

Servicer Matrix

Version 1.0, September 2023

MOHELA

- [MOHELA Website](#)
- [Contact Details Page](#)
- [Registration](#)
- [Military Options](#)

Phone

Toll Free: 888.866.4352
International: 636.532.0600
TTY: Dial 711

Public Service Loan Forgiveness (PSLF)

Toll Free: 855.265.4038

Fax

Toll Free: 1.866.222.7060
International: 636.787.2790

Hours CT

Monday
7 a.m. – 8 p.m.
Tuesday and Wednesday
7 a.m. – 7 p.m.
Thursday and Friday
7 a.m. – 5 p.m.

Chat

N/A

*Available in Google Play and Apple Store

Nelnet

- [Nelnet Website](#)
- [Contact Details Page](#)
- [Registration](#)
- [Military Options](#)

Phone

888.486.4722

Total and Permanent Disability Discharge Phone (TPDD)

888.303.7818

Fax

303.696.5250

Hours EST

Monday
8 a.m. – 9 p.m.
Tuesday and Wednesday
8 a.m. – 8 p.m.
Thursday and Friday
8 a.m. – 6 p.m.

Chat

N/A

*Available in Google Play and Apple Store

Aidvantage

- [Aidvantage Website](#)
- [Contact Details Page](#)
- [Registration](#)
- [Military Options](#)

Phone

800.722.1300

Fax

866.266.0178

Hours EST

Monday
8 a.m. – 9 p.m.
Tuesday and Wednesday
8 a.m. – 8 p.m.
Thursday and Friday
8 a.m. – 6 p.m.

Chat

Ava is the chat bot

EdFinancial

- [EdFinancial Website](#)
- [Contact Details Page](#)
- [Registration](#)
- [Military Options](#)

Direct Loan

Phone

855.337.6884

Fax

Toll Free: 800.887.6130
Regular: 865.692.6348

Federal Family Education Loan (FFEL)

800.337.6884
Fax: 800.887.5936 (Toll free)
865.692.6386

Hours EST

Monday
8:00 a.m. - 9:00 p.m.
Tuesday and Wednesday
8:00 a.m. - 8:00 p.m.
Thursday and Friday
8:00 a.m. - 6:00 p.m.

Chat

Eddie is the virtual chat agent

Studentaid.gov Links

- studentaid.gov/h/manage-loans
- studentaid.gov/forms
- studentaid.gov/loan-simulator
- studentaid.gov/idr
- studentaid.gov/loan-consolidation
- studentaid.gov/pslf
- Studentaid.gov/forgiveness

What's available in the Borrower Portal

	MOHELA	Nelnet	Aidvantage	EdFinancial
Online Setup	✓	✓	✓	✓
Online Access Troubleshooting	✓	✓	✓	✓
Homepage (payment amount, due date)	✓	✓	✓	✓
Update Contact Information	✓	✓	✓	✓
Traditional Payment Plans	✓	✓	✓	✓
Unemployment Deferment	✓	✓	✓	✓
Economic Hardship Deferment	✓	✓	✓	✓
Forbearance	✓	✓	✓	✓
Upload/Send Documents	✓			
Upload PSLF Form	✓			
PSLF Payment Tracker	✓	✓	✓	✓
Make a Payment	✓	✓	✓	✓