled

65

00:03:08,319 --> 00:03:14,640

for participants um uh and participants

66

00:03:11,959 --> 00:03:19,280

are muted um we have I think

67

00:03:14,640 --> 00:03:22,519

over 200 almost 300 folks with us today

68

00:03:19,280 --> 00:03:25,840

um please enter your questions using the

69

00:03:22,519 --> 00:03:28,599

question and answer or Q&A function um

70

00:03:25,840 --> 00:03:30,480

you can upvote questions that you would

71

00:03:28,599 --> 00:03:32,720

like to have answered live

72

00:03:30,480 --> 00:03:35,840

um using the little thumbs up icon

73

00:03:32,720 --> 00:03:37,519

underneath each question um we will have

74

00:03:35,840 --> 00:03:40,040

some time for questions at the end of

75

00:03:37,519 --> 00:03:42,239

the presentation we never have enough

76

00:03:40,040 --> 00:03:43,640

time for all of them um so if you see

77

00:03:42,239 --> 00:03:46,280

someone else has asked a question that

78

00:03:43,640 --> 00:03:47,920

relates to what your question is upvote

79

00:03:46,280 --> 00:03:51,239

that rather than than sharing your

80

00:03:47,920 --> 00:03:54,879

question um if you can

81

00:03:51,239 --> 00:03:58,159

um please note we also have live Clos CL

82

00:03:54,879 --> 00:04:01,720

captions enabled on Zoom um so you can

83

00:03:58,159 --> 00:04:01,720

use that live Clos captioning

84

00:04:06,000 --> 00:04:11,400

okay um we wanted to share some general

85

00:04:09,120 --> 00:04:12,280

disclaimers before we move into the rest

86

00:04:11,400 --> 00:04:15,319

of the

87

00:04:12,280 --> 00:04:16,759

presentation so first every effort has

88

00:04:15,319 --> 00:04:20,280

been made to ensure that this

89

00:04:16,759 --> 00:04:21,919

presentation is as accurate as possible

90

00:04:20,280 --> 00:04:24,199

but know that the information that we

91

00:04:21,919 --> 00:04:28,840

share is subject to change and could be

92

00:04:24,199 --> 00:04:32,160

out of dat as things change right so we

93

00:04:28,840 --> 00:04:33,639

encourage folks to continue to check the

94

00:04:32,160 --> 00:04:36,000

department of education's federal

95

00:04:33,639 --> 00:04:39,080

student aid website which is that

96

00:04:36,000 --> 00:04:42,160

studentaid.gov um for the most current

97

00:04:39,080 --> 00:04:44,720

and upto-date information on psf and

98

00:04:42,160 --> 00:04:47,800

related student loan

99

00:04:44,720 --> 00:04:49,919

topics we know that there is a lot of

100

00:04:47,800 --> 00:04:52,199

uncertainty right now with so many

101

00:04:49,919 --> 00:04:54,560

changes happening at the federal level

102

00:04:52,199 --> 00:04:57,240

and that is causing a lot of anxiety we

103

00:04:54,560 --> 00:04:59,120

know it from folks that we've heard from

104

00:04:57,240 --> 00:05:03,400

we ourselves are feeling it right we're

105

00:04:59,120 --> 00:05:05,479

all feeling that same stress um and you

106

00:05:03,400 --> 00:05:07,160

know I want to acknowledge that that

107

00:05:05,479 --> 00:05:09,280

we're all in that same boat and

108

00:05:07,160 --> 00:05:13,680

unfortunately we don't have all of the

109

00:05:09,280 --> 00:05:16,160

answers um we wish that we did um there

110

00:05:13,680 --> 00:05:18,160

are outstanding questions that that we

111

00:05:16,160 --> 00:05:20,039

are still waiting to learn more about

112

00:05:18,160 --> 00:05:22,440

and we don't know how long we'll need to

113

00:05:20,039 --> 00:05:25,919

wait to get those answers we're living

114

00:05:22,440 --> 00:05:28,960

in unprecedented times um please just

115

00:05:25,919 --> 00:05:32,720

know that that we continue to do what we

116

00:05:28,960 --> 00:05:34,360

can to advocate for Washington borrowers



117

00:05:32,720 --> 00:05:36,039

um so Terry and myself thank you in

118

00:05:34,360 --> 00:05:37,960

advance for your understanding and your

119

00:05:36,039 --> 00:05:40,720

patience throughout today's

120

00:05:37,960 --> 00:05:41,919

presentation um and we just want to

121

00:05:40,720 --> 00:05:44,680

remind you that the office of the

122

00:05:41,919 --> 00:05:47,000

student loan Advocate um my office

123

00:05:44,680 --> 00:05:49,600

cannot tell you what you should do we

124

00:05:47,000 --> 00:05:51,840

can only provide information and

125

00:05:49,600 --> 00:05:55,720

education to help you make informed

126

00:05:51,840 --> 00:05:55,720

decisions regarding your own

127

00:05:58,639 --> 00:06:03,880

situation all right so that said here's

128

00:06:01,960 --> 00:06:05,440

our brief agenda for what we're going to

129

00:06:03,880 --> 00:06:07,199

cover today we're going to give you an

130

00:06:05,440 --> 00:06:09,960

overview of the Public service loan

131

00:06:07,199 --> 00:06:11,960

forgiveness program um we're going to

132

00:06:09,960 --> 00:06:14,000

cover how to qualify and apply for the

133

00:06:11,960 --> 00:06:17,599

program as well as how to track your

134

00:06:14,000 --> 00:06:20,160

progress um in my uh in your uh student

135

00:06:17,599 --> 00:06:22,560

a.gov account we'll dive a little bit

136

00:06:20,160 --> 00:06:24,639

into the save litigation and how it

137

00:06:22,560 --> 00:06:27,520

impacts folks pursuing

138

00:06:24,639 --> 00:06:30,720

pself um and we also plan to review the

139

00:06:27,520 --> 00:06:33,000

pslf buyback process um at the end we'll

140

00:06:30,720 --> 00:06:37,319

provide some additional resources and

141

00:06:33,000 --> 00:06:37,319

information for how to get individual

142

00:06:41,120 --> 00:06:49,639

support all right so what exactly is

143

00:06:45,240 --> 00:06:52,080

pslf um so pslf was passed by Congress

144

00:06:49,639 --> 00:06:53,280

and signed into law by President Bush

145

00:06:52,080 --> 00:06:57,199

back in

146

00:06:53,280 --> 00:07:00,319

2007 um so it was a bipartisan bill um

147

00:06:57,199 --> 00:07:03,160

with broad support um

148

00:07:00,319 --> 00:07:05,919

uh it's a federal program That Forgives

149

00:07:03,160 --> 00:07:09,039

the remaining balance on Direct Loans

150

00:07:05,919 --> 00:07:11,720

after a borrower has made 120 qualifying

151

00:07:09,039 --> 00:07:14,400

monthly payments which is 10 years or

152

00:07:11,720 --> 00:07:16,879

more potentially under qualifying

153

00:07:14,400 --> 00:07:20,759

repayment plan while working full-time

154

00:07:16,879 --> 00:07:20,759

for an eligible Public Service

155

00:07:23,840 --> 00:07:27,919

employer and I'm going to pass it over

156

00:07:25,800 --> 00:07:29,360

to Terry to talk a little bit more about

157

00:07:27,919 --> 00:07:31,440

the steps in the program and again once

158

00:07:29,360 --> 00:07:34,680

the again we're going to cover the

159

00:07:31,440 --> 00:07:35,960

basics of the program how to apply and

160

00:07:34,680 --> 00:07:38,080

then we're going to dive into some of

161

00:07:35,960 --> 00:07:40,000

those questions that you have about um

162

00:07:38,080 --> 00:07:41,520

some of the current events and topics

163

00:07:40,000 --> 00:07:45,199

that are

164

00:07:41,520 --> 00:07:48,479

occurring okay all right right so here

165

00:07:45,199 --> 00:07:51,000

we go let's go to the next slide here

166

00:07:48,479 --> 00:07:53,240

again are the steps that Amber just

167

00:07:51,000 --> 00:07:56,879

briefly outlined what what do you need

168

00:07:53,240 --> 00:07:58,599

to do to qualify for pslf and I noticed

169

00:07:56,879 --> 00:08:01,919

one of the first questions in the chat

170

00:07:58,599 --> 00:08:04,879

is if I've worked for an employer for a

171

00:08:01,919 --> 00:08:07,840

a a time but still haven't applied for

172

00:08:04,879 --> 00:08:10,000

pslf um and you do it now how do you get

173

00:08:07,840 --> 00:08:12,280

back credits so I'll just say first of

174

00:08:10,000 --> 00:08:16,120

all you need the right type of



175

00:08:12,280 --> 00:08:19,440

employment and the right type of loan

176

00:08:16,120 --> 00:08:21,000

the right type of payment repayment plan

177

00:08:19,440 --> 00:08:23,319

and that employment and repayment need

178

00:08:21,000 --> 00:08:26,280

to happen concurrently and then the

179

00:08:23,319 --> 00:08:30,039

right number of payments

180

00:08:26,280 --> 00:08:33,240

so let's talk first what employment

181

00:08:30,039 --> 00:08:37,120

qualifies for

182

00:08:33,240 --> 00:08:40,640

pslf you have to be directly employed

183

00:08:37,120 --> 00:08:42,440

with a a public service employer and the

184

00:08:40,640 --> 00:08:47,880

easiest way to figure that out is by

185

00:08:42,440 --> 00:08:49,480

looking at your W2 form um so in essence

186

00:08:47,880 --> 00:08:51,440

I'm kind of skipping around on the slide

187

00:08:49,480 --> 00:08:54,839

let's just talk about that first so who

188

00:08:51,440 --> 00:08:58,839

are public employers any level of

189

00:08:54,839 --> 00:08:59,959

government so this is state city county

190

00:08:58,839 --> 00:09:03,040

it can be

191

00:08:59,959 --> 00:09:06,040

municipality Federal tribal governments

192

00:09:03,040 --> 00:09:08,720

all qualify any organization that is

193

00:09:06,040 --> 00:09:11,880

registered as a 501c3

194

00:09:08,720 --> 00:09:17,279

nonprofit is qualifying and then there

195

00:09:11,880 --> 00:09:20,560

are also other nonprofits who um provide

196

00:09:17,279 --> 00:09:23,839

uh qualifying Services as listed in um

197

00:09:20,560 --> 00:09:27,079

CFR or even our state statute uh but but

198

00:09:23,839 --> 00:09:29,839

again this is a federal program so um

199

00:09:27,079 --> 00:09:31,880

the definitions are are you know we run

200

00:09:29,839 --> 00:09:32,640

we go with what's the federal government

201

00:09:31,880 --> 00:09:34,920

has

202

00:09:32,640 --> 00:09:37,200

identified and you do have to be

203

00:09:34,920 --> 00:09:41,760

employed when you

204

00:09:37,200 --> 00:09:44,200

apply for pslf 30 hours or more a week

205

00:09:41,760 --> 00:09:47,000

is what qualifies as full-time

206

00:09:44,200 --> 00:09:49,680

employment so this can be with one

207

00:09:47,000 --> 00:09:52,640

qualifying employer or it can be

208

00:09:49,680 --> 00:09:55,800

multiple jobs that qualify and we want

209

00:09:52,640 --> 00:09:58,880

to call out that people who work as a

210

00:09:55,800 --> 00:10:01,839

contractor for one of these entities

211

00:09:58,880 --> 00:10:04,959

generally do not um qualify because

212

00:10:01,839 --> 00:10:07,800

they're not directly employed by a

213

00:10:04,959 --> 00:10:13,040

public service employer in Washington we

214

00:10:07,800 --> 00:10:16,720

have one known exception and so this

215

00:10:13,040 --> 00:10:21,720

would be if you are contracted as a

216

00:10:16,720 --> 00:10:24,440

public defender with the office of

217

00:10:21,720 --> 00:10:26,279

um public

218

00:10:24,440 --> 00:10:31,320

uh

219

00:10:26,279 --> 00:10:31,320

defense there's a state law that says

220

00:10:32,000 --> 00:10:36,440

um that that employment can be counted

221

00:10:34,560 --> 00:10:39,760

for pslf and we'll cover that a little

222

00:10:36,440 --> 00:10:42,920

bit more all right I think I'm ready to

223

00:10:39,760 --> 00:10:42,920

go on to the next

224

00:10:51,959 --> 00:10:56,560

slide um maybe not okay sorry I have to

225

00:10:54,920 --> 00:10:58,000

go backwards and I need to cover

226

00:10:56,560 --> 00:10:59,760

something that I thought I was going to

227

00:10:58,000 --> 00:11:02,480

find sooner

228

00:10:59,760 --> 00:11:06,399

um so I want to just talk a little bit

229

00:11:02,480 --> 00:11:10,560

more about um which employment qualifies

230

00:11:06,399 --> 00:11:12,959

so for contract employment you can check

231

00:11:10,560 --> 00:11:14,880

with your employer and if you work for

232

00:11:12,959 --> 00:11:16,839

the state you can contact me and I can



233

00:11:14,880 --> 00:11:20,560

help you farit that out with your

234

00:11:16,839 --> 00:11:21,600

employer we also want to know if you are

235

00:11:20,560 --> 00:11:26,160

an

236

00:11:21,600 --> 00:11:29,600

adjunct part-time faculty at a college

237

00:11:26,160 --> 00:11:31,839

you can receive credit based on the

238

00:11:29,600 --> 00:11:36,120

number of credit hours you're teaching

239

00:11:31,839 --> 00:11:40,399

and the formula for that is um 3.35

240

00:11:36,120 --> 00:11:43,000

hours of work gets credited for every

241

00:11:40,399 --> 00:11:46,279

credit hour teaching and this may be a

242

00:11:43,000 --> 00:11:48,560

place where working for um in multiple

243

00:11:46,279 --> 00:11:53,040

positions could be

244

00:11:48,560 --> 00:11:56,240

useful um you do have to meet this

245

00:11:53,040 --> 00:12:00,399

fulltime criteria working for the right

246

00:11:56,240 --> 00:12:03,920

employer and you need to be making your

247

00:12:00,399 --> 00:12:05,959

um qualifying payments at the same time

248

00:12:03,920 --> 00:12:07,600

and the last thing I'll say is uh if

249

00:12:05,959 --> 00:12:09,519

you're getting ready to leave employment

250

00:12:07,600 --> 00:12:11,279

make sure that you've already applied to

251

00:12:09,519 --> 00:12:12,440

your employer for credit so again I'm

252

00:12:11,279 --> 00:12:16,079

going to go back to the question that

253

00:12:12,440 --> 00:12:20,040

was in the chat um you can

254

00:12:16,079 --> 00:12:22,079

apply for prior service credit you just

255

00:12:20,040 --> 00:12:25,639

submit your employment certification

256

00:12:22,079 --> 00:12:27,360

request to the employer and um that

257

00:12:25,639 --> 00:12:29,760

would then be married up with the

258

00:12:27,360 --> 00:12:32,320

qualifying loan payments that you been

259

00:12:29,760 --> 00:12:35,079

making all right I'm ready to move on

260

00:12:32,320 --> 00:12:38,040

Amber to the next slide so which loans

261

00:12:35,079 --> 00:12:40,600

qualify for

262

00:12:38,040 --> 00:12:43,800

pslf first thing to know is they need to

263

00:12:40,600 --> 00:12:44,639

be a direct loan from the US Department

264

00:12:43,800 --> 00:12:48,600

of

265

00:12:44,639 --> 00:12:51,720

Education so we have subsidized direct

266

00:12:48,600 --> 00:12:54,800

loans unsubsidized Direct

267

00:12:51,720 --> 00:12:58,120

Loans and direct Plus Loans which

268

00:12:54,800 --> 00:13:01,000

include Grad Plus and Parent

269

00:12:58,120 --> 00:13:03,760

Plus you can also have a Consolidated

270

00:13:01,000 --> 00:13:06,800

direct loan and on this slide we have

271

00:13:03,760 --> 00:13:09,839

outlined the qualifying loans with a

272

00:13:06,800 --> 00:13:13,519

dark green border so this

273

00:13:09,839 --> 00:13:16,720

leaves um Perkins loans and federal

274

00:13:13,519 --> 00:13:18,120

family Education Loans or f o r i i

275

00:13:16,720 --> 00:13:21,720

pronounce it f I don't know maybe some

276

00:13:18,120 --> 00:13:25,639

people say Fel loans um those would not

277

00:13:21,720 --> 00:13:30,000

qualify for um pslf

278

00:13:25,639 --> 00:13:30,000

credit next slide

279

00:13:34,199 --> 00:13:40,240

you can consolidate those loans that

280

00:13:36,920 --> 00:13:43,800

don't qualify in order to attain pslf

281

00:13:40,240 --> 00:13:47,480

credit so Perkins loans the federal

282

00:13:43,800 --> 00:13:50,320

family Education Loans can be

283

00:13:47,480 --> 00:13:54,360

Consolidated and when you do that you

284

00:13:50,320 --> 00:13:58,720

can access an income driven repayment

285

00:13:54,360 --> 00:14:00,880

plan so please note that um apparent

286

00:13:58,720 --> 00:14:04,839

Plus

287

00:14:00,880 --> 00:14:07,000

loan um needs to be Consolidated in

288

00:14:04,839 --> 00:14:10,480

order to

289

00:14:07,000 --> 00:14:13,639

qualify and when you consolidate

290

00:14:10,480 --> 00:14:16,880

loans be aware that there is a weighted



291

00:14:13,639 --> 00:14:18,920

average rule that applies this began in

292

00:14:16,880 --> 00:14:21,000

September of

293

00:14:18,920 --> 00:14:23,680

2024 and

294

00:14:21,000 --> 00:14:25,680

essentially if you consolidate a loan

295

00:14:23,680 --> 00:14:29,480

that already has qualifying payments

296

00:14:25,680 --> 00:14:32,720

towards psf with another loan the new

297

00:14:29,480 --> 00:14:35,160

direct consolidation loan will receive

298

00:14:32,720 --> 00:14:38,639

credit for a weighted average of those

299

00:14:35,160 --> 00:14:40,680

qualifying payments so this means it's

300

00:14:38,639 --> 00:14:43,800

critical to certify all of your

301

00:14:40,680 --> 00:14:45,880

employment for pslf before you

302

00:14:43,800 --> 00:14:48,639

consolidate to ensure that there's an

303

00:14:45,880 --> 00:14:51,720

accurate waiting and again you can you

304

00:14:48,639 --> 00:14:53,720

can apply for past employment to be

305

00:14:51,720 --> 00:14:57,240

certified as long as you were making

306

00:14:53,720 --> 00:14:59,600

qualifying payments during that past

307

00:14:57,240 --> 00:15:01,199

employment next slide

308

00:14:59,600 --> 00:15:03,440

Terry do you mind if I add just a quick

309

00:15:01,199 --> 00:15:05,240

note as well no please do thank you

310

00:15:03,440 --> 00:15:09,040

ember's here to keep me on keep me in

311

00:15:05,240 --> 00:15:14,040

the in the bre path with consolidation

312

00:15:09,040 --> 00:15:17,320

so um it's not required to consolidate

313

00:15:14,040 --> 00:15:20,160

to access pslf unless you have one of

314

00:15:17,320 --> 00:15:22,720

those loan types that are not eligible

315

00:15:20,160 --> 00:15:25,800

for pslf as they are technically with

316

00:15:22,720 --> 00:15:27,920

Parent Plus Loans you can access pslf

317

00:15:25,800 --> 00:15:30,079

with Parent Plus Loans as they are but

318

00:15:27,920 --> 00:15:32,480

you only have access to the 10e standard

319

00:15:30,079 --> 00:15:34,240

repayment plan which would pay off your

320

00:15:32,480 --> 00:15:36,279

loan in those 10 years and so if you

321

00:15:34,240 --> 00:15:38,959

want access to one of the income driven

322

00:15:36,279 --> 00:15:40,800

repayment plans specifically income

323

00:15:38,959 --> 00:15:44,360

contingent repayment for Parent Plus

324

00:15:40,800 --> 00:15:46,120

Loans that requires the consolidation so

325

00:15:44,360 --> 00:15:48,199

consolidation is not necessary for

326

00:15:46,120 --> 00:15:51,240

everybody if you have loans that were

327

00:15:48,199 --> 00:15:53,920

taken out um you know all for undergrad

328

00:15:51,240 --> 00:15:55,560

let's say and you start repayment all at

329

00:15:53,920 --> 00:15:58,120

the same time with those loans and then

330

00:15:55,560 --> 00:15:59,800

you had the same employment there's not

331

00:15:58,120 --> 00:16:01,319

necessarily A need to consolidate

332

00:15:59,800 --> 00:16:04,279

because all of those loans might then be

333

00:16:01,319 --> 00:16:05,839

on the same timeline so um consolidation

334

00:16:04,279 --> 00:16:08,079

can get tricky and can be really

335

00:16:05,839 --> 00:16:10,399

personal um so there's kind of a lot of

336

00:16:08,079 --> 00:16:11,880

factors to consider um so I just want to

337

00:16:10,399 --> 00:16:14,360

kind of give that context we don't want

338

00:16:11,880 --> 00:16:16,360

to misre present that everybody has to

339

00:16:14,360 --> 00:16:20,519

consolidate that is not the case at all

340

00:16:16,360 --> 00:16:20,519

it is highly kind of situation

341

00:16:25,880 --> 00:16:30,920

dependent okay all right Terry take it

342

00:16:28,000 --> 00:16:30,920

away

343

00:16:37,040 --> 00:16:39,360

thank you

344

00:16:39,720 --> 00:16:46,160

Amber could you move forward to the next

345

00:16:42,880 --> 00:16:48,680

slide all right so we want to ask have

346

00:16:46,160 --> 00:16:51,759

you logged into to your student aid.gov

347

00:16:48,680 --> 00:16:53,519

account recently this is where you will

348

00:16:51,759 --> 00:16:56,440

find information about your federal



349

00:16:53,519 --> 00:16:59,839

student loans including your type of

350

00:16:56,440 --> 00:17:02,720

loan your loan balance and your student

351

00:16:59,839 --> 00:17:05,559

loan serer so this is a screen print

352

00:17:02,720 --> 00:17:07,240

when you go to studentaid.gov and you'll

353

00:17:05,559 --> 00:17:09,360

see where we've highlighted there are

354

00:17:07,240 --> 00:17:12,839

two links up in the upper right hand

355

00:17:09,360 --> 00:17:15,760

corner uh when you log in it will ask

356

00:17:12,839 --> 00:17:19,120

for your federal student aid ID or FSA

357

00:17:15,760 --> 00:17:20,919

ID this is your username and password if

358

00:17:19,120 --> 00:17:24,160

you don't have an account yet then click

359

00:17:20,919 --> 00:17:26,120

on the create an account button so you

360

00:17:24,160 --> 00:17:29,120

can find the information you need by

361

00:17:26,120 --> 00:17:31,160

exploring the elements on your dashboard

362

00:17:29,120 --> 00:17:34,120

and we encourage you to investigate and

363

00:17:31,160 --> 00:17:36,440

learn all you can about your loans if

364

00:17:34,120 --> 00:17:39,080

you need to consolidate your loans you

365

00:17:36,440 --> 00:17:43,600

can complete the consolidation

366

00:17:39,080 --> 00:17:43,600

application on your student aid.gov

367

00:17:45,039 --> 00:17:51,120

account I'm going to pass it back to

368

00:17:47,320 --> 00:17:53,679

Amber to talk more about qualifying uh

369

00:17:51,120 --> 00:17:53,679

repayment

370

00:17:53,799 --> 00:17:59,000

plans all right so thanks Terry for

371

00:17:56,880 --> 00:18:01,520

covering the right type of employment

372

00:17:59,000 --> 00:18:05,480

and the right type of loans so now let's

373

00:18:01,520 --> 00:18:05,480

talk a little bit about repayment

374

00:18:08,400 --> 00:18:14,280

plans for credit towards

375

00:18:11,480 --> 00:18:19,480

pslf any of the income driven repayment

376

00:18:14,280 --> 00:18:22,120

plans also known as IDR plans um count

377

00:18:19,480 --> 00:18:25,840

towards pslf or can be used towards

378

00:18:22,120 --> 00:18:29,480

pslf um IDR income driven repayment is

379

00:18:25,840 --> 00:18:32,159

an umbrella term that covers four

380

00:18:29,480 --> 00:18:34,400

different repayment plans those four

381

00:18:32,159 --> 00:18:37,080

different plans which are listed out

382

00:18:34,400 --> 00:18:41,039

here on this slide are the saving on a

383

00:18:37,080 --> 00:18:43,240

valuable education or save plan the

384

00:18:41,039 --> 00:18:47,720

income based

385

00:18:43,240 --> 00:18:50,480

repayment pay as you earn paye um and

386

00:18:47,720 --> 00:18:55,280

income contingent repayment

387

00:18:50,480 --> 00:18:57,600

icr um as you many I've seen questions

388

00:18:55,280 --> 00:19:00,320

already come up in the Q&A um about the

389

00:18:57,600 --> 00:19:02,240

save litigation so yes the save plan is

390

00:19:00,320 --> 00:19:04,480

currently tied up in litigation and is

391

00:19:02,240 --> 00:19:06,960

paused essentially we're going to cover

392

00:19:04,480 --> 00:19:10,840

that more um after we cover the basics

393

00:19:06,960 --> 00:19:13,960

for pslf so stay tuned um the other

394

00:19:10,840 --> 00:19:16,400

repayment plans are currently available

395

00:19:13,960 --> 00:19:17,799

um each of these plans has different

396

00:19:16,400 --> 00:19:20,559

eligibility

397

00:19:17,799 --> 00:19:22,120

requirements um so not all of them may

398

00:19:20,559 --> 00:19:25,080

be available to you it really is

399

00:19:22,120 --> 00:19:27,640

dependent upon your household size and

400

00:19:25,080 --> 00:19:29,440

your your income so we recommend

401

00:19:27,640 --> 00:19:31,039

borrowers take take a look at the

402

00:19:29,440 --> 00:19:32,640

different options closely to see what

403

00:19:31,039 --> 00:19:35,760

might be the best

404

00:19:32,640 --> 00:19:38,159

fit in addition to the income driven

405

00:19:35,760 --> 00:19:41,159

repayment plans the 10e standard

406

00:19:38,159 --> 00:19:43,559

repayment plan is also eligible for



407

00:19:41,159 --> 00:19:45,760

pslf this plan is the one that new

408

00:19:43,559 --> 00:19:49,600

graduates are put on to if they don't

409

00:19:45,760 --> 00:19:51,880

select another plan um if you're on this

410

00:19:49,600 --> 00:19:55,760

plan right you would repay your loan in

411

00:19:51,880 --> 00:19:57,400

10 years and pay it off um and so you

412

00:19:55,760 --> 00:19:59,559

don't typically want to stay on this

413

00:19:57,400 --> 00:20:01,120

plan um because you would just pay your

414

00:19:59,559 --> 00:20:02,960

loan before you would reach forgiveness

415

00:20:01,120 --> 00:20:06,080

or at the same time that you would reach

416

00:20:02,960 --> 00:20:08,880

forgiveness um some periods of time on

417

00:20:06,080 --> 00:20:11,000

the standard repayment plan are okay um

418

00:20:08,880 --> 00:20:13,720

as long as you also have periods under

419

00:20:11,000 --> 00:20:15,760

an IDR plan or potentially under

420

00:20:13,720 --> 00:20:18,440

eligible forbearances and deferments

421

00:20:15,760 --> 00:20:21,280

that might count towards

422

00:20:18,440 --> 00:20:24,360

pslf repayment plans that are not

423

00:20:21,280 --> 00:20:26,799

eligible for pslf include the 30-year

424

00:20:24,360 --> 00:20:30,440

standard repayment plan available for

425

00:20:26,799 --> 00:20:33,559

consolidated loans as well as any um

426

00:20:30,440 --> 00:20:35,679

graduated and extended repayment plans

427

00:20:33,559 --> 00:20:36,880

so those do not count towards pslf

428

00:20:35,679 --> 00:20:39,840

moving

429

00:20:36,880 --> 00:20:42,559

forward uh if you have Parent Plus Loans

430

00:20:39,840 --> 00:20:44,280

they initially as I said earlier only

431

00:20:42,559 --> 00:20:48,400

have access to the 10year standard

432

00:20:44,280 --> 00:20:50,480

repayment plan to qualify for pslf PS uh

433

00:20:48,400 --> 00:20:52,360

Parent Plus Loans must be Consolidated

434

00:20:50,480 --> 00:20:56,679

to access the income contingent

435

00:20:52,360 --> 00:20:59,280

repayment plan um icr is the only plan

436

00:20:56,679 --> 00:21:03,360

that folks that have parent Plus Loans

437

00:20:59,280 --> 00:21:03,360

in their consolidated loans can can

438

00:21:05,960 --> 00:21:11,159

utilize all right you can apply for any

439

00:21:08,799 --> 00:21:13,600

of the IDR plans using the IDR

440

00:21:11,159 --> 00:21:16,320

application on student a.gov when you're

441

00:21:13,600 --> 00:21:18,600

logged in um you can also submit a

442

00:21:16,320 --> 00:21:22,200

manual IDR application directly on your

443

00:21:18,600 --> 00:21:24,559

servicers website um please note that we

444

00:21:22,200 --> 00:21:26,799

have heard that the online IDR

445

00:21:24,559 --> 00:21:29,400

application as well as the online

446

00:21:26,799 --> 00:21:31,679

consolidation applications are not

447

00:21:29,400 --> 00:21:33,760

currently available um if you go to try

448

00:21:31,679 --> 00:21:36,640

to access them you can't click on the

449

00:21:33,760 --> 00:21:38,919

button to start them so manual or paper

450

00:21:36,640 --> 00:21:41,360

forms can still be submitted to the

451

00:21:38,919 --> 00:21:44,640

student loan servicers um and those

452

00:21:41,360 --> 00:21:48,240

paper forms um uh have instructions on

453

00:21:44,640 --> 00:21:50,080

them us to how to do that so um Please

454

00:21:48,240 --> 00:21:51,799

be aware of that right now we don't know

455

00:21:50,080 --> 00:21:54,000

when it's going to be turned back on for

456

00:21:51,799 --> 00:21:56,559

the online applications we just know

457

00:21:54,000 --> 00:21:58,159

that right now it's not accessible um or

458

00:21:56,559 --> 00:22:01,400

as of last night when I was checking

459

00:21:58,159 --> 00:22:03,799

this Pres presentation um to get an

460

00:22:01,400 --> 00:22:05,919

estimate of your monthly payments under

461

00:22:03,799 --> 00:22:08,640

the different plans right now you do

462

00:22:05,919 --> 00:22:11,520

need to call your student loan servicer

463

00:22:08,640 --> 00:22:13,120

um or uh you could try to do the

464

00:22:11,520 --> 00:22:14,960

calculations yourself based on the



465

00:22:13,120 --> 00:22:17,640

information on the student loan um or

466

00:22:14,960 --> 00:22:19,960

the student a.gov website um if you do

467

00:22:17,640 --> 00:22:23,159

call your serer please note that you

468

00:22:19,960 --> 00:22:26,039

might be on hold for several hours uh

469

00:22:23,159 --> 00:22:28,039

especially if your servicer is moila um

470

00:22:26,039 --> 00:22:29,520

we've had borrowers report that they've

471

00:22:28,039 --> 00:22:32,279

waited for several hours they've tried

472

00:22:29,520 --> 00:22:34,480

to call back and get um get a call back

473

00:22:32,279 --> 00:22:37,520

and still waited for for more hours or

474

00:22:34,480 --> 00:22:38,880

not received that call back so um

475

00:22:37,520 --> 00:22:41,960

unfortunately there's not a way for us

476

00:22:38,880 --> 00:22:44,679

to fix that um it it may just be that

477

00:22:41,960 --> 00:22:47,000

you are on hold for quite a while um to

478

00:22:44,679 --> 00:22:49,440

try to get that information um our

479

00:22:47,000 --> 00:22:52,480

office does not estimate monthly

480

00:22:49,440 --> 00:22:54,080

payments for borrowers um so please note

481

00:22:52,480 --> 00:22:56,799

that as well if you contact us that's

482

00:22:54,080 --> 00:23:00,080

not something that we can assist

483

00:22:56,799 --> 00:23:03,120

with when you're trying to decide what

484

00:23:00,080 --> 00:23:05,679

IDR plan might be best for your

485

00:23:03,120 --> 00:23:07,679

situation usually the lowest monthly

486

00:23:05,679 --> 00:23:09,480

payment available is going to maximize

487

00:23:07,679 --> 00:23:12,720

the amount of forgiveness that you can

488

00:23:09,480 --> 00:23:14,440

get at the end of your your pslf um

489

00:23:12,720 --> 00:23:16,240

10year

490

00:23:14,440 --> 00:23:18,600

period

491

00:23:16,240 --> 00:23:20,240

um one of the things we also wanted to

492

00:23:18,600 --> 00:23:21,799

highlight and again we'll touch on this

493

00:23:20,240 --> 00:23:24,440

a little bit later in relation to the

494

00:23:21,799 --> 00:23:27,000

save uh litigation but there was a

495

00:23:24,440 --> 00:23:29,000

period of time where IDR

496

00:23:27,000 --> 00:23:31,640

applications um

497

00:23:29,000 --> 00:23:35,559

the processing of them was paused um so

498

00:23:31,640 --> 00:23:37,200

from about July to mid December or so um

499

00:23:35,559 --> 00:23:40,279

the processing of those applications

500

00:23:37,200 --> 00:23:42,919

were paused they have restarted but

501

00:23:40,279 --> 00:23:45,960

servicers have a backlog of you know

502

00:23:42,919 --> 00:23:49,080

thousands of those applications to get

503

00:23:45,960 --> 00:23:51,679

through um so please be patient if it

504

00:23:49,080 --> 00:23:54,240

takes a while to hear anything about an

505

00:23:51,679 --> 00:24:00,000

IDR application um if you've submitted

506

00:23:54,240 --> 00:24:00,000

one at any time since July 2024

507

00:24:00,080 --> 00:24:06,760

with the the IDR application processing

508

00:24:03,279 --> 00:24:08,679

only applications that are marked for um

509

00:24:06,760 --> 00:24:12,240

folks trying to get into income based

510

00:24:08,679 --> 00:24:15,559

repayment which is ibr income contingent

511

00:24:12,240 --> 00:24:20,159

repayment which is icr and pay as you

512

00:24:15,559 --> 00:24:23,919

earn Pay E only applications with those

513

00:24:20,159 --> 00:24:26,520

three um repayment plans are being

514

00:24:23,919 --> 00:24:28,399

processed if you have an IDR application

515

00:24:26,520 --> 00:24:30,399

that was marked to get into the safe

516

00:24:28,399 --> 00:24:32,320

plan or that was marked with the option

517

00:24:30,399 --> 00:24:35,919

that says like put me in the lowest

518

00:24:32,320 --> 00:24:40,840

option um that those applications are

519

00:24:35,919 --> 00:24:42,480

still paused um so um be aware of that

520

00:24:40,840 --> 00:24:45,520

um please note that the terms of the

521

00:24:42,480 --> 00:24:49,720

save plan and the other IDR plans are

522

00:24:45,520 --> 00:24:49,720

subject to the outcome of ongoing



523

00:24:51,440 --> 00:24:55,039

litigation and I'll pass it back to

524

00:24:53,480 --> 00:24:59,279

Terry to talk a little bit more about

525

00:24:55,039 --> 00:25:01,559

payment counts all right to recap so far

526

00:24:59,279 --> 00:25:03,760

you have the right type of employment

527

00:25:01,559 --> 00:25:06,360

the right type of loan and the right

528

00:25:03,760 --> 00:25:09,559

type of repayment plan the last piece

529

00:25:06,360 --> 00:25:12,600

you need is to make 120 qualifying

530

00:25:09,559 --> 00:25:16,600

payments so what payments actually count

531

00:25:12,600 --> 00:25:16,600

towards the 120 needed for

532

00:25:19,159 --> 00:25:25,440

pslf all 120 payments must be made while

533

00:25:22,799 --> 00:25:27,440

under a qualifying repayment plan and

534

00:25:25,440 --> 00:25:31,480

for the full amount due is shown on your

535

00:25:27,440 --> 00:25:33,919

bill this includes Z payments for those

536

00:25:31,480 --> 00:25:36,760

who qualify for it under an

537

00:25:33,919 --> 00:25:39,760

income-driven repayment plan the only

538

00:25:36,760 --> 00:25:41,840

times these two rules don't apply is if

539

00:25:39,760 --> 00:25:44,559

you are under one of the accepted types

540

00:25:41,840 --> 00:25:47,120

of deferments or forbearances at any

541

00:25:44,559 --> 00:25:50,440

time during that month payments also

542

00:25:47,120 --> 00:25:53,080

need to be made after October 1st 2007

543

00:25:50,440 --> 00:25:55,760

because that's when the program started

544

00:25:53,080 --> 00:25:58,039

the payments do not need to be made

545

00:25:55,760 --> 00:26:01,240

consecutively or with the same student

546

00:25:58,039 --> 00:26:03,760

Lo own servicer or while you work at the

547

00:26:01,240 --> 00:26:05,720

same employer you can work for 10

548

00:26:03,760 --> 00:26:08,679

different Employers in 10 years if

549

00:26:05,720 --> 00:26:11,320

they're all qualifying Public Service

550

00:26:08,679 --> 00:26:14,200

employers one tip to make sure that you

551

00:26:11,320 --> 00:26:16,600

are making on time and complete payments

552

00:26:14,200 --> 00:26:19,120

is to sign up for automatic debit with

553

00:26:16,600 --> 00:26:19,120

your loan

554

00:26:21,120 --> 00:26:25,799

servicer it's important to keep in mind

555

00:26:23,880 --> 00:26:28,559

there are times when you cannot make

556

00:26:25,799 --> 00:26:30,399

qualifying payments you can only make

557

00:26:28,559 --> 00:26:33,080

qualifying monthly payments during

558

00:26:30,399 --> 00:26:35,320

periods you have a payment due this

559

00:26:33,080 --> 00:26:38,600

means that you can't make a qualifying

560

00:26:35,320 --> 00:26:41,480

payment while you have in school status

561

00:26:38,600 --> 00:26:44,640

or in your grace period and in certain

562

00:26:41,480 --> 00:26:47,240

types of deferment or forbearances any

563

00:26:44,640 --> 00:26:50,000

payments made during those periods would

564

00:26:47,240 --> 00:26:53,159

not be considered qualifying for

565

00:26:50,000 --> 00:26:55,840

pslf in some cases you can decline in

566

00:26:53,159 --> 00:26:56,679

school deferment for previous loans in

567

00:26:55,840 --> 00:26:58,559

some

568

00:26:56,679 --> 00:27:00,520

circumstances if you return return to

569

00:26:58,559 --> 00:27:03,000

school for example to get a master's

570

00:27:00,520 --> 00:27:05,480

degree you can decline the in school

571

00:27:03,000 --> 00:27:07,840

deferment for your undergraduate loans

572

00:27:05,480 --> 00:27:10,520

to continue making qualifying payments

573

00:27:07,840 --> 00:27:12,760

on those loans however you would not be

574

00:27:10,520 --> 00:27:15,080

able to decline your in school deferment

575

00:27:12,760 --> 00:27:17,679

for the new loans you receive for your

576

00:27:15,080 --> 00:27:17,679

graduate

577

00:27:19,360 --> 00:27:24,559

education on this slide are the types of

578

00:27:22,200 --> 00:27:27,520

deferment and forbearances that can

579

00:27:24,559 --> 00:27:30,600

count as qualifying payments if you were

580

00:27:27,520 --> 00:27:32,480

employed an average of 30 hours a week



581

00:27:30,600 --> 00:27:35,320

at one or more qualifying employers

582

00:27:32,480 --> 00:27:37,880

during that period most of them are

583

00:27:35,320 --> 00:27:41,080

self-explanatory like cancer treatment

584

00:27:37,880 --> 00:27:44,000

economic hardship deferment or military

585

00:27:41,080 --> 00:27:46,399

service others are a little less known

586

00:27:44,000 --> 00:27:49,919

like the administrative forbearance due

587

00:27:46,399 --> 00:27:51,840

to a local or national emergency or the

588

00:27:49,919 --> 00:27:54,120

administrative forbearance for

589

00:27:51,840 --> 00:27:56,840

collecting supporting documentation from

590

00:27:54,120 --> 00:27:59,080

the borrower such as when you went when

591

00:27:56,840 --> 00:28:02,039

you apply for an income direct repayment

592

00:27:59,080 --> 00:28:05,039

plan all of these types of deferments

593

00:28:02,039 --> 00:28:06,919

and forbearances count as qualifying

594

00:28:05,039 --> 00:28:09,600

payments even though you are not

595

00:28:06,919 --> 00:28:11,880

technically paying anything during these

596

00:28:09,600 --> 00:28:14,679

periods if you are on the save

597

00:28:11,880 --> 00:28:17,559

forbearance this does not qualify for

598

00:28:14,679 --> 00:28:20,120

pslf even if you make voluntary payments

599

00:28:17,559 --> 00:28:23,240

during the save forbearance those months

600

00:28:20,120 --> 00:28:26,200

won't count towards pslf they may be

601

00:28:23,240 --> 00:28:30,120

eligible for pslf buyback which we will

602

00:28:26,200 --> 00:28:30,120

touch on later in the presentation

603

00:28:31,919 --> 00:28:34,320

back to

604

00:28:36,960 --> 00:28:43,440

Amber all right so now that we know what

605

00:28:40,480 --> 00:28:46,720

the psif program is let's talk a little

606

00:28:43,440 --> 00:28:49,640

bit about how how the process is to

607

00:28:46,720 --> 00:28:52,519

actually apply to get your loans

608

00:28:49,640 --> 00:28:54,880

forgiven so um when you're ready to

609

00:28:52,519 --> 00:28:57,120

certify your employment um to get the

610

00:28:54,880 --> 00:29:00,519

process started with psf you can use

611

00:28:57,120 --> 00:29:03,159

the psf help tool on student.gov to

612

00:29:00,519 --> 00:29:06,000

generate and digitally sign your psf

613

00:29:03,159 --> 00:29:07,600

form um that's what we call the form

614

00:29:06,000 --> 00:29:10,679

that's used to certify your employment

615

00:29:07,600 --> 00:29:13,399

and apply for psf there is a docy sign

616

00:29:10,679 --> 00:29:16,000

feature within the help tool that allows

617

00:29:13,399 --> 00:29:18,480

both you um as the borrower as well as

618

00:29:16,000 --> 00:29:20,440

your employer to digitally sign the form

619

00:29:18,480 --> 00:29:22,840

the tool then automatically submits that

620

00:29:20,440 --> 00:29:26,399

digitally signed pslf form to federal

621

00:29:22,840 --> 00:29:29,399

student aid um what we recommend is when

622

00:29:26,399 --> 00:29:31,200

you submit the form for signature for

623

00:29:29,399 --> 00:29:33,799

your employer we recommend that you

624

00:29:31,200 --> 00:29:35,320

separately email your HR department um

625

00:29:33,799 --> 00:29:38,399

to notify them that they're going to

626

00:29:35,320 --> 00:29:40,000

receive this doc sign request um we have

627

00:29:38,399 --> 00:29:41,679

found that by doing this employers are

628

00:29:40,000 --> 00:29:43,559

more likely to complete the form in a

629

00:29:41,679 --> 00:29:45,159

timely manner and don't miss the

630

00:29:43,559 --> 00:29:49,399

requests coming through US sometimes it

631

00:29:45,159 --> 00:29:52,440

can go to the spam folder um paper forms

632

00:29:49,399 --> 00:29:54,320

are also available um but generally we

633

00:29:52,440 --> 00:29:57,600

want to discourage folks from using it

634

00:29:54,320 --> 00:29:59,679

where possible because um the help tool

635

00:29:57,600 --> 00:30:03,399

really helps prevent the most common

636

00:29:59,679 --> 00:30:05,039

errors that people make on the form um

637

00:30:03,399 --> 00:30:07,039

you would also need to either fax mail

638

00:30:05,039 --> 00:30:10,720

or upload the paper form which is more



639

00:30:07,039 --> 00:30:12,120

difficult to track um so um when you do

640

00:30:10,720 --> 00:30:13,799

when you use the help tool it actually

641

00:30:12,120 --> 00:30:15,760

has a Tracker that you can see and I

642

00:30:13,799 --> 00:30:19,399

have a screenshot in a later slide to

643

00:30:15,760 --> 00:30:21,559

show you what that tracker looks like um

644

00:30:19,399 --> 00:30:23,919

best practice is to submit your pslf

645

00:30:21,559 --> 00:30:26,200

form yearly whenever you switch

646

00:30:23,919 --> 00:30:28,159

employment um whenever you switch

647

00:30:26,200 --> 00:30:30,760

between full-time and part-time employ

648

00:30:28,159 --> 00:30:32,640

ment um with the same employer this will

649

00:30:30,760 --> 00:30:35,039

help you to evaluate your eligibility on

650

00:30:32,640 --> 00:30:38,240

a yearly basis um and ensures that you

651

00:30:35,039 --> 00:30:39,559

see progress of um towards your count of

652

00:30:38,240 --> 00:30:42,279

qualifying

653

00:30:39,559 --> 00:30:44,159

payments um we don't recommend waiting

654

00:30:42,279 --> 00:30:45,840

until until your tend to submit all your

655

00:30:44,159 --> 00:30:48,360

forms because it can be difficult to

656

00:30:45,840 --> 00:30:50,360

track down prior employers to certify

657

00:30:48,360 --> 00:30:52,399

employment um although you can

658

00:30:50,360 --> 00:30:55,200

retroactively go and certify that

659

00:30:52,399 --> 00:30:57,480

employment um but also if there's

660

00:30:55,200 --> 00:30:59,360

something wrong you can find out about

661

00:30:57,480 --> 00:31:02,480

it soon such as like an incorrect

662

00:30:59,360 --> 00:31:04,919

payment plan so um we recommend

663

00:31:02,480 --> 00:31:07,120

submitting the form yearly and again

664

00:31:04,919 --> 00:31:10,519

when you switch employers uh or change

665

00:31:07,120 --> 00:31:10,519

your full-time part-time

666

00:31:11,559 --> 00:31:18,519

status this slide has the links for the

667

00:31:15,279 --> 00:31:21,279

help tool um key pieces of information

668

00:31:18,519 --> 00:31:22,840

that you'll need is your employer's uh

669

00:31:21,279 --> 00:31:24,960

identification number their federal

670

00:31:22,840 --> 00:31:27,360

identification number usually you can

671

00:31:24,960 --> 00:31:29,799

find that on your W2 you can also

672

00:31:27,360 --> 00:31:32,039

contact your HR department to get that

673

00:31:29,799 --> 00:31:34,039

number um you'll need your dates of

674

00:31:32,039 --> 00:31:36,880

employment um if you're still working

675

00:31:34,039 --> 00:31:39,000

there your start date um is what's most

676

00:31:36,880 --> 00:31:42,679

important if it's a prior employer also

677

00:31:39,000 --> 00:31:46,159

your end date as well as your employer's

678

00:31:42,679 --> 00:31:49,440

uh please contact email address um if you

679

00:31:46,159 --> 00:31:51,200

don't know who it is to reach out to

680

00:31:49,440 --> 00:31:52,799

rather than than kind of picking a

681

00:31:51,200 --> 00:31:54,919

number from the picking an email from

682

00:31:52,799 --> 00:31:56,880

the HR website we recommend reaching out

683

00:31:54,919 --> 00:31:58,399

first again so you have that contact so

684

00:31:56,880 --> 00:32:00,200

they know that that they and expect to

685

00:31:58,399 --> 00:32:03,039

see your form come

686

00:32:00,200 --> 00:32:05,240

through if you've worked for um

687

00:32:03,039 --> 00:32:07,600

Washington State agencies or public

688

00:32:05,240 --> 00:32:10,600

institutions of higher education you can

689

00:32:07,600 --> 00:32:12,880

use the pslf directory that's linked on

690

00:32:10,600 --> 00:32:16,760

this um second bullet to find the email

691

00:32:12,880 --> 00:32:22,480

address of that agency's uh pslf contact

692

00:32:16,760 --> 00:32:22,480

UM as well as their uh uh Ein um and

693

00:32:25,679 --> 00:32:29,840

email just a reminder we are not using

694

00:32:28,200 --> 00:32:32,720

the raise hand function we forgot to

695

00:32:29,840 --> 00:32:34,880

disable it um so please put questions in

696

00:32:32,720 --> 00:32:37,559

the Q&A where



697

00:32:34,880 --> 00:32:40,240

possible once you submit your form

698

00:32:37,559 --> 00:32:42,279

through the pslf help tool you can track

699

00:32:40,240 --> 00:32:44,840

that progress of the form in the my

700

00:32:42,279 --> 00:32:47,039

activity section of your studentaid.gov

701

00:32:44,840 --> 00:32:48,720

account this slide has a sample

702

00:32:47,039 --> 00:32:51,600

screenshot of what the tracker looks

703

00:32:48,720 --> 00:32:53,279

like um we know it's hard to to read but

704

00:32:51,600 --> 00:32:55,360

it's basically it shows you when you

705

00:32:53,279 --> 00:32:57,519

submitted the form when it was sent for

706

00:32:55,360 --> 00:32:59,559

Signature if it's been received and when

707

00:32:57,519 --> 00:33:03,080

it was received you can download a copy

708

00:32:59,559 --> 00:33:05,240

of the form uh so um it's a really

709

00:33:03,080 --> 00:33:07,519

useful tool and again one of the reasons

710

00:33:05,240 --> 00:33:10,279

that we recommend using the help tool

711

00:33:07,519 --> 00:33:11,760

rather than manually um submitting forms

712

00:33:10,279 --> 00:33:14,399

one of the things that's NE is if you

713

00:33:11,760 --> 00:33:15,559

know your employer won't digitally sign

714

00:33:14,399 --> 00:33:17,760

the form if you know that they want to

715

00:33:15,559 --> 00:33:21,000

do a physical signature you can still

716

00:33:17,760 --> 00:33:23,440

use the help tool to generate your form

717

00:33:21,000 --> 00:33:25,760

um and then print the you know with

718

00:33:23,440 --> 00:33:27,760

it'll fill out the information for you

719

00:33:25,760 --> 00:33:29,919

you can then um if you've used the help

720

00:33:27,760 --> 00:33:31,559

to to generate the form you can come

721

00:33:29,919 --> 00:33:33,720

back to this tracker and upload that

722

00:33:31,559 --> 00:33:37,200

manual form um so that's it's in the

723

00:33:33,720 --> 00:33:40,919

tracker so um again help tool should be

724

00:33:37,200 --> 00:33:43,960

your kind of go-to first first

725

00:33:40,919 --> 00:33:45,600

um attempt to get your your PSL forms

726

00:33:43,960 --> 00:33:49,120

completed

727

00:33:45,600 --> 00:33:51,039

um if you do submit any manual forms

728

00:33:49,120 --> 00:33:53,639

make sure that your file um when you

729

00:33:51,039 --> 00:33:56,279

scan back in includes all pages of the

730

00:33:53,639 --> 00:33:58,639

pslf form not just the ones that you

731

00:33:56,279 --> 00:34:01,519

filled out but the instruction Pages as

732

00:33:58,639 --> 00:34:04,200

well um we have seen some folks receive

733

00:34:01,519 --> 00:34:08,399

incorrect denials um because they didn't

734

00:34:04,200 --> 00:34:08,399

have all of the forms um or all of the

735

00:34:11,079 --> 00:34:16,040

pages once your form is processed and

736

00:34:13,800 --> 00:34:18,960

eligibility determined you'll be able to

737

00:34:16,040 --> 00:34:22,079

view eligible and qualifying payments on

738

00:34:18,960 --> 00:34:26,320

student.gov access self-service tools um

739

00:34:22,079 --> 00:34:28,599

such as the the pslf progress tracker um

740

00:34:26,320 --> 00:34:30,879

uh and check your you know status of

741

00:34:28,599 --> 00:34:32,960

your psls pslf

742

00:34:30,879 --> 00:34:35,079

progress um please note that you'll

743

00:34:32,960 --> 00:34:37,520

continue making payments to your current

744

00:34:35,079 --> 00:34:40,320

servicer um so well you can manage quite

745

00:34:37,520 --> 00:34:42,200

a bit on your student a.gov um payments

746

00:34:40,320 --> 00:34:44,800

still go through your servicer um and

747

00:34:42,200 --> 00:34:44,800

your account with

748

00:34:45,560 --> 00:34:53,000

them if you haven't had a chance to get

749

00:34:48,079 --> 00:34:56,359

into your student a.gov yet this is a um

750

00:34:53,000 --> 00:34:58,240

sample of what the pslf um dashboard

751

00:34:56,359 --> 00:35:01,760

within there looks like

752

00:34:58,240 --> 00:35:04,079

um so you can log in from your dashboard

753

00:35:01,760 --> 00:35:08,119

you can either view details on your

754

00:35:04,079 --> 00:35:10,000

loans specifically um there's a like



755

00:35:08,119 --> 00:35:13,119

section when you scroll down to view

756

00:35:10,000 --> 00:35:15,520

details specific to pslf and that brings

757

00:35:13,119 --> 00:35:17,880

up um what you see in this kind of

758

00:35:15,520 --> 00:35:20,040

screenshot with the heading of pslf

759

00:35:17,880 --> 00:35:22,160

payments you'll see some subheadings

760

00:35:20,040 --> 00:35:23,320

with loan details payment history and

761

00:35:22,160 --> 00:35:26,119

employment

762

00:35:23,320 --> 00:35:28,280

certification um what the uh what you

763

00:35:26,119 --> 00:35:30,599

can see right there with the loans

764

00:35:28,280 --> 00:35:32,320

listed out in the individual progress

765

00:35:30,599 --> 00:35:34,920

that's that loan details section and you

766

00:35:32,320 --> 00:35:36,200

can click on that payment summary option

767

00:35:34,920 --> 00:35:39,680

to view more

768

00:35:36,200 --> 00:35:42,880

specifics um when you look at your

769

00:35:39,680 --> 00:35:45,079

payment history you can actually see a

770

00:35:42,880 --> 00:35:47,160

breakdown of all of your previous

771

00:35:45,079 --> 00:35:51,240

payments um and whether they're

772

00:35:47,160 --> 00:35:52,960

qualifying if if um there's ones that

773

00:35:51,240 --> 00:35:54,079

need employment certification so maybe

774

00:35:52,960 --> 00:35:55,760

you've made the payment but haven't

775

00:35:54,079 --> 00:35:58,040

certified that employment yet it'll tell

776

00:35:55,760 --> 00:36:00,839

you that it'll also tell you if it was

777

00:35:58,040 --> 00:36:03,200

in an ineligible um deferment or

778

00:36:00,839 --> 00:36:05,640

forbearance so um this gives you a lot

779

00:36:03,200 --> 00:36:08,240

of great information um and you can use

780

00:36:05,640 --> 00:36:12,800

the the filter option um if you want to

781

00:36:08,240 --> 00:36:12,800

see specific time periods or specific

782

00:36:13,760 --> 00:36:18,160

statuses under that employment

783

00:36:15,640 --> 00:36:19,960

certification tab you can see details

784

00:36:18,160 --> 00:36:22,720

such as um the employers that you've

785

00:36:19,960 --> 00:36:24,520

submitted the hours work per week um and

786

00:36:22,720 --> 00:36:26,440

you can verify okay has all of my

787

00:36:24,520 --> 00:36:28,839

employment actually been certified and

788

00:36:26,440 --> 00:36:30,640

check the dates um this is great to go

789

00:36:28,839 --> 00:36:33,920

back and and just double check that all

790

00:36:30,640 --> 00:36:36,000

of your employment that goes back to um

791

00:36:33,920 --> 00:36:38,960

as early as October

792

00:36:36,000 --> 00:36:40,680

2007 um but really you know if you

793

00:36:38,960 --> 00:36:43,319

started repayment after that going back

794

00:36:40,680 --> 00:36:45,000

to when you started repayment but um

795

00:36:43,319 --> 00:36:47,040

it's just AG greate to verify do you

796

00:36:45,000 --> 00:36:51,280

have everything there and on file and is

797

00:36:47,040 --> 00:36:54,359

it um showing as a qualifying

798

00:36:51,280 --> 00:36:56,880

employer um note that some of this

799

00:36:54,359 --> 00:36:59,040

information is still being updated um

800

00:36:56,880 --> 00:37:01,520

there was a back L of pslf forms after

801

00:36:59,040 --> 00:37:03,599

there was a processing pause this summer

802

00:37:01,520 --> 00:37:05,440

so um if you have a form that maybe you

803

00:37:03,599 --> 00:37:08,960

know you submitted but it hasn't popped

804

00:37:05,440 --> 00:37:12,240

up yet that might be part of the backlog

805

00:37:08,960 --> 00:37:15,200

so um not surprising backlogs are a

806

00:37:12,240 --> 00:37:15,200

common theme right

807

00:37:16,240 --> 00:37:19,839

now all right I'm G pass it back to

808

00:37:18,319 --> 00:37:22,359

Terry to start talking a little bit

809

00:37:19,839 --> 00:37:25,760

about the save lawsuit or save

810

00:37:22,359 --> 00:37:28,400

litigation um that might be impacting

811

00:37:25,760 --> 00:37:31,079

folks right now that we've covered the

812

00:37:28,400 --> 00:37:33,319

bulk of information related to pslf we



813

00:37:31,079 --> 00:37:35,720

are going to turn towards talking about

814

00:37:33,319 --> 00:37:38,240

the save litigation which may be

815

00:37:35,720 --> 00:37:40,599

impacting many of you please note that

816

00:37:38,240 --> 00:37:43,000

if you were never on the save plan this

817

00:37:40,599 --> 00:37:45,920

section largely does not apply to you

818

00:37:43,000 --> 00:37:48,280

but we know that around 8 million folks

819

00:37:45,920 --> 00:37:51,200

Nationwide were on Save which is why we

820

00:37:48,280 --> 00:37:54,040

felt this was important to cover today

821

00:37:51,200 --> 00:37:56,720

as we mentioned earlier save or the

822

00:37:54,040 --> 00:37:59,200

saving on a valuable education plan was

823

00:37:56,720 --> 00:38:02,160

one of the come driven repayment plans

824

00:37:59,200 --> 00:38:05,720

IDR plan uh and it provided the most

825

00:38:02,160 --> 00:38:08,000

generous terms of all the IDR plans

826

00:38:05,720 --> 00:38:11,680

monthly payments that were made under

827

00:38:08,000 --> 00:38:14,920

that plan prior to July 2024 are

828

00:38:11,680 --> 00:38:17,520

eligible to count toward pslf with

829

00:38:14,920 --> 00:38:17,520

qualifying

830

00:38:19,359 --> 00:38:25,160

employment two lawsuits were filed last

831

00:38:22,680 --> 00:38:27,720

year in an attempt to block the save

832

00:38:25,160 --> 00:38:31,440

Plan before its most generous element

833

00:38:27,720 --> 00:38:33,560

went into effect as a result save was

834

00:38:31,440 --> 00:38:37,720

temporarily blocked by a court

835

00:38:33,560 --> 00:38:40,280

injunction pausing save plan on July 18

836

00:38:37,720 --> 00:38:42,480

2024 if you were enrolled or are

837

00:38:40,280 --> 00:38:45,160

enrolled in the save program you should

838

00:38:42,480 --> 00:38:47,920

have been placed into a forbearance

839

00:38:45,160 --> 00:38:50,720

under the save forbearance interests

840

00:38:47,920 --> 00:38:52,960

should not accrue and payments are not

841

00:38:50,720 --> 00:38:55,200

required please note that some of the

842

00:38:52,960 --> 00:38:57,640

loan servicers show the interest AC

843

00:38:55,200 --> 00:39:00,040

crewing for a month or even a quarter

844

00:38:57,640 --> 00:39:03,800

before they remove it other services

845

00:39:00,040 --> 00:39:06,880

show no acral voluntary payments made

846

00:39:03,800 --> 00:39:10,079

during the time will not count towards

847

00:39:06,880 --> 00:39:12,040

pslf in general time spent in this

848

00:39:10,079 --> 00:39:14,440

forbearance does not count for Public

849

00:39:12,040 --> 00:39:18,160

service loan forgiveness or

850

00:39:14,440 --> 00:39:18,160

income-driven repayment plan

851

00:39:21,040 --> 00:39:26,880

forgiveness there are also several other

852

00:39:23,640 --> 00:39:29,560

save lawsuit impacts income driven

853

00:39:26,880 --> 00:39:32,880

repayment application processing was

854

00:39:29,560 --> 00:39:35,520

temporarily paused until mid December

855

00:39:32,880 --> 00:39:37,680

2024 processing of these applications is

856

00:39:35,520 --> 00:39:40,400

occurring but there's a backlog that

857

00:39:37,680 --> 00:39:42,599

services are working through borrowers

858

00:39:40,400 --> 00:39:45,119

should expect a lengthy delay in

859

00:39:42,599 --> 00:39:47,480

processing of applications and there's

860

00:39:45,119 --> 00:39:51,680

currently no estimate of how long it

861

00:39:47,480 --> 00:39:54,599

will take IDR forgiveness which forgives

862

00:39:51,680 --> 00:39:57,880

uh loan balances after 20 or 25 years of

863

00:39:54,599 --> 00:40:00,280

repayment is currently paused for all

864

00:39:57,880 --> 00:40:02,480

plans except income-based

865

00:40:00,280 --> 00:40:05,680

repayment this doesn't really affect

866

00:40:02,480 --> 00:40:08,560

folks pursuing pslf unless they leave

867

00:40:05,680 --> 00:40:11,200

public service and plan to utilize IDR

868

00:40:08,560 --> 00:40:13,160

forgiveness but it's worth mentioning

869

00:40:11,200 --> 00:40:16,800

payments made under

870

00:40:13,160 --> 00:40:19,400

these all the IDR plans still count



871

00:40:16,800 --> 00:40:19,400

towards

872

00:40:20,520 --> 00:40:26,560

pslf recently you may have heard about

873

00:40:23,240 --> 00:40:29,119

the eth Circuit Court ruling this ruling

874

00:40:26,560 --> 00:40:31,920

reaffirmed the broad injunction against

875

00:40:29,119 --> 00:40:33,720

the implementation of the save plan it

876

00:40:31,920 --> 00:40:36,720

doesn't change the injunction that was

877

00:40:33,720 --> 00:40:39,160

placed in July of 2024 it just

878

00:40:36,720 --> 00:40:42,359

reaffirmed the injunction will continue

879

00:40:39,160 --> 00:40:44,400

until litigation is resolved borrowers

880

00:40:42,359 --> 00:40:46,800

on Save will be in this General

881

00:40:44,400 --> 00:40:50,359

forbearance until the legal situation

882

00:40:46,800 --> 00:40:53,200

changes or Services well excuse me

883

00:40:50,359 --> 00:40:55,520

servicers are able to send bills to

884

00:40:53,200 --> 00:40:58,240

borrowers at the appropriate monthly

885

00:40:55,520 --> 00:41:01,560

payment amount current ly federal

886

00:40:58,240 --> 00:41:04,680

student aid expects this will be

887

00:41:01,560 --> 00:41:07,839

resolved no earlier than September

888

00:41:04,680 --> 00:41:12,079

2025 continue to check the save Court

889

00:41:07,839 --> 00:41:13,680

action page on fsa's website for updates

890

00:41:12,079 --> 00:41:16,400

while the outcome of the pending

891

00:41:13,680 --> 00:41:18,560

litigation is uncertain we encourage

892

00:41:16,400 --> 00:41:21,079

borrowers to think thoroughly through

893

00:41:18,560 --> 00:41:23,760

the possible outcomes as they determine

894

00:41:21,079 --> 00:41:27,520

what to do next and to address that

895

00:41:23,760 --> 00:41:27,520

Amber's going to share

896

00:41:32,200 --> 00:41:37,560

all right so we know this is a

897

00:41:34,480 --> 00:41:40,520

complicated situation um and that there

898

00:41:37,560 --> 00:41:42,160

are options but they're not necessarily

899

00:41:40,520 --> 00:41:44,839

the best options right there's there

900

00:41:42,160 --> 00:41:46,880

options available um so we're going to

901

00:41:44,839 --> 00:41:50,200

go over those options that you have if

902

00:41:46,880 --> 00:41:51,760

you are still enrolled in save um

903

00:41:50,200 --> 00:41:54,000

however we want you to keep a few things

904

00:41:51,760 --> 00:41:57,000

in mind our office cannot tell you what

905

00:41:54,000 --> 00:41:57,880

to do we can only explain your options

906

00:41:57,000 --> 00:41:59,680

um

907

00:41:57,880 --> 00:42:02,480

millions of borrowers across the country

908

00:41:59,680 --> 00:42:05,160

are facing this exact same issue um and

909

00:42:02,480 --> 00:42:07,680

the same questions that um you have

910

00:42:05,160 --> 00:42:10,880

others likely have as well um so know

911

00:42:07,680 --> 00:42:12,400

that you're not alone um in this the

912

00:42:10,880 --> 00:42:14,359

options that we're going to share they

913

00:42:12,400 --> 00:42:17,319

all have risks and time frames that you

914

00:42:14,359 --> 00:42:19,640

have no control over um our office also

915

00:42:17,319 --> 00:42:21,280

has no control over them um we can't

916

00:42:19,640 --> 00:42:24,960

tell you when things will resolve

917

00:42:21,280 --> 00:42:26,559

specifically we can't tell you how um so

918

00:42:24,960 --> 00:42:29,000

there's there's going to be an element

919

00:42:26,559 --> 00:42:31,480

of UN certainty um and generally with

920

00:42:29,000 --> 00:42:34,559

any of these options no matter your

921

00:42:31,480 --> 00:42:37,680

choice be patient um it may take time

922

00:42:34,559 --> 00:42:40,079

for the lawsuit to be resolved um and

923

00:42:37,680 --> 00:42:42,440

processing uh is just extra slow right

924

00:42:40,079 --> 00:42:42,440

now at the

925

00:42:44,359 --> 00:42:49,599

servicers all right so what options do

926

00:42:47,040 --> 00:42:51,960

you have if you are still on the general

927

00:42:49,599 --> 00:42:55,400

forbearance under save commonly called

928

00:42:51,960 --> 00:42:57,359

the save forbearance um there are three



929

00:42:55,400 --> 00:42:58,160

kind of primary options you could could

930

00:42:57,359 --> 00:43:02,200

do

931

00:42:58,160 --> 00:43:03,760

nothing um you could submit an IDR

932

00:43:02,200 --> 00:43:06,400

application to enroll in one of the

933

00:43:03,760 --> 00:43:08,960

other IDR plans or you could switch to

934

00:43:06,400 --> 00:43:10,839

the 10-year standard repayment plan so

935

00:43:08,960 --> 00:43:14,040

if you do nothing right so if you just

936

00:43:10,839 --> 00:43:16,000

opt to wait and see what happens with

937

00:43:14,040 --> 00:43:18,240

the lawsuits and continue on the save

938

00:43:16,000 --> 00:43:20,280

forbearance or the save General

939

00:43:18,240 --> 00:43:24,359

forbearance um you know you would

940

00:43:20,280 --> 00:43:27,480

continue to not have payments due um uh

941

00:43:24,359 --> 00:43:28,480

and you would not um accrue interest

942

00:43:27,480 --> 00:43:32,480

during that

943

00:43:28,480 --> 00:43:34,559

forbearance um down the road you could

944

00:43:32,480 --> 00:43:36,319

eventually consider requesting to buy

945

00:43:34,559 --> 00:43:38,760

back the months that are spent within

946

00:43:36,319 --> 00:43:40,480

the save forbearance um we are going to

947

00:43:38,760 --> 00:43:43,559

talk a little bit about buyback in just

948

00:43:40,480 --> 00:43:45,720

a few minutes um but you might be able

949

00:43:43,559 --> 00:43:48,079

to buy or may be able to buy the the

950

00:43:45,720 --> 00:43:49,520

buyback um or use the buyback excuse me

951

00:43:48,079 --> 00:43:52,520

to buy those months that were spent in

952

00:43:49,520 --> 00:43:55,280

the save forbearance uh so that's one

953

00:43:52,520 --> 00:43:58,200

option second option you could submit an

954

00:43:55,280 --> 00:44:02,599

IDR application to enroll in one of the

955

00:43:58,200 --> 00:44:05,200

other IDR plans if you're eligible um so

956

00:44:02,599 --> 00:44:07,599

remember that that um eligibility for

957

00:44:05,200 --> 00:44:11,040

those plans is determined primarily on

958

00:44:07,599 --> 00:44:13,920

household size family income uh as well

959

00:44:11,040 --> 00:44:16,760

as your um outstanding loan

960

00:44:13,920 --> 00:44:19,960

balance uh you can submit the ID

961

00:44:16,760 --> 00:44:22,400

application um paper applications can be

962

00:44:19,960 --> 00:44:25,599

submitted directly to servicers um

963

00:44:22,400 --> 00:44:28,160

through their like upload portals um if

964

00:44:25,599 --> 00:44:30,559

it takes longer than 10 days to process

965

00:44:28,160 --> 00:44:33,079

your IDR application you should be

966

00:44:30,559 --> 00:44:35,319

placed into a 60-day processing

967

00:44:33,079 --> 00:44:38,880

forbearance that 60-day processing

968

00:44:35,319 --> 00:44:40,720

forbearance does count towards pslf um

969

00:44:38,880 --> 00:44:42,119

however that processing forbearance also

970

00:44:40,720 --> 00:44:45,559

Acres

971

00:44:42,119 --> 00:44:47,760

interest if after that 60-day processing

972

00:44:45,559 --> 00:44:51,079

forbearance your ID application still

973

00:44:47,760 --> 00:44:53,880

has not been processed um then you would

974

00:44:51,079 --> 00:44:56,079

be placed into the um General

975

00:44:53,880 --> 00:44:59,880

forbearance that's 0% interest that

976

00:44:56,079 --> 00:45:01,480

would not count towards pslf um so

977

00:44:59,880 --> 00:45:06,079

that's just kind of for you to be aware

978

00:45:01,480 --> 00:45:09,000

of uh besides IDR um plans again the

979

00:45:06,079 --> 00:45:11,640

10year standard repayment plan counts

980

00:45:09,000 --> 00:45:15,520

towards psf so some folks have opted to

981

00:45:11,640 --> 00:45:15,520

switch to the 10year standard repayment

982

00:45:15,760 --> 00:45:21,400

plan so broadly those are the options

983

00:45:18,119 --> 00:45:24,119

available um each of them have some pros

984

00:45:21,400 --> 00:45:26,160

and cons right um or advantages and

985

00:45:24,119 --> 00:45:27,920

drawbacks that you need to consider what

986

00:45:26,160 --> 00:45:30,880

might be best for your



987

00:45:27,920 --> 00:45:34,400

situation so if you do nothing and kind

988

00:45:30,880 --> 00:45:36,280

of wait to see what happens um you know

989

00:45:34,400 --> 00:45:38,000

it's possible that the department of Ed

990

00:45:36,280 --> 00:45:40,920

could later say that maybe the save

991

00:45:38,000 --> 00:45:42,559

forbearance does count for pslf that's

992

00:45:40,920 --> 00:45:46,280

probably unlikely but we really don't

993

00:45:42,559 --> 00:45:47,880

know um Pros it doesn't require any

994

00:45:46,280 --> 00:45:50,400

action from you it means you have no

995

00:45:47,880 --> 00:45:52,160

payments you're not occurring interest

996

00:45:50,400 --> 00:45:54,400

um the cons is you might need to go

997

00:45:52,160 --> 00:45:57,440

through the buyback process once you

998

00:45:54,400 --> 00:46:00,960

have 120 months of qualifying employment

999

00:45:57,440 --> 00:46:02,000

um the pslf buyback process is new um

1000

00:46:00,960 --> 00:46:04,480

it's

1001

00:46:02,000 --> 00:46:06,880

under the recent regulations that went

1002

00:46:04,480 --> 00:46:10,400

into effect in uh

1003

00:46:06,880 --> 00:46:14,480

2023 um but you know we don't know the

1004

00:46:10,400 --> 00:46:18,079

future so um I would say it's uncertain

1005

00:46:14,480 --> 00:46:20,559

so maybe it depends on how how close are

1006

00:46:18,079 --> 00:46:23,960

you to that 120 months of employment

1007

00:46:20,559 --> 00:46:25,760

right um that option two if you submit

1008

00:46:23,960 --> 00:46:29,200

an IDR application to enroll in one of

1009

00:46:25,760 --> 00:46:30,880

the other plans um Pro is if you get

1010

00:46:29,200 --> 00:46:32,000

placed into that processing for barrance

1011

00:46:30,880 --> 00:46:33,359

you're going to get a couple of months

1012

00:46:32,000 --> 00:46:37,440

of pslf

1013

00:46:33,359 --> 00:46:40,079

Eligibility um Cons with this option not

1014

00:46:37,440 --> 00:46:43,200

all borrowers are eligible for other IDR

1015

00:46:40,079 --> 00:46:45,000

plans um you have to call your servicer

1016

00:46:43,200 --> 00:46:47,319

for an estimate of those monthly

1017

00:46:45,000 --> 00:46:50,280

payments uh likely it will increase your

1018

00:46:47,319 --> 00:46:51,920

monthly payment for most folks um but

1019

00:46:50,280 --> 00:46:54,880

could be potentially by a significant

1020

00:46:51,920 --> 00:46:57,400

amount depending on the plan

1021

00:46:54,880 --> 00:47:00,200

um and you might still be Place back

1022

00:46:57,400 --> 00:47:01,880

into that non pslf eligible um

1023

00:47:00,200 --> 00:47:04,599

forbearance that folks are already on

1024

00:47:01,880 --> 00:47:06,960

with the save if after that 60-day

1025

00:47:04,599 --> 00:47:09,200

processing forbearance ends and you

1026

00:47:06,960 --> 00:47:11,160

haven't had your application processed

1027

00:47:09,200 --> 00:47:12,440

and we still don't know you know we

1028

00:47:11,160 --> 00:47:14,480

don't even have an average of how long

1029

00:47:12,440 --> 00:47:16,240

it's taking for those those applications

1030

00:47:14,480 --> 00:47:18,359

to be

1031

00:47:16,240 --> 00:47:22,400

processed with the 10-year standard

1032

00:47:18,359 --> 00:47:25,319

repayment plan um Pros continued pslf

1033

00:47:22,400 --> 00:47:27,680

eligibility you can submit your payments

1034

00:47:25,319 --> 00:47:30,720

and get progress right

1035

00:47:27,680 --> 00:47:32,640

um cons is that most folks are are doing

1036

00:47:30,720 --> 00:47:34,720

IDR plans because they can't afford the

1037

00:47:32,640 --> 00:47:38,720

10year standard repayment plan um it's

1038

00:47:34,720 --> 00:47:40,079

unaffordable for most borrowers so um

1039

00:47:38,720 --> 00:47:43,119

again these are kind of the options that

1040

00:47:40,079 --> 00:47:44,839

you have at the moment um we encourage

1041

00:47:43,119 --> 00:47:47,200

you to read through the save Court

1042

00:47:44,839 --> 00:47:48,760

actions page that we've linked and we'll

1043

00:47:47,200 --> 00:47:51,119

uh Link in this

1044

00:47:48,760 --> 00:47:52,680

presentation um so that you can kind of



1045

00:47:51,119 --> 00:47:54,240

carefully make an informed decision

1046

00:47:52,680 --> 00:47:56,200

that's best for

1047

00:47:54,240 --> 00:47:57,839

you um and I know there's going to be

1048

00:47:56,200 --> 00:48:00,079

questions I had can't see the chat or

1049

00:47:57,839 --> 00:48:01,280

the the Q&A right now but um we know

1050

00:48:00,079 --> 00:48:03,240

that there's going to be questions on

1051

00:48:01,280 --> 00:48:04,800

this please be patient with us and also

1052

00:48:03,240 --> 00:48:07,079

know that we may not have the answer to

1053

00:48:04,800 --> 00:48:07,079

those

1054

00:48:08,520 --> 00:48:13,599

questions

1055

00:48:10,720 --> 00:48:17,960

okay um

1056

00:48:13,599 --> 00:48:21,640

as we are close to wrapping up here and

1057

00:48:17,960 --> 00:48:25,240

jumping to those questions um I want to

1058

00:48:21,640 --> 00:48:27,119

highlight for you the pslf buyback um in

1059

00:48:25,240 --> 00:48:28,599

our prior presentations we've only

1060

00:48:27,119 --> 00:48:33,400

really touched on it a little bit that

1061

00:48:28,599 --> 00:48:36,720

it exists um there is now a lot more

1062

00:48:33,400 --> 00:48:39,720

Direction provided um by [studentaid.gov](http://studentaid.gov)

1063

00:48:36,720 --> 00:48:41,520

on their web page about the pslf buyback

1064

00:48:39,720 --> 00:48:43,720

process so we're going to cover it a

1065

00:48:41,520 --> 00:48:45,520

little bit we can't cover all of the

1066

00:48:43,720 --> 00:48:47,960

elements to it because it could probably

1067

00:48:45,520 --> 00:48:49,240

just be a presentation all by itself um

1068

00:48:47,960 --> 00:48:50,960

but I want to give you a little bit more

1069

00:48:49,240 --> 00:48:54,119

information about it if it's something

1070

00:48:50,960 --> 00:48:58,079

that you've heard about and are curious

1071

00:48:54,119 --> 00:48:59,680

about so PSL buyback was created as a

1072

00:48:58,079 --> 00:49:03,319

part of the new regulations that went

1073

00:48:59,680 --> 00:49:06,480

into effect back in July 1st um

1074

00:49:03,319 --> 00:49:08,079

2023 um those regulations came about

1075

00:49:06,480 --> 00:49:11,799

through what they call the negotiated

1076

00:49:08,079 --> 00:49:13,760

rule making process um typically in

1077

00:49:11,799 --> 00:49:15,160

order for those to to be changed they

1078

00:49:13,760 --> 00:49:17,119

would have to go through another set of

1079

00:49:15,160 --> 00:49:20,880

negotiated rule making process which is

1080

00:49:17,119 --> 00:49:24,119

not a quick process it takes a while

1081

00:49:20,880 --> 00:49:26,920

um the buyback was created so that folks

1082

00:49:24,119 --> 00:49:29,880

could as you might guess buyback months

1083

00:49:26,920 --> 00:49:30,640

that were in an ineligible forbearance

1084

00:49:29,880 --> 00:49:35,799

or

1085

00:49:30,640 --> 00:49:38,280

deferment um so those months can

1086

00:49:35,799 --> 00:49:41,640

um excuse me so you can only buy back

1087

00:49:38,280 --> 00:49:44,599

those months um once you've reached 120

1088

00:49:41,640 --> 00:49:48,880

months of qualifying employment so that

1089

00:49:44,599 --> 00:49:49,839

is the key thing here is have you um or

1090

00:49:48,880 --> 00:49:51,240

the time that you're thinking about it

1091

00:49:49,839 --> 00:49:52,400

have you reached 100 months of

1092

00:49:51,240 --> 00:49:55,079

qualifying

1093

00:49:52,400 --> 00:49:57,640

employment um so you have to kind of

1094

00:49:55,079 --> 00:49:59,319

calculate this yourself um

1095

00:49:57,640 --> 00:50:00,599

uh you some of the tools might be

1096

00:49:59,319 --> 00:50:01,920

helpful you know if you've certified all

1097

00:50:00,599 --> 00:50:04,000

your employment and you can see that

1098

00:50:01,920 --> 00:50:05,599

you've got some of those months that if

1099

00:50:04,000 --> 00:50:08,359

they counted you'd have that you'd have

1100

00:50:05,599 --> 00:50:10,400

your 120 payments that's a good way of

1101

00:50:08,359 --> 00:50:12,799

of identifying that you maybe have 120

1102

00:50:10,400 --> 00:50:16,760

months of qualifying



1103

00:50:12,799 --> 00:50:18,400

employment um that requirement of of

1104

00:50:16,760 --> 00:50:20,680

that you need to have those 120 months

1105

00:50:18,400 --> 00:50:21,920

of employment first that ensures that

1106

00:50:20,680 --> 00:50:24,160

when you buy back the months in

1107

00:50:21,920 --> 00:50:27,799

deferment or forbearance that you would

1108

00:50:24,160 --> 00:50:30,599

then receive forgiveness at that time so

1109

00:50:27,799 --> 00:50:33,440

um if you are early in your pslf journey

1110

00:50:30,599 --> 00:50:34,799

this is probably something that um you

1111

00:50:33,440 --> 00:50:36,839

probably are not yet thinking about

1112

00:50:34,799 --> 00:50:40,200

really um but for folks that are close

1113

00:50:36,839 --> 00:50:41,880

to um 120 this is probably the most

1114

00:50:40,200 --> 00:50:45,640

relevant for

1115

00:50:41,880 --> 00:50:47,079

you you can only buy back months if you

1116

00:50:45,640 --> 00:50:50,359

still have an outstanding balance on

1117

00:50:47,079 --> 00:50:51,960

your loan um you have approved

1118

00:50:50,359 --> 00:50:53,799

qualifying employment for the months

1119

00:50:51,960 --> 00:50:55,000

that you're trying to buy back so that's

1120

00:50:53,799 --> 00:50:58,400

where it's really important to make sure

1121

00:50:55,000 --> 00:51:00,040

that you've certified your employment

1122

00:50:58,400 --> 00:51:02,559

um and buying back those months as I

1123

00:51:00,040 --> 00:51:05,200

said will complete your 120 qualifying

1124

00:51:02,559 --> 00:51:05,200

pslf

1125

00:51:09,839 --> 00:51:16,880

payments okay um there are certain

1126

00:51:12,920 --> 00:51:19,480

months that you cannot buy back um so um

1127

00:51:16,880 --> 00:51:21,640

there are certain statuses where um if

1128

00:51:19,480 --> 00:51:25,599

you were in school if you were in a

1129

00:51:21,640 --> 00:51:27,640

grace period default or bankruptcy or if

1130

00:51:25,599 --> 00:51:30,839

you were in a mon ing period for total

1131

00:51:27,640 --> 00:51:33,720

and permanent permanent disability those

1132

00:51:30,839 --> 00:51:36,319

months are not eligible to be bought

1133

00:51:33,720 --> 00:51:40,000

back additionally if you Consolidated

1134

00:51:36,319 --> 00:51:42,920

your loans at any point you can only buy

1135

00:51:40,000 --> 00:51:46,200

back months that are um after the most

1136

00:51:42,920 --> 00:51:48,960

recent consolidation loan was dispersed

1137

00:51:46,200 --> 00:51:51,040

um so you cannot buy back prior month

1138

00:51:48,960 --> 00:51:54,040

before that consolidation or that last

1139

00:51:51,040 --> 00:51:54,040

consolidation

1140

00:51:57,799 --> 00:52:02,400

this is a brief summary of how to apply

1141

00:51:59,839 --> 00:52:04,319

so um we recommend you know viewing your

1142

00:52:02,400 --> 00:52:07,480

loan history on your student a.gov

1143

00:52:04,319 --> 00:52:10,599

account um specifically under that psf

1144

00:52:07,480 --> 00:52:12,400

um progress tracker uh to see periods of

1145

00:52:10,599 --> 00:52:15,280

forbearance or deferment you can also

1146

00:52:12,400 --> 00:52:17,400

look at your um individual loan history

1147

00:52:15,280 --> 00:52:19,520

separate from the PSL tracker to see

1148

00:52:17,400 --> 00:52:21,760

like time periods of okay I was in

1149

00:52:19,520 --> 00:52:24,200

repayment from this date to this date I

1150

00:52:21,760 --> 00:52:27,280

was in forbearance from here to here um

1151

00:52:24,200 --> 00:52:30,520

you can see that on your student.gov

1152

00:52:27,280 --> 00:52:32,880

account the pslf progress tractor

1153

00:52:30,520 --> 00:52:34,920

progress tracker um can be used to

1154

00:52:32,880 --> 00:52:36,599

verify which of those months might be

1155

00:52:34,920 --> 00:52:38,119

eligible for pslf buyback right if

1156

00:52:36,599 --> 00:52:39,680

you've already certified your employment

1157

00:52:38,119 --> 00:52:41,839

and you see that they say that they were

1158

00:52:39,680 --> 00:52:45,240

in an ineligible forbearance or

1159

00:52:41,839 --> 00:52:48,799

deferment um those might be able to be

1160

00:52:45,240 --> 00:52:50,839

bought back um we want you want to make



1161

00:52:48,799 --> 00:52:52,319

sure that all of your public service

1162

00:52:50,839 --> 00:52:54,920

employment is

1163

00:52:52,319 --> 00:52:57,720

certified and then um there's a

1164

00:52:54,920 --> 00:52:59,640

reconsideration portal essentially that

1165

00:52:57,720 --> 00:53:03,280

you would submit this statement that

1166

00:52:59,640 --> 00:53:07,079

we've got quoted specifically to request

1167

00:53:03,280 --> 00:53:09,119

buyback so um again we're only going

1168

00:53:07,079 --> 00:53:10,960

doing a brief kind of intro to it the

1169

00:53:09,119 --> 00:53:13,880

pslf buyback page which we are going to

1170

00:53:10,960 --> 00:53:15,920

link on these slides um has a huge

1171

00:53:13,880 --> 00:53:18,960

amount of detail has frequently asked

1172

00:53:15,920 --> 00:53:22,880

questions on it um that may address some

1173

00:53:18,960 --> 00:53:22,880

of your your outstanding questions or

1174

00:53:24,119 --> 00:53:27,760

concerns if you are eligible to buy back

1175

00:53:26,640 --> 00:53:30,079

months after you've submitted the

1176

00:53:27,760 --> 00:53:32,400

request the department of Ed would send

1177

00:53:30,079 --> 00:53:34,040

you a buyback agreement that would have

1178

00:53:32,400 --> 00:53:35,559

the amount that you would need to pay as

1179

00:53:34,040 --> 00:53:39,559

well as instructions to make the payment

1180

00:53:35,559 --> 00:53:42,359

within 90 days um how they calculate

1181

00:53:39,559 --> 00:53:44,680

what that payment amount will be is

1182

00:53:42,359 --> 00:53:47,400

dependent on kind of what repayment plan

1183

00:53:44,680 --> 00:53:50,799

you were in before and after that time

1184

00:53:47,400 --> 00:53:52,160

period you were in that deferment um uh

1185

00:53:50,799 --> 00:53:54,880

and there's a little bit more Nuance to

1186

00:53:52,160 --> 00:53:56,480

it as well um but I know that we are

1187

00:53:54,880 --> 00:53:57,720

we've got a half hour left for for

1188

00:53:56,480 --> 00:54:01,040

question so I don't want to dive too

1189

00:53:57,720 --> 00:54:02,240

much into it but um essentially they're

1190

00:54:01,040 --> 00:54:04,640

going to send you what the amount that

1191

00:54:02,240 --> 00:54:07,920

they've calculated is you make that

1192

00:54:04,640 --> 00:54:10,480

payment um within that 90 days right you

1193

00:54:07,920 --> 00:54:11,839

would then receive discharge so um if

1194

00:54:10,480 --> 00:54:14,319

you're going to go through this process

1195

00:54:11,839 --> 00:54:16,520

you do need to continue to make monthly

1196

00:54:14,319 --> 00:54:19,520

payments until your buyback is approved

1197

00:54:16,520 --> 00:54:22,319

so please note that as

1198

00:54:19,520 --> 00:54:23,559

well all right we got last couple of

1199

00:54:22,319 --> 00:54:25,359

slides here and then we're going to go

1200

00:54:23,559 --> 00:54:27,200

to questions so I'm turn it back over to

1201

00:54:25,359 --> 00:54:28,880

Terry

1202

00:54:27,200 --> 00:54:31,240

right we're getting to the end of our

1203

00:54:28,880 --> 00:54:33,440

presentation and I we want to highlight

1204

00:54:31,240 --> 00:54:36,040

a few resources that could be helpful to

1205

00:54:33,440 --> 00:54:39,880

you as you navigate your student loans

1206

00:54:36,040 --> 00:54:39,880

and apply for the pslf

1207

00:54:43,480 --> 00:54:50,799

program first um the student achievement

1208

00:54:48,440 --> 00:54:53,480

uh Council and specifically the student

1209

00:54:50,799 --> 00:54:56,640

loan Advocate have a steps to apply for

1210

00:54:53,480 --> 00:54:59,240

pslf document it includes stepbystep

1211

00:54:56,640 --> 00:55:01,520

instructions on how to apply for pslf

1212

00:54:59,240 --> 00:55:03,079

it's a great document especially for

1213

00:55:01,520 --> 00:55:05,920

those who are starting from scratch when

1214

00:55:03,079 --> 00:55:08,079

it comes to pslf but it's also great for

1215

00:55:05,920 --> 00:55:09,799

those who are already in the program who

1216

00:55:08,079 --> 00:55:12,640

don't want to miss anything they want to

1217

00:55:09,799 --> 00:55:15,760

make sure they've checked all the boxes

1218

00:55:12,640 --> 00:55:18,559

um also uh there's a pslf frequently



1219

00:55:15,760 --> 00:55:21,200

asked questions document and other

1220

00:55:18,559 --> 00:55:24,319

helpful links and resources and they are

1221

00:55:21,200 --> 00:55:28,160

all available on our website uh

1222

00:55:24,319 --> 00:55:32,599

wsac WWA .

1223

00:55:28,160 --> 00:55:34,559

goov pslf so please go check it out if

1224

00:55:32,599 --> 00:55:36,559

you have a specific question about your

1225

00:55:34,559 --> 00:55:39,359

case or maybe you would like to submit a

1226

00:55:36,559 --> 00:55:42,000

complaint about your student loan serer

1227

00:55:39,359 --> 00:55:44,160

please use our complaint questions form

1228

00:55:42,000 --> 00:55:45,680

and it's available at student

1229

00:55:44,160 --> 00:55:48,760

complaints.

1230

00:55:45,680 --> 00:55:51,200

w.gov make sure to select student loan

1231

00:55:48,760 --> 00:55:53,200

questions and complaints form please

1232

00:55:51,200 --> 00:55:55,319

note it's currently taking us about six

1233

00:55:53,200 --> 00:55:57,119

to 8 weeks to respond to questions and

1234

00:55:55,319 --> 00:55:58,760

complaints that are submitted

1235

00:55:57,119 --> 00:56:03,520

and we will share a link to the student

1236

00:55:58,760 --> 00:56:06,559

loan Advocates' self web page um well

1237

00:56:03,520 --> 00:56:08,680

actually uh it will be um available in

1238

00:56:06,559 --> 00:56:11,799

the slide deck which will be provided to

1239

00:56:08,680 --> 00:56:13,960

everyone who uh registered and attended

1240

00:56:11,799 --> 00:56:13,960

the

1241

00:56:15,400 --> 00:56:20,640

program thank you so much for the

1242

00:56:17,960 --> 00:56:22,799

opportunity to present to you today uh

1243

00:56:20,640 --> 00:56:26,400

we do have the a survey form there's a

1244

00:56:22,799 --> 00:56:31,160

QR code on the screen here um and

1245

00:56:26,400 --> 00:56:33,240

there's also um uh we'll provide uh the

1246

00:56:31,160 --> 00:56:35,039

link in the notes when we when we send

1247

00:56:33,240 --> 00:56:37,920

out the slide

1248

00:56:35,039 --> 00:56:40,160

presentation or well Amber should I go

1249

00:56:37,920 --> 00:56:43,960

ahead and just drop the the link for the

1250

00:56:40,160 --> 00:56:46,880

survey into the chat okay yeah if you

1251

00:56:43,960 --> 00:56:48,480

can go for it um go that's the end of

1252

00:56:46,880 --> 00:56:52,319

the official presentation we have about

1253

00:56:48,480 --> 00:56:55,799

a half hour scheduled for questions um

1254

00:56:52,319 --> 00:57:00,200

we know that there's I think over a 100

1255

00:56:55,799 --> 00:57:02,799

questions possibly in the Q&A um so uh

1256

00:57:00,200 --> 00:57:04,880

if you can you know go in and upvote um

1257

00:57:02,799 --> 00:57:06,640

questions that helps us to kind of

1258

00:57:04,880 --> 00:57:08,599

prioritize again we're not going to get

1259

00:57:06,640 --> 00:57:11,480

to everything we're going to try to see

1260

00:57:08,599 --> 00:57:12,680

if we can hit the most um I don't want

1261

00:57:11,480 --> 00:57:15,599

to say most important because all the

1262

00:57:12,680 --> 00:57:16,920

questions are important honestly but um

1263

00:57:15,599 --> 00:57:19,000

the ones I guess folks that are maybe

1264

00:57:16,920 --> 00:57:22,000

most concerned about um or the ones that

1265

00:57:19,000 --> 00:57:24,839

we maybe think are um really critical to

1266

00:57:22,000 --> 00:57:28,000

make sure that we answer live today so

1267

00:57:24,839 --> 00:57:31,520

um with that being said

1268

00:57:28,000 --> 00:57:33,000

let's go ahead and get started um and

1269

00:57:31,520 --> 00:57:36,280

Terry I'll go ahead and take this first

1270

00:57:33,000 --> 00:57:40,799

one um I know you saw you're probably

1271

00:57:36,280 --> 00:57:42,599

like um so uh this top upvoted question

1272

00:57:40,799 --> 00:57:44,559

if the Department of Education is

1273

00:57:42,599 --> 00:57:47,280

dissolved does that mean this program

1274

00:57:44,559 --> 00:57:50,160

will also be dissolved

1275

00:57:47,280 --> 00:57:51,920

so first caveat is we don't have a

1276

00:57:50,160 --> 00:57:54,319

crystal ball and we



1277

00:57:51,920 --> 00:57:57,599

cannot you know precisely predict what

1278

00:57:54,319 --> 00:58:01,680

will happen um what we do know which is

1279

00:57:57,599 --> 00:58:04,599

important to to point out is

1280

00:58:01,680 --> 00:58:07,559

pslf is a law that was passed by

1281

00:58:04,599 --> 00:58:10,440

Congress so

1282

00:58:07,559 --> 00:58:13,119

um the law in itself does not

1283

00:58:10,440 --> 00:58:15,799

necessarily depend on the Department of

1284

00:58:13,119 --> 00:58:19,799

Education existence um but it

1285

00:58:15,799 --> 00:58:23,359

facilitates the program so

1286

00:58:19,799 --> 00:58:26,880

um well I can't say anything for certain

1287

00:58:23,359 --> 00:58:31,599

um the program itself would require

1288

00:58:26,880 --> 00:58:34,599

a act of Congress to change or remove it

1289

00:58:31,599 --> 00:58:36,240

or um a Supreme Court decision to

1290

00:58:34,599 --> 00:58:37,799

overturn it and then as of right now

1291

00:58:36,240 --> 00:58:40,119

we're not aware of any litigation that's

1292

00:58:37,799 --> 00:58:42,359

related specifically to pslf or that's

1293

00:58:40,119 --> 00:58:45,480

that's on pslf

1294

00:58:42,359 --> 00:58:47,960

so that's where we kind of stand right

1295

00:58:45,480 --> 00:58:51,599

now that said we're in unprecedented

1296

00:58:47,960 --> 00:58:54,920

times we don't know what can happen um

1297

00:58:51,599 --> 00:58:57,920

our kind of thought process right now is

1298

00:58:54,920 --> 00:59:00,799

you know we have the tools that we

1299

00:58:57,920 --> 00:59:02,160

have nothing has changed right now as it

1300

00:59:00,799 --> 00:59:05,079

relates to the program so we're

1301

00:59:02,160 --> 00:59:06,400

continuing to recommend folks do the

1302

00:59:05,079 --> 00:59:09,960

things that they need to do to pursue

1303

00:59:06,400 --> 00:59:12,559

the program um I would say if you have

1304

00:59:09,960 --> 00:59:15,680

concerns this is a great time to contact

1305

00:59:12,559 --> 00:59:18,760

your Congressional

1306

00:59:15,680 --> 00:59:21,599

Representatives okay that's that's the

1307

00:59:18,760 --> 00:59:21,599

answer we got for that

1308

00:59:23,480 --> 00:59:27,160

one all right Terry what's next on on

1309

00:59:26,280 --> 00:59:30,640

our

1310

00:59:27,160 --> 00:59:32,960

list he we have um where is the best

1311

00:59:30,640 --> 00:59:35,680

place to stay up to date with factual

1312

00:59:32,960 --> 00:59:39,359

information regarding pslf as things

1313

00:59:35,680 --> 00:59:44,280

change rapidly the info on student um.

1314

00:59:39,359 --> 00:59:44,280

goov is not always clear or userfriendly

1315

00:59:44,520 --> 00:59:50,640

yeah so that's a good question um I mean

1316

00:59:48,480 --> 00:59:54,880

right now nothing is rapidly changing

1317

00:59:50,640 --> 00:59:57,440

about pslf itself um so there's not

1318

00:59:54,880 --> 00:59:59,720

anywhere I would say that you could find

1319

00:59:57,440 --> 01:00:02,680

you know or sign up for updates in that

1320

00:59:59,720 --> 01:00:06,160

regard um I think the

1321

01:00:02,680 --> 01:00:08,200

most pressing sort of related element is

1322

01:00:06,160 --> 01:00:11,319

the save litigation and and for that the

1323

01:00:08,200 --> 01:00:15,000

save web page

1324

01:00:11,319 --> 01:00:18,640

um is updated it's not the most up

1325

01:00:15,000 --> 01:00:21,839

to-date but there's nothing uh official

1326

01:00:18,640 --> 01:00:26,640

right that you can look at besides those

1327

01:00:21,839 --> 01:00:28,880

web pages um you know we all stuff that

1328

01:00:26,640 --> 01:00:32,280

happens in the news and we can kind of

1329

01:00:28,880 --> 01:00:35,000

extrapolate from that um but that's all

1330

01:00:32,280 --> 01:00:38,799

essentially speculation unless it's

1331

01:00:35,000 --> 01:00:40,680

reported Through official sources so um

1332

01:00:38,799 --> 01:00:44,960

you know I would say continue checking

1333

01:00:40,680 --> 01:00:48,480

the web pages um that's the best source

1334

01:00:44,960 --> 01:00:50,000

that we have to go off of right now um



1335

01:00:48,480 --> 01:00:52,400

and moving forward unless we hear

1336

01:00:50,000 --> 01:00:56,400

something different

1337

01:00:52,400 --> 01:00:56,400

um yeah

1338

01:00:57,799 --> 01:01:04,359

so um I'm gonna you told me I could try

1339

01:01:02,480 --> 01:01:07,799

just so everybody knows I'm fairly new

1340

01:01:04,359 --> 01:01:10,720

in my role uh so uh amber is my uh

1341

01:01:07,799 --> 01:01:14,440

Mentor um and as well as colleague in

1342

01:01:10,720 --> 01:01:14,440

all of this

1343

01:01:14,680 --> 01:01:24,359

um trying to uh look there's

1344

01:01:20,000 --> 01:01:26,400

um we just had a new up vote if if

1345

01:01:24,359 --> 01:01:27,880

Congress actually dissolve PS LF is

1346

01:01:26,400 --> 01:01:30,960

there any talk of Washington state

1347

01:01:27,880 --> 01:01:33,559

providing assistance uh to Washington

1348

01:01:30,960 --> 01:01:36,599

public servants who have been pursuing

1349

01:01:33,559 --> 01:01:39,680

pslf and so I work for the office of

1350

01:01:36,599 --> 01:01:42,520

financial management and

1351

01:01:39,680 --> 01:01:44,119

um what I can tell you right now is the

1352

01:01:42,520 --> 01:01:47,880

the uh

1353

01:01:44,119 --> 01:01:51,400

state budget issues have not included

1354

01:01:47,880 --> 01:01:53,279

any conversation um in particular about

1355

01:01:51,400 --> 01:01:54,680

student loan forgiveness and this is

1356

01:01:53,279 --> 01:01:58,680

another one of those questions that we

1357

01:01:54,680 --> 01:02:02,960

really just can't answer it's so hard to

1358

01:01:58,680 --> 01:02:05,520

know what could happen in the future

1359

01:02:02,960 --> 01:02:07,000

with any of this stuff so um we'll all

1360

01:02:05,520 --> 01:02:08,079

just have to keep our eyes open and

1361

01:02:07,000 --> 01:02:10,839

watch

1362

01:02:08,079 --> 01:02:13,960

that and then I'll add on to that oh

1363

01:02:10,839 --> 01:02:17,240

sorry do you mind if I just a little bit

1364

01:02:13,960 --> 01:02:18,920

um so our office the office of the

1365

01:02:17,240 --> 01:02:21,079

student loan Advocate and I guess you

1366

01:02:18,920 --> 01:02:22,799

know we allude to the fact that Terry

1367

01:02:21,079 --> 01:02:26,079

and I work for different agencies and

1368

01:02:22,799 --> 01:02:28,279

and have different focuses Terry um does

1369

01:02:26,079 --> 01:02:30,960

the most work with State employers um

1370

01:02:28,279 --> 01:02:32,440

and assisting um those folks with um the

1371

01:02:30,960 --> 01:02:35,760

certification requirements that they

1372

01:02:32,440 --> 01:02:37,920

have under state law um my work with the

1373

01:02:35,760 --> 01:02:41,880

student loan Advocate is more directly

1374

01:02:37,920 --> 01:02:44,240

with borrowers um uh so I just wanted to

1375

01:02:41,880 --> 01:02:45,760

throw that out there a little bit but um

1376

01:02:44,240 --> 01:02:48,520

our office Office of the student loan

1377

01:02:45,760 --> 01:02:51,160

Advocate we continue to advocate for

1378

01:02:48,520 --> 01:02:52,960

borrowers and plan to like that's that's

1379

01:02:51,160 --> 01:02:57,480

not changing we're continuing to do the

1380

01:02:52,960 --> 01:02:59,640

work um there is a uh broader pslf

1381

01:02:57,480 --> 01:03:01,640

Coalition that is made up of

1382

01:02:59,640 --> 01:03:05,400

Representatives across a variety of

1383

01:03:01,640 --> 01:03:09,359

nonprofit organizations um unions Etc

1384

01:03:05,400 --> 01:03:10,880

that are all fighting for psf so um I

1385

01:03:09,359 --> 01:03:12,799

know it feels like you're alone when

1386

01:03:10,880 --> 01:03:14,599

you're in the middle of just doing your

1387

01:03:12,799 --> 01:03:18,319

your your public service and submitting

1388

01:03:14,599 --> 01:03:20,799

your forms but there is a water wider

1389

01:03:18,319 --> 01:03:24,760

National

1390

01:03:20,799 --> 01:03:27,559

um I guess support or advocacy for pslf

1391

01:03:24,760 --> 01:03:30,039

so that's what I focus on right now

1392

01:03:27,559 --> 01:03:32,440

personally is is that these efforts are



1393

01:03:30,039 --> 01:03:38,440

continuing um I think that there would

1394

01:03:32,440 --> 01:03:42,279

be a lot of um resistance the idea of um

1395

01:03:38,440 --> 01:03:44,480

removing pslf um but um you know there

1396

01:03:42,279 --> 01:03:45,640

there are people that are are you know

1397

01:03:44,480 --> 01:03:50,400

this is the hill that they're going to

1398

01:03:45,640 --> 01:03:52,359

die on right so um there is advocacy

1399

01:03:50,400 --> 01:03:55,880

going on constantly behind the scenes so

1400

01:03:52,359 --> 01:03:55,880

please know that

1401

01:03:57,920 --> 01:04:04,240

um here's one for you Amber um for those

1402

01:04:01,760 --> 01:04:05,799

of us on Save are we expected to be able

1403

01:04:04,240 --> 01:04:08,000

to buy back past months on the

1404

01:04:05,799 --> 01:04:10,760

forbearance in order to get those months

1405

01:04:08,000 --> 01:04:10,760

to count in the

1406

01:04:19,480 --> 01:04:25,760

future yes essentially um I expected

1407

01:04:24,160 --> 01:04:29,799

that word throws me off a little bit but

1408

01:04:25,760 --> 01:04:31,839

but yes as of right now the only way to

1409

01:04:29,799 --> 01:04:34,200

receive credit towards pslf for the

1410

01:04:31,839 --> 01:04:36,319

months in the save forbearance would be

1411

01:04:34,200 --> 01:04:40,079

to buy the months back when you reach

1412

01:04:36,319 --> 01:04:44,400

that 120 months of qualifying employment

1413

01:04:40,079 --> 01:04:48,920

so um let's say you were an individual

1414

01:04:44,400 --> 01:04:50,480

that was at 115 payments in June of 2024

1415

01:04:48,920 --> 01:04:52,760

and so the next five months were going

1416

01:04:50,480 --> 01:04:54,960

to be your last five payments to reach

1417

01:04:52,760 --> 01:04:56,520

120 well at the point that you reach

1418

01:04:54,960 --> 01:04:58,760

those five months right then you know

1419

01:04:56,520 --> 01:05:01,000

you've had 120 months of qualifying

1420

01:04:58,760 --> 01:05:02,559

employment in order to get credit for

1421

01:05:01,000 --> 01:05:04,920

those past five months you would have to

1422

01:05:02,559 --> 01:05:08,319

submit the buyback request to try to buy

1423

01:05:04,920 --> 01:05:10,760

back those months um I think that

1424

01:05:08,319 --> 01:05:13,119

example maybe gives you that an answer

1425

01:05:10,760 --> 01:05:15,839

to that

1426

01:05:13,119 --> 01:05:18,920

question here's one that I think relates

1427

01:05:15,839 --> 01:05:22,000

to the list of

1428

01:05:18,920 --> 01:05:26,160

um oh the list keeps shifting on me and

1429

01:05:22,000 --> 01:05:27,520

I lost it but it's a question about um I

1430

01:05:26,160 --> 01:05:29,119

was under the impression that my time

1431

01:05:27,520 --> 01:05:32,400

employed by a public service entity

1432

01:05:29,119 --> 01:05:34,880

would count during covid regardless of

1433

01:05:32,400 --> 01:05:36,440

payments due to the payments being

1434

01:05:34,880 --> 01:05:40,880

paused is

1435

01:05:36,440 --> 01:05:46,880

that um Incorrect and so I think this is

1436

01:05:40,880 --> 01:05:49,520

a reference back to our our um sharing

1437

01:05:46,880 --> 01:05:51,319

that administrative forbearance due to a

1438

01:05:49,520 --> 01:05:53,279

local or National

1439

01:05:51,319 --> 01:05:57,640

Emergency

1440

01:05:53,279 --> 01:05:57,640

um would not count

1441

01:05:58,480 --> 01:06:05,200

so there's a little bit of nuance to

1442

01:06:00,480 --> 01:06:07,319

that question um so if you were already

1443

01:06:05,200 --> 01:06:09,400

you know before the covid pause if you

1444

01:06:07,319 --> 01:06:11,960

were paying your monthly payment under

1445

01:06:09,400 --> 01:06:14,160

an IDR plan um or just in general you

1446

01:06:11,960 --> 01:06:16,440

were making payments and then covid

1447

01:06:14,160 --> 01:06:18,359

happened payments were paused and you

1448

01:06:16,440 --> 01:06:19,760

didn't make payments during that time

1449

01:06:18,359 --> 01:06:22,599

but you were still employed by the

1450

01:06:19,760 --> 01:06:24,359

public service entity yes those time



1451

01:06:22,599 --> 01:06:26,200

that time period should count you would

1452

01:06:24,359 --> 01:06:28,760

need to make sure that you're employment

1453

01:06:26,200 --> 01:06:30,920

is certified um remember so if you

1454

01:06:28,760 --> 01:06:34,119

submitted a form last before that time

1455

01:06:30,920 --> 01:06:36,119

period the government has no way well no

1456

01:06:34,119 --> 01:06:37,599

way in relation to student loans to know

1457

01:06:36,119 --> 01:06:40,000

that you're still working for that same

1458

01:06:37,599 --> 01:06:43,039

employer so you have to um submit a new

1459

01:06:40,000 --> 01:06:44,680

form um to get prior employment or

1460

01:06:43,039 --> 01:06:47,200

employment for that period certified so

1461

01:06:44,680 --> 01:06:50,839

that's the first thing I would say um

1462

01:06:47,200 --> 01:06:52,279

there are certain statuses that would um

1463

01:06:50,839 --> 01:06:54,720

prevent you from getting credits for

1464

01:06:52,279 --> 01:06:56,359

those months so if you were in school

1465

01:06:54,720 --> 01:06:58,240

during those months

1466

01:06:56,359 --> 01:06:59,960

um even if you were then employed um

1467

01:06:58,240 --> 01:07:02,160

full-time if you were in in school

1468

01:06:59,960 --> 01:07:05,160

deferment that would prevent you from

1469

01:07:02,160 --> 01:07:06,799

getting credit from those months um

1470

01:07:05,160 --> 01:07:09,680

similarly if you were in a grace period

1471

01:07:06,799 --> 01:07:12,400

for some of those months uh if you were

1472

01:07:09,680 --> 01:07:15,400

in default before covid um and didn't

1473

01:07:12,400 --> 01:07:19,559

take advantage of Fresh Start um months

1474

01:07:15,400 --> 01:07:21,440

and default um don't count towards um

1475

01:07:19,559 --> 01:07:22,799

your payment count so I would say

1476

01:07:21,440 --> 01:07:25,640

there's a lot of nuance to that

1477

01:07:22,799 --> 01:07:26,760

situation um it really is just dependent

1478

01:07:25,640 --> 01:07:30,160

but I would say you know if you haven't

1479

01:07:26,760 --> 01:07:31,720

certified employment start there um uh

1480

01:07:30,160 --> 01:07:34,039

and if you think you that time should

1481

01:07:31,720 --> 01:07:35,960

count um and you're not sure why it's

1482

01:07:34,039 --> 01:07:38,960

not reach out to office and we'll see if

1483

01:07:35,960 --> 01:07:38,960

we can help you figure that

1484

01:07:40,400 --> 01:07:44,520

out right

1485

01:07:42,559 --> 01:07:47,880

so

1486

01:07:44,520 --> 01:07:50,839

um I think this is a good one if we

1487

01:07:47,880 --> 01:07:54,359

received a second degree within the 10

1488

01:07:50,839 --> 01:07:57,400

years of pslf does the timeline reset

1489

01:07:54,359 --> 01:08:00,480

and it's an additional 10 for pslf after

1490

01:07:57,400 --> 01:08:00,480

your most recent

1491

01:08:01,240 --> 01:08:09,960

degree great question so

1492

01:08:05,799 --> 01:08:12,279

essentially when you are um certifying

1493

01:08:09,960 --> 01:08:15,480

your months of employment right in order

1494

01:08:12,279 --> 01:08:16,880

for a month to count towards pslf

1495

01:08:15,480 --> 01:08:19,159

requires that you made a payment under

1496

01:08:16,880 --> 01:08:23,080

one of the qualifying payment plans and

1497

01:08:19,159 --> 01:08:25,960

that you had qualifying employment um if

1498

01:08:23,080 --> 01:08:27,759

you you made payments uh

1499

01:08:25,960 --> 01:08:30,839

on your undergrad loans but then later

1500

01:08:27,759 --> 01:08:33,520

went to grad school um unless you

1501

01:08:30,839 --> 01:08:35,239

consolidate your loans the payments that

1502

01:08:33,520 --> 01:08:38,000

you made on those undergrad loans don't

1503

01:08:35,239 --> 01:08:41,480

apply to the new loans that you took out

1504

01:08:38,000 --> 01:08:44,480

so if you left your loans separate they

1505

01:08:41,480 --> 01:08:46,199

would be on different timelines for pslf

1506

01:08:44,480 --> 01:08:49,000

because the new loans wouldn't have been

1507

01:08:46,199 --> 01:08:50,600

in repayment before you they entered

1508

01:08:49,000 --> 01:08:53,359

repayment after you left school or



1509

01:08:50,600 --> 01:08:56,679

finished school

1510

01:08:53,359 --> 01:08:59,279

um folks can choose choose to

1511

01:08:56,679 --> 01:09:02,759

consolidate loans together so some folks

1512

01:08:59,279 --> 01:09:04,120

you know maybe they had undergrad and

1513

01:09:02,759 --> 01:09:05,679

then maybe they worked for a year and

1514

01:09:04,120 --> 01:09:07,199

then maybe they did grad school and so

1515

01:09:05,679 --> 01:09:08,960

maybe they have a year of payments

1516

01:09:07,199 --> 01:09:11,960

towards psf in that time for the

1517

01:09:08,960 --> 01:09:14,279

undergrad loans but they want some

1518

01:09:11,960 --> 01:09:16,199

credit to count towards the grad loans

1519

01:09:14,279 --> 01:09:18,600

there is a process now we mentioned this

1520

01:09:16,199 --> 01:09:21,440

earlier if you were to consolidate those

1521

01:09:18,600 --> 01:09:25,400

loans together for a new consolidation

1522

01:09:21,440 --> 01:09:27,239

loan um a weighted average of existing

1523

01:09:25,400 --> 01:09:29,359

pslf payment counts would be applied to

1524

01:09:27,239 --> 01:09:32,040

that new loan so in that particular

1525

01:09:29,359 --> 01:09:36,440

scenario they might only get six months

1526

01:09:32,040 --> 01:09:39,880

of time towards pslf on the new loan so

1527

01:09:36,440 --> 01:09:41,560

um timeline does not reset necessarily

1528

01:09:39,880 --> 01:09:43,640

it's just they might be on separate

1529

01:09:41,560 --> 01:09:46,159

timelines um so it doesn't a new

1530

01:09:43,640 --> 01:09:47,799

timeline on on the second set of loans

1531

01:09:46,159 --> 01:09:50,080

doesn't impact the timeline of the first

1532

01:09:47,799 --> 01:09:55,520

loan unless of course you then

1533

01:09:50,080 --> 01:09:57,239

consolidate so um that is one of those

1534

01:09:55,520 --> 01:09:59,080

really does depend on the situation

1535

01:09:57,239 --> 01:10:01,000

depends maybe on the loan amount depends

1536

01:09:59,080 --> 01:10:05,600

on how much time you're talking as far

1537

01:10:01,000 --> 01:10:08,800

as your pslf payment counts um so um

1538

01:10:05,600 --> 01:10:10,640

some folks might choose to not

1539

01:10:08,800 --> 01:10:12,040

consolidate get forgiveness maybe on

1540

01:10:10,640 --> 01:10:13,560

some of their loans and then pay off the

1541

01:10:12,040 --> 01:10:15,800

others or maybe just have two different

1542

01:10:13,560 --> 01:10:17,360

timelines towards pslf others might

1543

01:10:15,800 --> 01:10:21,080

choose to consolidate it's a highly

1544

01:10:17,360 --> 01:10:21,080

personal um kind of

1545

01:10:22,199 --> 01:10:28,560

decision remember I there's there's um a

1546

01:10:25,960 --> 01:10:34,840

question that I think is probably best

1547

01:10:28,560 --> 01:10:37,600

put um to your the um student loan um

1548

01:10:34,840 --> 01:10:39,760

Advocate through your Washington Student

1549

01:10:37,600 --> 01:10:42,920

complaint portal but I'll read it just

1550

01:10:39,760 --> 01:10:46,600

just it's it seems kind of complicated

1551

01:10:42,920 --> 01:10:47,920

but um according to moila forbearance

1552

01:10:46,600 --> 01:10:51,760

starting

1553

01:10:47,920 --> 01:10:54,640

824 didn't count toward pslf can

1554

01:10:51,760 --> 01:10:57,440

borrowers pay for 824 until today based

1555

01:10:54,640 --> 01:10:58,920

on the prior years's income as would

1556

01:10:57,440 --> 01:11:01,480

have been the case if there hadn't been

1557

01:10:58,920 --> 01:11:05,880

a forbearance since payment would be

1558

01:11:01,480 --> 01:11:05,880

lower to a later increase in

1559

01:11:05,920 --> 01:11:10,840

wages so that question kind of speaks so

1560

01:11:09,280 --> 01:11:12,960

in order to get credit for those months

1561

01:11:10,840 --> 01:11:17,360

you would have to go through the buyback

1562

01:11:12,960 --> 01:11:20,520

process um on the buyback web page they

1563

01:11:17,360 --> 01:11:22,040

have a breakdown of how payments for

1564

01:11:20,520 --> 01:11:24,800

those periods are

1565

01:11:22,040 --> 01:11:28,159

calculated um I would recommend taking a

1566

01:11:24,800 --> 01:11:31,679

look there I think that will provide the



1567

01:11:28,159 --> 01:11:33,960

best guidance on what you would expect

1568

01:11:31,679 --> 01:11:38,440

um those like buyback payment amount to

1569

01:11:33,960 --> 01:11:39,960

be for those months um I can't speak to

1570

01:11:38,440 --> 01:11:44,120

to you know whether it would be the

1571

01:11:39,960 --> 01:11:45,719

lower amount or not um but follow that

1572

01:11:44,120 --> 01:11:47,800

guidance there and see if that answers

1573

01:11:45,719 --> 01:11:50,600

the

1574

01:11:47,800 --> 01:11:52,760

question all right now I have a question

1575

01:11:50,600 --> 01:11:55,600

I think um well first of all I have two

1576

01:11:52,760 --> 01:11:57,840

questions I think I can answer but Amber

1577

01:11:55,600 --> 01:12:00,000

will supplement my responses if they're

1578

01:11:57,840 --> 01:12:03,639

not correct so can we meet with someone

1579

01:12:00,000 --> 01:12:05,560

in your office to ask questions specific

1580

01:12:03,639 --> 01:12:07,960

to our circumstances so I just want to

1581

01:12:05,560 --> 01:12:12,320

note that I have put a link to the

1582

01:12:07,960 --> 01:12:18,159

student complaint portal in the um chat

1583

01:12:12,320 --> 01:12:20,199

and please submit um questions there and

1584

01:12:18,159 --> 01:12:23,080

um the student loan Advocates office can

1585

01:12:20,199 --> 01:12:25,679

get back to directly um but again it

1586

01:12:23,080 --> 01:12:27,639

will take a little while to respond

1587

01:12:25,679 --> 01:12:30,880

uh there's another question that says

1588

01:12:27,639 --> 01:12:34,520

how does maternity leave through pfml

1589

01:12:30,880 --> 01:12:37,760

paid State leave impact pslf so I can

1590

01:12:34,520 --> 01:12:40,000

tell you that that is um that that time

1591

01:12:37,760 --> 01:12:44,719

would qualify for

1592

01:12:40,000 --> 01:12:47,239

pslf um and I've uh had that question uh

1593

01:12:44,719 --> 01:12:49,880

through State employers and have looked

1594

01:12:47,239 --> 01:12:52,960

it up in the cfrs as well as in our

1595

01:12:49,880 --> 01:12:54,719

state statutes and so Amber did I answer

1596

01:12:52,960 --> 01:12:58,320

that one correctly it's based on your

1597

01:12:54,719 --> 01:13:01,600

status when you take this approved leave

1598

01:12:58,320 --> 01:13:03,600

um your your status as an employee if

1599

01:13:01,600 --> 01:13:05,960

you were full-time while you were out on

1600

01:13:03,600 --> 01:13:08,040

leave this also includes if you take

1601

01:13:05,960 --> 01:13:10,840

paid time off regular just regular paid

1602

01:13:08,040 --> 01:13:14,080

time off that all counts towards um your

1603

01:13:10,840 --> 01:13:14,080

qualifying credit for

1604

01:13:14,159 --> 01:13:22,960

pslf yes that's accurate all right um I

1605

01:13:19,199 --> 01:13:25,800

do want to jump back um to address um so

1606

01:13:22,960 --> 01:13:28,520

um so our office um the office of the

1607

01:13:25,800 --> 01:13:29,960

student loan Advocate is um myself as

1608

01:13:28,520 --> 01:13:33,120

the Public service loan forgiveness

1609

01:13:29,960 --> 01:13:36,280

Advocate and uh Jessica manf Freddy who

1610

01:13:33,120 --> 01:13:38,239

is our student loan Advocate um Jess is

1611

01:13:36,280 --> 01:13:42,040

out on Family Leave um for the last

1612

01:13:38,239 --> 01:13:44,080

several months um and continuing um and

1613

01:13:42,040 --> 01:13:46,040

so the office is just me right now so

1614

01:13:44,080 --> 01:13:49,080

like I throwing that out there we don't

1615

01:13:46,040 --> 01:13:50,719

have a huge team it is it is usually

1616

01:13:49,080 --> 01:13:53,480

myself and one other person going

1617

01:13:50,719 --> 01:13:55,840

through and addressing complaints and so

1618

01:13:53,480 --> 01:13:59,320

um when we say our our time you know is

1619

01:13:55,840 --> 01:14:01,360

6 to 8 weeks um it really is because

1620

01:13:59,320 --> 01:14:05,719

there's just one or two of us depending

1621

01:14:01,360 --> 01:14:07,880

on the time um and so you know please do

1622

01:14:05,719 --> 01:14:10,120

submit your complaints and questions

1623

01:14:07,880 --> 01:14:12,480

where you can find information we highly

1624

01:14:10,120 --> 01:14:15,800

encourage folks to do so and and do the



1625

01:14:12,480 --> 01:14:18,360

research on their own um depending on

1626

01:14:15,800 --> 01:14:20,360

the question we might send resources we

1627

01:14:18,360 --> 01:14:23,320

can't guarantee a meeting with us

1628

01:14:20,360 --> 01:14:25,080

individually for every borrower um you

1629

01:14:23,320 --> 01:14:28,360

know for example there's there was about

1630

01:14:25,080 --> 01:14:30,880

330 folks on this call um you know if we

1631

01:14:28,360 --> 01:14:32,560

scheduled a 45 30 minute meeting with

1632

01:14:30,880 --> 01:14:34,679

with all of those folks it would be

1633

01:14:32,560 --> 01:14:36,120

months of meetings with just those folks

1634

01:14:34,679 --> 01:14:40,199

so

1635

01:14:36,120 --> 01:14:42,880

um that's all to say like we will try to

1636

01:14:40,199 --> 01:14:45,520

get through your questions as quickly as

1637

01:14:42,880 --> 01:14:46,760

possible but depending on your question

1638

01:14:45,520 --> 01:14:48,639

we may not be able to get to it in a

1639

01:14:46,760 --> 01:14:50,400

time frame that you might need an answer

1640

01:14:48,639 --> 01:14:51,880

we also may not have an answer depending

1641

01:14:50,400 --> 01:14:54,800

on what the question is right if it's

1642

01:14:51,880 --> 01:14:58,800

again related to some of these um kind

1643

01:14:54,800 --> 01:15:00,840

of bigger unknowns um so um I don't want

1644

01:14:58,800 --> 01:15:02,719

to discourage folks from from submitting

1645

01:15:00,840 --> 01:15:04,080

questions or complaints especially if

1646

01:15:02,719 --> 01:15:05,920

it's a complaint about a servicer that

1647

01:15:04,080 --> 01:15:07,880

you think might VI violate our student

1648

01:15:05,920 --> 01:15:10,719

Bill of Rights for the state we can

1649

01:15:07,880 --> 01:15:12,560

forward that along to our um Department

1650

01:15:10,719 --> 01:15:15,880

of financial institutions for

1651

01:15:12,560 --> 01:15:17,679

investigation um but like I just want to

1652

01:15:15,880 --> 01:15:19,239

be real with folks you know we care

1653

01:15:17,679 --> 01:15:21,400

about every single one of you and and

1654

01:15:19,239 --> 01:15:24,040

about your concerns and and the

1655

01:15:21,400 --> 01:15:25,520

situations that you're dealing with um

1656

01:15:24,040 --> 01:15:27,440

but please just you know give us a

1657

01:15:25,520 --> 01:15:29,040

little bit of Grace where where where

1658

01:15:27,440 --> 01:15:31,040

you can you know if we're not able to

1659

01:15:29,040 --> 01:15:33,520

get back to you I know I'm still working

1660

01:15:31,040 --> 01:15:37,040

through some of the submissions from um

1661

01:15:33,520 --> 01:15:39,159

November and December still so um just

1662

01:15:37,040 --> 01:15:44,000

want to give folks some realistic

1663

01:15:39,159 --> 01:15:46,480

expectation um to put that out there so

1664

01:15:44,000 --> 01:15:50,159

um yeah I believe in being real and

1665

01:15:46,480 --> 01:15:51,280

honest with folks so um we care it's not

1666

01:15:50,159 --> 01:15:52,120

you know if you don't hear back from us

1667

01:15:51,280 --> 01:15:54,560

for a

1668

01:15:52,120 --> 01:15:58,360

while please know that we will get back

1669

01:15:54,560 --> 01:15:58,360

to you it just may take some

1670

01:15:58,560 --> 01:16:04,320

time so

1671

01:16:01,320 --> 01:16:06,639

um I just want to say there are a lot of

1672

01:16:04,320 --> 01:16:09,800

questions that

1673

01:16:06,639 --> 01:16:11,719

really are based they're a future State

1674

01:16:09,800 --> 01:16:14,280

question what if this happens what if

1675

01:16:11,719 --> 01:16:18,480

that happens and I'm I'm just we've

1676

01:16:14,280 --> 01:16:21,480

spent some time saying until things

1677

01:16:18,480 --> 01:16:23,600

actually change in terms of federal law

1678

01:16:21,480 --> 01:16:26,239

and what that impact would be to

1679

01:16:23,600 --> 01:16:30,159

Washington State

1680

01:16:26,239 --> 01:16:33,840

um we just can't tell you that right now

1681

01:16:30,159 --> 01:16:36,280

so I

1682

01:16:33,840 --> 01:16:37,880

um I'll just I'll just put that out



1683

01:16:36,280 --> 01:16:39,199

there and I think Amber's done a pretty

1684

01:16:37,880 --> 01:16:43,239

good job

1685

01:16:39,199 --> 01:16:46,600

of um answering that I am seeing some

1686

01:16:43,239 --> 01:16:49,639

general questions Amber about changing

1687

01:16:46,600 --> 01:16:52,440

the type of plan you're in like like if

1688

01:16:49,639 --> 01:16:55,719

I was income based or some kind of IDR

1689

01:16:52,440 --> 01:16:58,920

and then I went to save can I go back or

1690

01:16:55,719 --> 01:17:01,159

or if I'm now in an IDR ibr or something

1691

01:16:58,920 --> 01:17:03,159

can I go back to save so maybe you could

1692

01:17:01,159 --> 01:17:08,080

just speak a little bit

1693

01:17:03,159 --> 01:17:10,400

about um the eligibility to change the

1694

01:17:08,080 --> 01:17:13,679

type of loan you're on and and I'll just

1695

01:17:10,400 --> 01:17:16,080

cover all of that by saying right now it

1696

01:17:13,679 --> 01:17:19,360

sounds like all of the loan servicers

1697

01:17:16,080 --> 01:17:24,600

are in a bit of a backlog with mohila

1698

01:17:19,360 --> 01:17:26,920

being the biggest backlog of all um so

1699

01:17:24,600 --> 01:17:29,800

again knowing that that's the case and

1700

01:17:26,920 --> 01:17:32,159

you have these 60-day forbearance

1701

01:17:29,800 --> 01:17:36,199

periods that may draw interest that

1702

01:17:32,159 --> 01:17:37,960

don't count um towards PSL of credit um

1703

01:17:36,199 --> 01:17:40,600

outside of that what's the eligibility

1704

01:17:37,960 --> 01:17:43,360

to switch between

1705

01:17:40,600 --> 01:17:46,760

loans so between between repayment plans

1706

01:17:43,360 --> 01:17:52,639

you mean just sorry yeah

1707

01:17:46,760 --> 01:17:54,920

yeah yeah so um you know if you're in

1708

01:17:52,639 --> 01:17:56,480

the save forbearance you can submit

1709

01:17:54,920 --> 01:17:59,480

application to switch to one of the

1710

01:17:56,480 --> 01:18:01,520

other ones um the biggest pieces like do

1711

01:17:59,480 --> 01:18:04,320

you meet the eligibility requirements

1712

01:18:01,520 --> 01:18:06,600

the income driven repayment plan um page

1713

01:18:04,320 --> 01:18:09,040

on the student a.gov website again it's

1714

01:18:06,600 --> 01:18:11,120

going to be linked in the slide deck um

1715

01:18:09,040 --> 01:18:14,159

does have kind of what the eligibility

1716

01:18:11,120 --> 01:18:16,159

is for each of the plans um but you can

1717

01:18:14,159 --> 01:18:17,840

switch out it again is just going to

1718

01:18:16,159 --> 01:18:22,280

take probably a bit of time for the

1719

01:18:17,840 --> 01:18:25,639

processing to happen um if you're in one

1720

01:18:22,280 --> 01:18:28,120

of the other plans so if you're in

1721

01:18:25,639 --> 01:18:29,639

um let's say ibr maybe the payments

1722

01:18:28,120 --> 01:18:32,920

aren't affordable and you're trying to

1723

01:18:29,639 --> 01:18:35,040

to maybe um see if you're eligible for

1724

01:18:32,920 --> 01:18:37,320

one of the other plans technically you

1725

01:18:35,040 --> 01:18:39,560

can still submit an application for the

1726

01:18:37,320 --> 01:18:42,560

save plan so you can still submit an IDR

1727

01:18:39,560 --> 01:18:46,320

application that marks the save plan

1728

01:18:42,560 --> 01:18:48,440

essentially it gets paused so what

1729

01:18:46,320 --> 01:18:50,040

happens is you have this 60-day

1730

01:18:48,440 --> 01:18:52,480

processing forbearance if it's not

1731

01:18:50,040 --> 01:18:55,360

processed you get placed basically into

1732

01:18:52,480 --> 01:18:58,679

that save forbearance that's 0% interest

1733

01:18:55,360 --> 01:19:02,520

but also doesn't count towards pslf um

1734

01:18:58,679 --> 01:19:04,080

so I mean yes it's possible um to do

1735

01:19:02,520 --> 01:19:06,239

that

1736

01:19:04,080 --> 01:19:07,760

um you know I guess that could be an

1737

01:19:06,239 --> 01:19:12,040

option if if you're struggling to make

1738

01:19:07,760 --> 01:19:14,280

payments under your existing plan um but

1739

01:19:12,040 --> 01:19:17,840

you know it'll take a while probably to

1740

01:19:14,280 --> 01:19:21,800

get processed um they're prioritizing



1741

01:19:17,840 --> 01:19:26,560

processing folks trying to move into ibr

1742

01:19:21,800 --> 01:19:30,520

a and icr um for processing so does that

1743

01:19:26,560 --> 01:19:34,560

kind of get at Terry what you were

1744

01:19:30,520 --> 01:19:38,719

asking yes and um so in general there

1745

01:19:34,560 --> 01:19:42,400

are some questions about um like I've

1746

01:19:38,719 --> 01:19:42,400

been um in a

1747

01:19:43,400 --> 01:19:48,239

qualifying um status like for example

1748

01:19:46,360 --> 01:19:50,880

cancer treatment and didn't know that

1749

01:19:48,239 --> 01:19:56,400

those would qualify for forbearance how

1750

01:19:50,880 --> 01:19:56,400

can I qual uh qualify that retroactively

1751

01:19:56,800 --> 01:20:01,560

I'm not sure that you can um I would

1752

01:19:59,760 --> 01:20:06,000

maybe need to investigate that a little

1753

01:20:01,560 --> 01:20:08,360

bit further um but you know you could

1754

01:20:06,000 --> 01:20:12,360

call your serer and ask that

1755

01:20:08,360 --> 01:20:14,159

question um and that that's probably the

1756

01:20:12,360 --> 01:20:16,960

most direct way to to maybe find an

1757

01:20:14,159 --> 01:20:19,480

answer to that is call your server and

1758

01:20:16,960 --> 01:20:22,480

explain the situation and ask if it's

1759

01:20:19,480 --> 01:20:22,480

possible

1760

01:20:23,159 --> 01:20:32,880

um yeah um so Amber we we just

1761

01:20:29,120 --> 01:20:34,639

um I don't know if this is too too uh

1762

01:20:32,880 --> 01:20:37,440

detailed but it seems like it's worth

1763

01:20:34,639 --> 01:20:39,280

answering I've been on the ibr for over

1764

01:20:37,440 --> 01:20:41,639

five years and I recently called moila

1765

01:20:39,280 --> 01:20:43,440

to change my repayment plan and was told

1766

01:20:41,639 --> 01:20:45,480

that if I change it I will not qualify

1767

01:20:43,440 --> 01:20:47,880

for pslf because they have transitioned

1768

01:20:45,480 --> 01:20:50,880

to save now

1769

01:20:47,880 --> 01:20:52,960

therefore I am paused has anyone exper

1770

01:20:50,880 --> 01:20:56,639

else experienced this I feel so stuck I

1771

01:20:52,960 --> 01:20:56,639

was 10 payments away from reaching one

1772

01:20:57,159 --> 01:21:02,639

20 um so for that individual I would

1773

01:21:00,400 --> 01:21:05,600

recommend go ahead and filling out our

1774

01:21:02,639 --> 01:21:07,480

forms um because it sounds like moila

1775

01:21:05,600 --> 01:21:10,600

might be providing some misinformation

1776

01:21:07,480 --> 01:21:11,400

that maybe needs to um get sent over to

1777

01:21:10,600 --> 01:21:16,239

to

1778

01:21:11,400 --> 01:21:18,960

DFI um I've not heard of folks getting

1779

01:21:16,239 --> 01:21:20,440

placed in sort of like a limbo like that

1780

01:21:18,960 --> 01:21:22,360

um so I would want to look into that a

1781

01:21:20,440 --> 01:21:23,639

little bit more um that's one of the

1782

01:21:22,360 --> 01:21:25,360

things that's hard with a presentation

1783

01:21:23,639 --> 01:21:27,560

like this with questions that are highly

1784

01:21:25,360 --> 01:21:31,120

personal is we really because there

1785

01:21:27,560 --> 01:21:34,760

there might be so many nuances to it we

1786

01:21:31,120 --> 01:21:37,199

might not be able to provide an

1787

01:21:34,760 --> 01:21:39,600

answer yeah so that that's an

1788

01:21:37,199 --> 01:21:42,560

overarching Ask of everyone again the

1789

01:21:39,600 --> 01:21:46,080

link to file a complaint or a question

1790

01:21:42,560 --> 01:21:48,239

is in the chat so please um either click

1791

01:21:46,080 --> 01:21:50,760

on that now to save it or watch for it

1792

01:21:48,239 --> 01:21:55,120

when the slide deck is sent out so that

1793

01:21:50,760 --> 01:21:57,239

you can pose your question um there is

1794

01:21:55,120 --> 01:22:00,639

at least one user in the chat who's not

1795

01:21:57,239 --> 01:22:03,560

seeing any history of payments in their

1796

01:22:00,639 --> 01:22:07,280

student aid.gov

1797

01:22:03,560 --> 01:22:07,280

account and

1798

01:22:07,360 --> 01:22:11,760

um how do I take care of this to make



1799

01:22:09,840 --> 01:22:14,560

sure they're reflected should that also

1800

01:22:11,760 --> 01:22:17,840

be an instance where people could submit

1801

01:22:14,560 --> 01:22:20,360

a question um to the complaint

1802

01:22:17,840 --> 01:22:23,199

portal yeah if they're not seeing so if

1803

01:22:20,360 --> 01:22:25,280

they in that situation if they were

1804

01:22:23,199 --> 01:22:28,719

someone that recently

1805

01:22:25,280 --> 01:22:32,480

Consolidated um submitting a new psf

1806

01:22:28,719 --> 01:22:35,560

form might trigger the system to input

1807

01:22:32,480 --> 01:22:37,440

that history um I've heard of that

1808

01:22:35,560 --> 01:22:40,800

happening in at least one case

1809

01:22:37,440 --> 01:22:44,040

before um so that would be kind of my

1810

01:22:40,800 --> 01:22:44,040

first recommendation for that

1811

01:22:44,760 --> 01:22:50,840

individual there's a question about

1812

01:22:47,080 --> 01:22:55,040

going back and recouping credit um for

1813

01:22:50,840 --> 01:22:57,520

fi like past employment and um

1814

01:22:55,040 --> 01:22:59,320

if if you were making you know you had a

1815

01:22:57,520 --> 01:23:01,400

qualifying loan making qualifying

1816

01:22:59,320 --> 01:23:04,120

payments but you just didn't submit a

1817

01:23:01,400 --> 01:23:08,239

pslf employment certification form yes

1818

01:23:04,120 --> 01:23:08,239

you can do that um

1819

01:23:09,920 --> 01:23:14,480

retroactively and one of the things

1820

01:23:14,520 --> 01:23:19,840

um I do want to address because I see a

1821

01:23:16,840 --> 01:23:21,760

question about AC crewing interest so I

1822

01:23:19,840 --> 01:23:23,199

mentioned this or I think I had Terry

1823

01:23:21,760 --> 01:23:25,000

mentioned it earlier in the

1824

01:23:23,199 --> 01:23:26,880

presentation um

1825

01:23:25,000 --> 01:23:30,280

so if you are in that save for barrance

1826

01:23:26,880 --> 01:23:32,520

that's supposed to be zero um percent

1827

01:23:30,280 --> 01:23:34,679

interest some of the

1828

01:23:32,520 --> 01:23:36,800

servicers still show that they're

1829

01:23:34,679 --> 01:23:39,080

occurring interest and then they later

1830

01:23:36,800 --> 01:23:40,520

remove it so they might be showing

1831

01:23:39,080 --> 01:23:41,520

interest grow for one month and then

1832

01:23:40,520 --> 01:23:43,000

they might remove it at the end of the

1833

01:23:41,520 --> 01:23:45,120

month and then they do that again the

1834

01:23:43,000 --> 01:23:46,920

next month others they're showing it

1835

01:23:45,120 --> 01:23:51,679

uring across a quarter and then they're

1836

01:23:46,920 --> 01:23:54,560

zeroing it out um other servicers are

1837

01:23:51,679 --> 01:23:56,000

not showing any acral at all which you

1838

01:23:54,560 --> 01:23:59,600

would think would be the greatest way to

1839

01:23:56,000 --> 01:24:01,800

do it um for folks but

1840

01:23:59,600 --> 01:24:03,400

um that that's not something the

1841

01:24:01,800 --> 01:24:05,000

Department of Education can tell them

1842

01:24:03,400 --> 01:24:06,679

what to do specifically and how to

1843

01:24:05,000 --> 01:24:09,000

handle it it's just at the end of the

1844

01:24:06,679 --> 01:24:13,040

day that that they need to follow the

1845

01:24:09,000 --> 01:24:15,120

terms that there's not interest accrued so

1846

01:24:13,040 --> 01:24:17,080

um you can call the service I saw one

1847

01:24:15,120 --> 01:24:19,800

individual who's called several times

1848

01:24:17,080 --> 01:24:22,440

been on hold for hours which is

1849

01:24:19,800 --> 01:24:24,920

unfortunately the standard or or common

1850

01:24:22,440 --> 01:24:27,679

right now um

1851

01:24:24,920 --> 01:24:29,840

uh keep an eye I would say kind of look

1852

01:24:27,679 --> 01:24:31,320

back at your statements or your account

1853

01:24:29,840 --> 01:24:33,040

history to see is there a point that

1854

01:24:31,320 --> 01:24:34,600

maybe they zeroed it out that might be a

1855

01:24:33,040 --> 01:24:36,840

good way to tell okay have they been

1856

01:24:34,600 --> 01:24:40,840

doing this acrel for a month or two or



1857

01:24:36,840 --> 01:24:44,400

three and then zering it out

1858

01:24:40,840 --> 01:24:46,920

um You can call again you may or may not

1859

01:24:44,400 --> 01:24:49,800

get through um

1860

01:24:46,920 --> 01:24:51,520

so um but go ahead and submit a

1861

01:24:49,800 --> 01:24:52,960

complaint to our office about that in

1862

01:24:51,520 --> 01:24:55,080

particular again that's something that

1863

01:24:52,960 --> 01:24:57,400

we can forward over to Department of

1864

01:24:55,080 --> 01:24:59,840

financial institutions to take a look at

1865

01:24:57,400 --> 01:24:59,840

a little bit

1866

01:25:02,440 --> 01:25:12,440

further uh so um I'm seeing a question

1867

01:25:07,760 --> 01:25:14,840

about um a person with Grad Plus and

1868

01:25:12,440 --> 01:25:19,400

unsubsidized loans they all say this

1869

01:25:14,840 --> 01:25:23,920

loan isn't eligible for pslf for Te

1870

01:25:19,400 --> 01:25:24,920

pslf um why is that I think that gets

1871

01:25:23,920 --> 01:25:27,920

back to

1872

01:25:24,920 --> 01:25:27,920

to

1873

01:25:28,119 --> 01:25:35,560

um probably it's probably a repayment

1874

01:25:32,280 --> 01:25:37,719

plan issue so if they're in the standard

1875

01:25:35,560 --> 01:25:40,560

you know um no not the standard but if

1876

01:25:37,719 --> 01:25:43,199

they're in one of the like graduated or

1877

01:25:40,560 --> 01:25:45,159

extended um repayment plans that you

1878

01:25:43,199 --> 01:25:49,159

know you pay off the balance across 20

1879

01:25:45,159 --> 01:25:51,199

25 years um those P plans are not

1880

01:25:49,159 --> 01:25:55,560

eligible for pslf and so you might need

1881

01:25:51,199 --> 01:25:58,560

to switch to a um IDR plan or the

1882

01:25:55,560 --> 01:26:01,040

standard 10e plan um for it to show them

1883

01:25:58,560 --> 01:26:01,040

as kind of

1884

01:26:01,080 --> 01:26:06,960

eligible um I do want to address real

1885

01:26:04,000 --> 01:26:09,760

quick if you have payments due and

1886

01:26:06,960 --> 01:26:13,000

you're not able to make those payments

1887

01:26:09,760 --> 01:26:15,320

um what we would encourage you to do um

1888

01:26:13,000 --> 01:26:18,239

if you are already on an IDR plan and

1889

01:26:15,320 --> 01:26:23,280

and you can't switch um call your

1890

01:26:18,239 --> 01:26:24,800

servicer um to ask about options for um

1891

01:26:23,280 --> 01:26:28,000

uh deferment so like an economic

1892

01:26:24,800 --> 01:26:29,199

hardship deferment um there is you know

1893

01:26:28,000 --> 01:26:31,159

certain thresholds you might have to

1894

01:26:29,199 --> 01:26:34,679

meet to qualify for that type of

1895

01:26:31,159 --> 01:26:36,600

deferment um but we highly recommend

1896

01:26:34,679 --> 01:26:38,880

that you explore those options rather

1897

01:26:36,600 --> 01:26:40,679

than just not making a payment because

1898

01:26:38,880 --> 01:26:42,239

not making a payment leads to

1899

01:26:40,679 --> 01:26:43,840

delinquency which could eventually lead

1900

01:26:42,239 --> 01:26:46,760

to default which could eventually lead

1901

01:26:43,840 --> 01:26:49,600

to collections and wage garnishment so

1902

01:26:46,760 --> 01:26:53,119

um we don't want folks to get into that

1903

01:26:49,600 --> 01:26:54,400

um situation so um IDR plans are the

1904

01:26:53,119 --> 01:26:57,639

first thing that we recommend f folks

1905

01:26:54,400 --> 01:27:00,320

look at um sometimes depending on your

1906

01:26:57,639 --> 01:27:03,840

income the graduated or extended plans

1907

01:27:00,320 --> 01:27:05,040

might be more affordable um but just

1908

01:27:03,840 --> 01:27:07,159

that you could switch to one of those

1909

01:27:05,040 --> 01:27:09,679

but it wouldn't count towards psf time

1910

01:27:07,159 --> 01:27:12,119

so um you know there might be tradeoffs

1911

01:27:09,679 --> 01:27:15,119

in that regard but um please do

1912

01:27:12,119 --> 01:27:16,520

everything you can to avoid um missing

1913

01:27:15,119 --> 01:27:20,719

your payment

1914

01:27:16,520 --> 01:27:24,320

altogether so um all right well we're at



1915

01:27:20,719 --> 01:27:27,040

1:30 um I know we did not get to nearly

1916

01:27:24,320 --> 01:27:27,840

all of the questions um we answered what

1917

01:27:27,040 --> 01:27:32,159

we

1918

01:27:27,840 --> 01:27:36,040

can um stay tuned stay aware you know

1919

01:27:32,159 --> 01:27:38,400

keep doing what you're doing um you know

1920

01:27:36,040 --> 01:27:41,920

as far as pslf goes keep submitting your

1921

01:27:38,400 --> 01:27:42,880

forms um and just you know until

1922

01:27:41,920 --> 01:27:45,199

something

1923

01:27:42,880 --> 01:27:50,000

changes we just we have what we have

1924

01:27:45,199 --> 01:27:52,040

right now okay so um we

1925

01:27:50,000 --> 01:27:56,400

won't I don't think we'll be able to

1926

01:27:52,040 --> 01:27:57,920

download a a um or like send out to

1927

01:27:56,400 --> 01:27:59,119

address all the questions because

1928

01:27:57,920 --> 01:28:01,360

probably the amount of time that it

1929

01:27:59,119 --> 01:28:04,360

would take me to go through and type out

1930

01:28:01,360 --> 01:28:05,560

responses for all the questions is time

1931

01:28:04,360 --> 01:28:07,400

that that I could be working through

1932

01:28:05,560 --> 01:28:10,000

some of the existing complaints if you

1933

01:28:07,400 --> 01:28:12,280

feel like you do have a really specific

1934

01:28:10,000 --> 01:28:14,639

situation go ahead and and submit a

1935

01:28:12,280 --> 01:28:18,159

complaint through our office um you know

1936

01:28:14,639 --> 01:28:21,600

we'll get to it as soon as we can um uh

1937

01:28:18,159 --> 01:28:23,800

and we'll work with you so um Terry any

1938

01:28:21,600 --> 01:28:25,920

kind of last words that you want to

1939

01:28:23,800 --> 01:28:29,639

share

1940

01:28:25,920 --> 01:28:32,600

I thinkk thank you all for your time and

1941

01:28:29,639 --> 01:28:34,719

um yeah I I Echo what you just said

1942

01:28:32,600 --> 01:28:37,040

Amber if if there's something very

1943

01:28:34,719 --> 01:28:40,800

specific like it's been several months

1944

01:28:37,040 --> 01:28:42,560

since I've made a request to change my

1945

01:28:40,800 --> 01:28:45,280

my repayment plan and you haven't heard

1946

01:28:42,560 --> 01:28:48,840

back um those are the kinds of things

1947

01:28:45,280 --> 01:28:50,920

that um I would also encourage people to

1948

01:28:48,840 --> 01:28:53,040

submit a question at least um through

1949

01:28:50,920 --> 01:28:55,400

the complaint portal make a phone call

1950

01:28:53,040 --> 01:28:58,080

to your loan service and yes I know the

1951

01:28:55,400 --> 01:28:59,840

waight may be very long uh amber one

1952

01:28:58,080 --> 01:29:03,080

quick thing you don't have to go through

1953

01:28:59,840 --> 01:29:05,960

moila to qualify for pslf anymore

1954

01:29:03,080 --> 01:29:08,440

correct you do not know pslf is all

1955

01:29:05,960 --> 01:29:10,320

managed by federal student aid at this

1956

01:29:08,440 --> 01:29:13,000

point so employer

1957

01:29:10,320 --> 01:29:15,159

certifications um that's all through

1958

01:29:13,000 --> 01:29:18,239

federal student aid um you should not be

1959

01:29:15,159 --> 01:29:20,920

sending pslf forms to your servicer

1960

01:29:18,239 --> 01:29:22,800

anymore and it's a total buyer beware

1961

01:29:20,920 --> 01:29:24,840

issue so please

1962

01:29:22,800 --> 01:29:27,280

investigate um

1963

01:29:24,840 --> 01:29:29,480

the student loan Advocates website I've

1964

01:29:27,280 --> 01:29:31,440

put that on here it also includes links

1965

01:29:29,480 --> 01:29:32,600

to fsa's website that talks about the

1966

01:29:31,440 --> 01:29:34,880

various types of loans that are

1967

01:29:32,600 --> 01:29:36,440

available and when you have questions

1968

01:29:34,880 --> 01:29:38,159

again there is the kind student

1969

01:29:36,440 --> 01:29:42,080

complaint portal that you can submit

1970

01:29:38,159 --> 01:29:42,080

them through thanks everyone