



NEW JERSEY

What Borrowers Are Saying

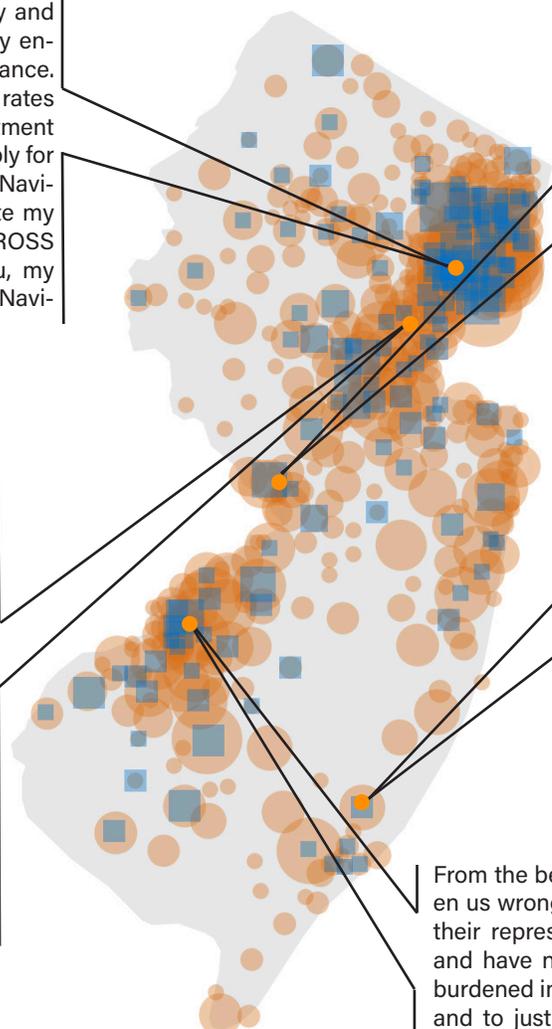
"...Navient increased my payments by over \$400 per month. When I called to try and reduce these payments, I was heavily encouraged to apply for another forbearance. I was instructed that the payment rates had been bumped up by the Department of Education. I tried once again to apply for income-based repayment, and then Navient told me that they had to calculate my payments based on my combined GROSS income with my husband. Mind you, my husband also pays \$1000 a month to Navient for his own loans..."

"[M]y payments over the last 6 years have been disqualified because the 'full monthly installment amount was not received.' Here is how this happens: Let's say my monthly loan payment is \$340.00. One month I round up and pay \$350... The following month I get a statement saying the amount owed is \$330. I pay the exact amount owed, according to my statement. That payment of \$330 is disqualified because it is not the full loan payment amount. This happened to me 10 times in six years--which means I will have to stay in repayment almost an extra year before I'm eligible for forgiveness..."

"I had all my loans consolidated into direct loans and applied for and was accepted into the Public Service Loan Forgiveness program. I learned that [some of my oldest] loans were never consolidated. At that point, 2 years into the Public Service Loan Forgiveness program, I am told that they will have to be consolidated and the clock for these XXXX loans, which account for 20% of my balance, will begin once this additional consolidation process is complete. This error leaves me with an additional two years of loan payments I would not otherwise have been required to make."

"I am a XX-year old auto accident victim, residing in an olds folks home in New Jersey. . . Nelnet granted me TPD for my loan and since then I have been unemployed. I am living on Social Security Retirement pay of \$XXXX monthly which pays my rent and bills. Nelnet reinstated my Loan and wants me to pay the discharged Loan with my retirement income."

From the beginning Fedloan Servicing has constantly given us wrong information. They are absolutely horrible and their representatives answering the phones are clueless and have no interest in helping the young people today burdened in loans . . . I was told she was enrolled [in PSLF] and to just make 10 years payments and at the 10 year mark everything stops. This is on recordings I am sure because these people record EVERY phone call ... [W]e now have to fill out forms and . . . the 2 plus years of payment don't count!



Type of complaint

- Student loan
- Debt collection

Number of complaints

- 1
- 5
- 10
- 15
- 20
- 23

PROTECT BORROWERS

Learn more at protectborrowers.org