

**LOMA LINDA UNIVERSITY CAMPUS BASED STUDENT LOAN PROGRAM
LOAN SUMMARY SHEET**

Payment is due on the 1st day of each month. This means your payment must be posted by ACS Education Services onto your account by the 1st. There are no prepayment penalties.

Mail your regular monthly payment with payment coupon(s) to: **1)** Loma Linda University
PO Box 3295
Milwaukee WI 53201-3295

Mail payments without coupon(s) or payment(s) exceeding the monthly payment amount that you would like to be applied in a special manner with written instructions to address number 2. Please make check payable to Loma Linda Univ. or ACS Education Services and make sure to put your full account number on your check(s) and correspondence. Mail correspondence, deferment, economic hardship, cancellation forms, name and/or address change, etc., to address number 3.

2) Loma Linda University
c/o ACS, Inc- Education Services
Campus Products and Services
PO Box 7061
Utica, NY 13504-7061

3) ACS, Inc- Education Services
Campus Products and Services
PO Box 7060
Utica, NY 13504-7060

Please note: ACS does offer an automatic payment withdrawal program and other electronic payment options. For more information please call them at the number listed below or visit their website.

Telephone 1(800) 826-4470 or www.acs-education.com, log on, view your account information for help with questions about your account, address change, download deferment, forbearance, or cancellation forms, for detailed account information, and payment options.

FAILURE TO RECEIVE A BILL does not relieve you of your obligation to make timely monthly payments and/or file requests for deferments, forbearance, or cancellations. It is a **courtesy and not mandatory** that ACS sends statements. Please contact ACS if you do not receive a bill. If your account becomes seriously past due, a statement may not be sent, and you may be contacted by our collector.

FAILURE TO MAKE PAYMENTS: Payments made by you and other borrowers are the primary source of loan funds for current students. Your failure to make timely payments may jeopardize your school's eligibility to continue loaning funds to current and future students. Therefore, if you fail to remit payment as set forth in your promissory note and disclosure statement, the school will implement aggressive collection efforts, including the use of collection agents, litigation and credit bureaus. If your account is sent to a collection agency, you will be required to pay collection and/or legal costs in addition to your full loan balance. Collection costs may be from 25 to 50% of your loan account balance(s).

Your **TRANSCRIPT AND /OR DIPLOMA, DEGREE VERIFICATION** will **NOT BE RELEASED** by the Student Loan Collection Office if your account is PAST DUE or your exit interview has not been fully completed. **(Please note: Your payments must post by the 1st of each month to be current.)**

Loma Linda University will report ALL ACCOUNTS to a **CREDIT BUREAU**. The credit bureau will be updated monthly for both current and delinquent payments. (delinquency can result from late payments or late filing of deferment, forbearance, or cancellation forms). It is the policy of Loma Linda University not to alter credit reporting (unless LLU has reported inaccurately). If you would like to dispute LLU reporting, you will need to file a consumer dispute with Experian, you may go to www.experian.com/consumer/index.html or call 1-888-397-3742.

A penalty of \$25.00 will be charged for returned checks.

DEFERMENT, FORBEARANCE, OR CANCELLATION forms must be **filed on a timely basis** (in lieu of your current monthly payment). Please refer to your promissory note(s) to see if you qualify for deferment, forbearance, or cancellation.

DEFERMENT/FORBEARANCE, CANCELLATION requests should be **filed at the beginning of your eligibility period**. Deferments cover future periods of time and **must be filed** a minimum of once a year. Please note that some schools may only certify you on a semester-by-semester or quarter-by-quarter basis. Be sure to submit your deferment form 30 days before your previous deferment or grace period expires. Always indicate your comprehensive dates of student enrollment, employment, etc. at one institution. Please refer to your promissory note(s) to see if you qualify for deferment, forbearance, or cancellation.

(The following applies to Federal Perkins, Nursing Student, HPSL, PCL, and LDS loans)

ACTIONS THAT MAY BE TAKEN: If you fail to make a scheduled payment or fail to comply with any other term on a Federal Loan, the school may refer your loan to the Federal Government for collection assistance. The Federal Government may take any action authorized under the Debt Collection Act of 1982 to collect the loan, including the following: **(a) obtain your address from the Internal Revenue Service; (b) refer the loan to a collection agent; (c) disclose your delinquent status and other relevant information to credit bureaus; (d) initiate legal proceedings against you; (e) offset your salary if you are a Federal employee, and (f) withhold money otherwise payable to you by the Federal Government.** The Federal Government may disclose to persons involved in the collection of the loan any information maintained by the school or the Federal Government, including but not limited to your name, address, social security number, total amount loaned, repayment history, unpaid balance and any other information that would be of assistance in the loan collection process.

A LATE FEE of \$2.00 PER MONTH PER ACCOUNT will be assessed for **FAILURE TO PAY ALL OR PART OF A PAYMENT WHEN DUE, OR FAILURE TO FILE REQUESTS FOR DEFERMENT, FORBEARANCE, OR CANCELLATION BENEFITS ON TIME.**

(Federal Perkins Loan only)

Please note: If you default on your Federal Perkins loan you may be able to rehabilitate it by submitting a request in writing to Loma Linda University, Student Loan Collection Office, 11139 Anderson St. Room 109, Loma Linda CA 92350.

OSFA Ombudsman: The Department of Education has established an Office of Student Financial Assistance (OSFA) Ombudsman Office to work with student loan borrowers to informally resolve loan disputes and problems. The Ombudsman Office helps resolve problems with the following Federal loans: Direct loans, Federal Family Education Loans, Guaranteed Student Loans, SLS Loans and Federal Perkins Loans. The Ombudsman Office's web site is <http://fsahelp.ed.gov> and the Ombudsman Customer Service Line is 1-877-557-2575.

You are urged to maintain all documentation related to this loan and its repayment. We highly recommend you print this page and keep it in your records or bookmark in your favorites.