



Your Free Application for Federal Student Aid (FAFSA) indicates that you have defaulted on your prior student loan(s). In order to receive federal and/or state financial aid at North Georgia Technical College, a Default Resolution Letter is required to regain eligibility for financial aid.

What should I do if my loan(s) are in default?

1. You may login to www.nslds.ed.gov with your FSA ID and password or call the U.S. Department of Education at 1-800-621-3115 to find out the name of your loan servicer(s).
2. Contact your loan servicer(s) and discuss your options to receive a Default Resolution Letter
 - o Your loan servicer(s) may inform you that you are not eligible to receive a Default Resolution Letter until six months of consecutive payments are paid or your defaulted loans are paid in full.
3. Follow the payment plan or actions you have discussed and agreed upon with your loan servicer(s) to pay on your defaulted student loan(s).
4. Once you have made satisfactory arrangements with your loan servicer(s), submit a Default Resolution Letter to North Georgia Technical College's Financial Aid Office indicating your eligibility to receive financial aid.
5. **All** federal student loan(s) must have a satisfactory loan status in order to regain eligibility.

How does default affect my financial aid?

Your current default status means **you are ineligible to receive any financial aid from a federal or state financial aid program**. This means you are not eligible to receive financial aid from Federal Pell Grant, Federal Supplement Education Opportunity Grant, and all HOPE programs for current and future semesters while you are in default.

What happens if I miss a payment?

Missing any payments will change your loan status back to 'Default' and places you back in an ineligible status for financial aid. If you have been paid financial aid funds for the current semester and go back into 'Default', you will be required to make satisfactory arrangements with your loan servicer(s) again and submit another Default Resolution Letter or pay back the awards you received for the semester.

What if my loan status is 'Default', but I paid my loan(s) in full?

You will need to contact your loan servicer(s) stating you have paid in full and need your loan status to be updated. Your loan servicer(s) should be able to provide your letter stating the loan(s) you borrowed with them have been paid in full. Once you have received your letter(s), please submit the letter(s) to North Georgia Technical College's Financial Aid Office indicating your eligibility to receive financial aid. If you have multiple loan servicer(s), a letter from each servicer must be submitted.

Can another individual call my loan servicer(s) for me?

Due to the Family Educational Rights and Privacy Act (FERPA), your loan servicer(s) will not release any information about your loan statuses to NGTC's Financial Aid Office or another individual. You, the student, must contact your servicer(s) and obtain resolution letters, as your loan(s) are your responsibility.