

File a complaint

We'll forward your issue to the company, give you a tracking number, and keep you updated on the status of your complaint.

1. What happened?
2. Desired resolution
3. My information
4. Product information
5. Review



[Form trouble?](#)
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My loan is *

- Federal loan (Stafford, Direct, consolidation, PLUS, Perkins)
- Non-federal loan (Private, alternate, other student loan)
- I am not sure

Describe what happened so we can understand the issue... Include the name and location of your school. *

4000 characters remaining

Which of these best describes your issue? *

- Getting a loan
Confusing terms, rates, denial, confusing advertising or marketing, sales tactics or pressure, financial aid services, recruiting
- Repaying your loan
Fees, billing, deferment, forbearance, fraud, credit reporting
- Problems when you are unable to pay
Default, debt collection, bankruptcy

Do you believe the issue involves discrimination? (Optional)

- Yes
- No

[Continue](#)