

## 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

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

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