



NEW MEXICO

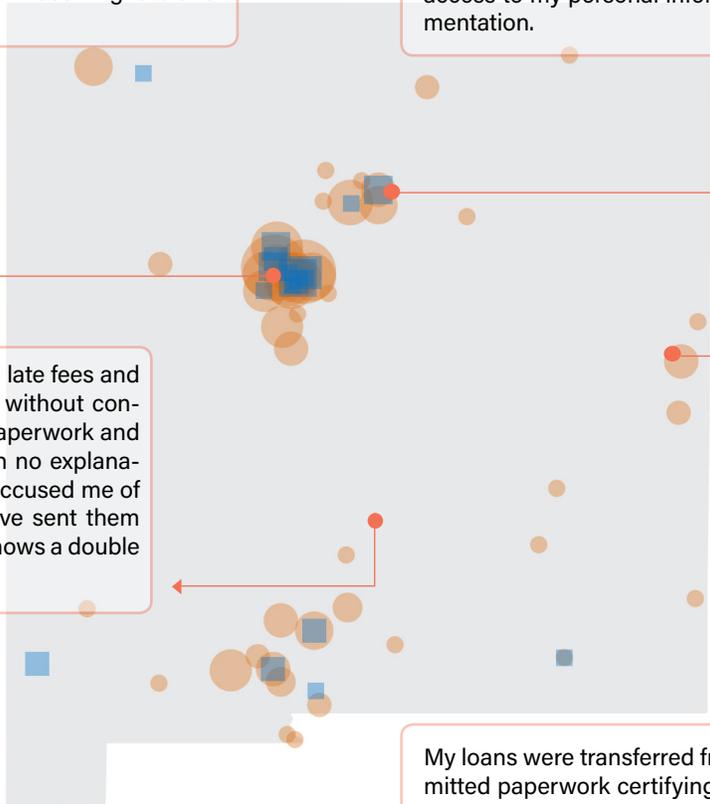
What Borrowers are Saying

I have continued to make all monthly payments on time and in full. However, I receive late and past-due notices, stemming from the payment that Fedloan received . . . but has failed to apply to my account. Fedloan Servicing told me to ignore the late and past-due notices I receive as it will all be straightened out when it finally credits the payment. As of this date, Fedloan Servicing has not credited my account with the payment it received from when my account was transferred. It is unacceptable that it has taken 4 months for this to happen and that I am receiving late and past-due notices.

I have a loan with Sallie Mae. . . that I've been struggling with for years. I've been able to make payments again recently but still have a small balance past due as they will no longer grant me forbearance. In addition to calling me and my co-signer at least 7 times per day . . . they have begun calling my father's girlfriend on her private, unlisted home phone. My father did not cosign my loan. He had nothing to do with it. He's not even on my birth certificate. . . I'm not sure how they found him or gained access to their private phone number. It's terrifying. . . This is affecting my mental health especially now as they seem to be stalking me and somehow gaining access to my personal information outside of my loan documentation.

Navient Corp. [has] charged late fees and put the loan in forbearance without consulting me first. They lose paperwork and even one of my checks with no explanation or apology. They have accused me of missing payments and I have sent them my bank statement which shows a double payment.

My loans were transferred from XXXX to FedLoan after I submitted paperwork certifying my Public Service employment. In the transfer, my annual certification of income and family size was lost. I had submitted the certification in XXXX, but in XXXX when my loans were transferred to FedLoan, that certification was not carried over. FedLoan was very unhelpful in resolving the issue; after speaking with a supervisor, FedLoan asked me to resubmit a certification; in the meantime, I would not lose credit for my monthly payments. I submitted the new certification, indicating that my family size had grown by XXXX. My wife was XXXX. FedLoan rejected my IDR repayment application, because there was no evidence of my wife's XXXX. . . I have no idea what the status of my loans are, what my payments will be, or if I will receive credit towards my loan forgiveness for the 2 months since my loans were transferred to FedLoan.



TYPE OF COMPLAINT

- Student Loan
- Debt Collection

NUMBER OF COMPLAINTS

- 1
- 5
- 10
- 15