

Ombudsman Contacts

We are pleased to provide updated information to ensure that borrowers of loans authorized under Title IV of the Higher Education Act of 1965, as amended, have the most current contact information for the Student Loan Ombudsman. This information is necessary to comply with the regulatory requirements that schools, lenders, guaranty agencies, and commercial and Department of Education servicers notify borrowers regarding the availability of the Ombudsman. Those requirements are included in the regulations at 34 CFR 674.42(b)(2)(xi) and .45(h); CFR 682.208(c)(3)(ii), .410(b)(5)(vii), .411(b)(3), and .604(g)(2)(x); and CFR 685.304(b)(4)(vii). Effective February 28, 2016, students should use the following information to contact the FSA Student Loan Ombudsman Group.

- Via on-line assistance: <http://studentaid.gov/repay-loans/disputes/prepare>
- Via telephone: 877-557-2575
- Via fax: 606-396-4821
- Via mail:

FSA Ombudsman Group

P.O. Box 1843

Monticello, KY 42633