Dear Graduate/Former Student

Below are the instructions you must follow if you would like to dispute something reported to the credit bureau on your student loans with Loma Linda University Student Loan Collection Office.

1) File a consumer dispute with Experian by calling 1-888-397-3742 or go to www.experian.com/disputes/index.html. Please let them know which student loan(s) you are disputing so they may send us your dispute electronically.

2) In addition to step #1, please send Loma Linda University, Student Loan Collection Office a letter indicating what loan(s) you are filing a consumer dispute on, indicate the date(s) it was reported to the credit bureau, and why you believe this reporting is incorrect. We highly recommend you provide us with any supporting documentation you may have to support your letter and if you have a copy of your credit bureau report please provide us with a copy.

Once Loma Linda University, Student Loan Collection Office receives the electronic Consumer Dispute form from Experian, your letter, and supporting documentation (copy of payments made, deferment forms, etc.) we will review and make a decision if any changes need to be made or not on your credit bureau report. Please note: it is Loma Linda University’s policy not to change or delete any credit reporting unless the University has reported in error.

You may send your letter and supporting documentation to:

Loma Linda University  
Student Loan Collection Office  
11139 Anderson St Rm. 109  
Loma Linda CA 92350

Please note: If we fail to receive a letter or supporting documentation from you we are still required to respond to your consumer dispute through Experian and LLU will make a decision based on your loan account history.