

MASSACHUSETTS

What Borrowers are Saying

"Navient consistently and continuously encouraged and instruct[ed] me to use deferment & forbearance methodologies & not offering repayment/income/graduated programs. Interest has compiled up over the years and I have made no dent on my loan. They incorrectly applied & allocated payments to my loans whereby interest accrued."

"I applied for a different repayment plan when I realized I could lower my monthly payments at the end of last year. When the repayment plan was processed, it was erroneously processed and capitalized interest was not added into the plan, causing an additional amount to show up as "past due" on my account. To then receive multiple notices from the student loan agency saying that my "delinquent" payment has been reported to credit bureaus, then have to file a credit dispute form, all due to their administrative error is absolutely unfair. This student loan agency is irresponsible in administering student loan and giving advice to its borrowers..."

"Transworld is failing to provide me with monthly statements of my account. They claim that because I'm "fulfilling my monthly obligations" (making my payments on time) that they do not provide billing statements. About a month ago I asked that they provide me with a statement each month regardless of account status. I also made sure that they have the correct contact information. It is critical that I receive monthly statements. I've been paying extra each month and I need to be able to make sure that the payments are being applied correctly. I've asked for copies of the past three months of statements, and they told me that they are unable to give me these documents."

"FedLoan sent me a notice that they reviewed my loan balance to "ensure accuracy" and determined that my loan balance was to increase \$14,000. I had to calculate the increase to the principal myself, as it wasn't included on the notice. I called...to request documentation to explain the logic of the increase and prove that the amount was correct. I was told by [a representative] that FedLoan made an error and did not correctly capitalize the interest to my loan while it was in forbearance, prior to them processing the paperwork for my [I]ncome-[B]ased [R]epayment"

TYPE OF COMPLAINT

● Student Loan ■ Debt Collection

NUMBER OF COMPLAINTS

• 1 ● 10 ● 20
• 5 ● 15 ● 26