

COPYDOC

4.6.1.2.2 Public Service Loan Forgiveness Reconsideration Request | Federal Student Aid

PAGE TITLE (browser tab/breadcrumbs)	Public Service Loan Forgiveness Reconsideration Request
URL	/pslf/reconsideration/request
Vanity URL (if any)	N/A
ORIGIN	N/A
LOCATION	Follows 4.6.1.2.1 Public Service Loan Forgiveness Reconsideration Borrower Information Leads to 4.6.1.2.3 Public Service Loan Forgiveness Reconsideration Confirmation
FIGMA LINK	Prototype
PAGE GOAL	Offer borrowers an opportunity to request reconsideration for PSLF
TARGET (Persona)	Student borrower
KEYWORDS/PHRASES	Public service loan forgiveness reconsideration, PSLF reconsideration
META DESCRIPTION (155 characters max)	Borrowers who were deemed ineligible for Public Service Loan Forgiveness (PSLF) due to payment ineligibility can now request reconsideration.

CONTENT

HEADER

H1	
Request Reconsideration for Public Service Loan Forgiveness (PSLF)	
STEPPER	
[check] Borrower Information > 2 Reconsideration Details	Borrower Information should be highlighted light blue, and Reconsideration Details should be highlighted blue

REQUEST FORM INTRO

H2	
PSLF & Temporary Expanded PSLF (TEPSLF) Reconsideration Request Form	
Your request may take some time to review. We will be unable to provide an update on the status of your reconsideration request until our review is complete. We will send an email notifying you of the final decision. Important: Be sure to include all the information you want us to review with your request as you will not be able to add additional information later to a reconsideration case that is in review.	
GREEN FEATURE BOX	
[green block] Reminder The following are examples of when you shouldn't submit a reconsideration request and what action you should take instead. Don't resubmit a reconsideration request if: You are seeking an update on your progress toward PSLF or TEPSLF. Instead, use the PSLF Help Tool to	4.6.1.1 Public Service Loan Forgiveness https://studentaid.gov/pslf 0.4.69 Joint Consolidation Loan Separation News and

submit a PSLF form to assess your progress towards forgiveness. - You have a completed PSLF form that you believe is not reflected in your payment count. Instead, you can upload your completed form to your StudentAid.gov account, or mail or fax it to: U.S. Department of Education P.O. Box 300010 Greenville, TX 75403 Fax: 540-212-2415 - You want to separate a Joint Consolidation Loan, monitor updates on our Joint Consolidation Loan Separation News and Updates page. Due to recent changes to the law, borrowers will be able to separate joint consolidation loans. We're working on implementing these changes and will provide updates on that page.	Updates /announcements-events/joint-consolidation-loans
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RECONSIDERATION TYPE SELECTION

H2	
Choose Your Reconsideration Type	
Only one reconsideration type may be chosen per submission. If you have more than one request to submit, you may begin another request once you complete a submission.	
RADIO BUTTONS	
Ineligible Employer	Triggers Alert Box with MA #442
Incorrect Qualifying Payment Count	[displays INELIGIBLE PAYMENT FORM FIELDS]

PSLF Buyback	If this button is selected, the PSLF Buyback Assessment card below will appear If user is not eligible for PSLF buyback: Refer to Message Appendix ID #515
CARD	
H2	
PSLF Buyback Assessment	
BODY	
PSLF buyback is only available if you already have 120 months of qualifying employment and are requesting to buy back months that you were in forbearance or deferment.	4.6.1.9 Public Service Loan Forgiveness (PSLF) Buyback [/manage-loans/forgiveness-cancellation/public-service/public-service-loan-forgiveness-buyback]
Buttons	
Previous	
Submit	If selected with no radio button selected, VM# 372 is triggered. If PSLF buyback request is in progress a modal will display. The content of the modal is drafted at the end of this copydoc.

INELIGIBLE PAYMENT FORM FIELDS

H3	
Incorrect Payment Count	

Please enter the start and end date of the time period where you disagree with the qualifying payments for PSLF or TEPSLF. If you are disputing multiple time periods, enter the first time period in the following date fields and enter additional periods in the text box below. If you've previously submitted a request and are awaiting a response, do not submit a duplicate request; doing so will cause processing delays. Note: This option is only for disputes related to qualifying payment counts, not buyback requests. We will not review buyback requests submitted as an incorrect payment count dispute.	[required field]
[Start Date and End Date fields]	
Please describe why the timeframe you have selected should be reconsidered as qualifying for PSLF. You can also add any additional disputed time periods in the text box below.	[required field] https://studentaid.gov/manage-loans/forgiveness-cancellation/public-service#qualifying-payments
Include why the timeframe you selected should be qualifying payments for PSLF or TEPSLF. Be specific in your description or enter "N/A" if you have nothing to add.	
[Text field]	[2000 characters allowed]
Documents	[optional field]
Documentation is not required to submit a request.	
H4	
My Submitted Documents	
[If no document has been uploaded] + Upload File	[Refer to Upload a Document Pop-Up Modal in 4.6.1.1.4 Public Service Loan Forgiveness Help Tool Flow]

[If a document has been uploaded]					
<table> <tr> <td>[File image] [Document name]</td><td>[Trash icon]</td></tr> <tr> <td>Document Type X.X MB</td><td></td></tr> </table>	[File image] [Document name]	[Trash icon]	Document Type X.X MB		
[File image] [Document name]	[Trash icon]				
Document Type X.X MB					
+ Upload File					
BUTTON					
Previous	Returns to 4.6.1.2.1 Public Service Loan Forgiveness Reconsideration Borrower Information				
Submit	Goes to 4.6.1.2.3 Public Service Loan Forgiveness Reconsideration Confirmation				

Modal – PSLF Buyback Request Already in Progress

H2	
[Warning Icon] PSLF Buyback Request Already in Progress	
BODY	
Your PSLF buyback request is being processed. If you submit another one now, it may delay the processing of your current request. We recommend that you wait until you receive notice that your current request has been processed.	
BUTTONS	
Exit Application	0.10 Account Dashboard [/dashboard]
Submit	4.6.1.2.3 Public Service Loan Forgiveness Reconsideration Confirmation [/pslf/reconsideration/confirmation]

FSA Content

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SME:

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