

## LOAN SERVICERS

While some large lenders service their own loan portfolios, most lenders hire loan *servicers* to handle the myriad details associated with managing loan accounts. In most instances, your personal contacts with the holders of your loans will be through these national servicers. Deferments and forbearance will be obtained through them, bills will be sent by them, and their phone numbers are the ones you will need to have handy when problems arise. It is important to keep your servicer(s) up-to-date regarding changes in your address, name, or other pertinent information.

Some of the most commonly used servicers are:

**Access Group, Inc.**

PO Box 7430  
Wilmington, DC 19803-0430  
1-800-282-1550  
[www.accessgroup.org](http://www.accessgroup.org)

1-800-236-4300  
[www.northstar.org](http://www.northstar.org)

**Great Lakes Servicing Center**

P.O. Box 3059 (Payments)  
Milwaukee, WI 53201-3059

**ACS, Inc. - Education Services**

Campus Products & Services (Correspondence)  
P.O. Box 7060  
Utica, NY 13504-7060  
1-630-620-2700  
<http://www.acs-education.com/>

**MedLoans AAMC Loan Programs**

Serviced by Sallie Mae

**Citibank** (Correspondence)  
Citibank (South Dakota), N.A.  
PO Box 6191

Sioux Falls, SD 57117  
1-866-515-8352  
[www.studentloan.com/health](http://www.studentloan.com/health)

**Nellie Mae**

50 Braintree Hill Office Park, Suite 300  
Braintree, MA 02184  
1-888-2-TUITION (1-888-288-4846)  
<http://www.nelliemae.com>

**Nelnet/EFS Services, Inc.** *(for Correspondence)*

PO Box 2304  
Indianapolis, IN 46206-2304

**Citibank** (Payments)  
The Student Loan Corporation  
PO Box 6615  
The Lakes, NV 88901-6615

**Nelnet/EFS Services, Inc.** *(for Payments)*

PO Box 826  
Indianapolis, IN 46206-0826  
1-800-635-1867 FAX 1-317-469-2147  
Web site: [www.nelnet.net/](http://www.nelnet.net/)

**Direct Loan Servicing Center**

Attn: Payment Center  
PO Box 530260  
Atlanta, GA 30353-0260  
1-800-848-0979  
<http://www.ed.gov/offices/OSFAP/DirectLoan/index.html>

**Sallie Mae** *(for Correspondence)*

PO Box 9500  
Wilkes-Barre, PA 18773-9500  
1-888-272-5543  
<http://www.salliemae.com/>

**Direct Consolidation Loan Program**

US Department of Education  
Loan Origination Center  
PO Box 1723  
Montgomery, AL 36102-1723  
1-800-557-7392  
[www.loanconsolidation.ed.gov](http://www.loanconsolidation.ed.gov)  
e-mail: [loan\\_consolidation@mail.ed.gov](mailto:loan_consolidation@mail.ed.gov)

**Sallie Mae** *(for Payments)*

PO Box 4600  
Wilkes-Barre, PA 18773-4600

**USA Group Loan Services**

Serviced by Sallie Mae

**Great Lakes Servicing Center**

**T.H.E.** Loan Servicing (Correspondence)  
P.O. Box 7860  
Madison, WI 53707

**Wells Fargo**

Education Financial Services  
PO Box 5185  
Sioux Falls, SD 57117-9761  
1-800-658-3567  
<http://www.wellsfargo.com>