



PRIVATE STUDENT LOANS DURING COVID-19

Request temporary relief

You can request relief from these servicers. This may include a break from payments for 90 days or other repayment options. Don't know your lender? Get a copy of your credit report at [AnnualCreditReport.com](https://www.annualcreditreport.com).

Aspire Resources, Inc.	Nelnet
College Ave Student Loan Servicing, LLC	Reunion Student Loan Finance Corporation
Earnest Operations	Rhode Island Student Loan Authority
Edfinancial	Scratch Services, LLC
Figure Lending, LLC	SoFi Lending Corp.
Kentucky Higher Education Student Loan	Tuition Options
Launch Servicing, LLC	United Guaranty Services, Inc.
Lendkey Technologies, Inc.	Upstart Network, Inc.
MOHELA	Utah Higher Education Assistance Authority
Navient	Vermont Student Assistance Corporation

Private loan help

- **IDFPR Division of Banking**
217-785-2900
- **Illinois' Attorney General Student Loan Helpline**
1-800-455-2456
- **Student Loan Borrower Assistance**
[StudentLoanBorrowerAssistance.org](https://www.StudentLoanBorrowerAssistance.org)
- **The Consumer Financial Protection Bureau**
[ConsumerFinance.gov](https://www.ConsumerFinance.gov)

Take action

Relief from private student loan servicers is not automatic, you need to contact your lender for any type of financial assistance.

If you are being sued by a private student loan company, contact [Legal Aid Chicago](https://www.LegalAidChicago.org).

Tips for private student loans

If your servicer says that you can stop making payments for a period of time, make sure you understand what will happen at the end of the time period, including whether you will have to pay a lump sum.

Ask for an explanation of your relief options in writing.

Ask about how the relief options may affect your credit report/score.

It's okay to ask questions if you do not understand what the servicer is telling you. Keep asking questions until you understand the relief options.