



Borrower Voices

My Paycheck was Illegally Seized During COVID-19

"The collection agency says they can't do anything about stopping the garnishment. My employer says they can't do anything unless they receive paperwork. And then on the Dept. of ED website it says that any garnishment taken will be refunded, but there's no way to get in touch with them."

California Borrower
Debt Collector: Account Control Technology

"This process has recently just begun for us. We could afford to do so with the overtime I was getting. Now that my overtime is cut its going to be a struggle for us to make ends meet."

Oklahoma Borrower
Debt Collector: Financial Asset Management Systems

"I've made contact with Dept. of Ed concerning as I am still being garnished and was told that I as the borrower didn't need to do anything or contact anyone about halting the garnishment or even talk to my employer about it. I am lost as what I need to do as it has been almost a month since the order was instituted."

Ohio Borrower
Debt Collector: Performant

"Its been very stressful. The amount I owe seems to randomly fluctuate and it almost feels like no one is trying to work with me. I have a young daughter and 15% is a lot."

Virginia Borrower
Debt Collector: Financial Asset Management Systems

"I called Central Research and the woman on the phone assured me garnishments were frozen for 60 days. They just lied to me."

Delaware Borrower
Debt Collector: Account Control Technology

"I am a single parent with two children one whom has a chronic heart disease and Down Syndrome. I don't want to have to constantly make a decision whether to feed my children or make sure my bills are not going to be cut off."

Illinois Borrower
Debt Collector: National Recoveries