



STUDENT BORROWER
PROTECTION CENTER

Student Loan Resources in Your State

Want to know to learn more about resources available to student loan borrowers in your states? Several states across the country have a Student Loan Ombudsperson or Student Loan Advocates. These state officials are a dedicated resource committed to providing information that is critical to many student loan borrowers. You can reach out to your state contact as another resource to help address your concerns.

<p>California</p> <ul style="list-style-type: none">○ Celina Damian○ Student Loan Services Ombudsperson○ Department of Financial Protection & Innovation○ 1-(866)-275-2677○ Ask.DFPI@DFPI.ca.gov○ https://dfpi.ca.gov/student-loan-service-program/student-loans/	<p>Colorado</p> <ul style="list-style-type: none">○ Kelsey Lesco○ Student Loan Ombudsperson○ Office of the Attorney General○ (702) 508-MySL (6975)○ studentloans@coag.gov○ coag.gov/studentloans
<p>District of Columbia</p> <ul style="list-style-type: none">○ Ricardo Jefferson○ Student Loan & Foreclosure Ombudsman○ Department of Securities, Insurance & Banking○ (202) 727-8000○ dcloanhelp@dc.gov○ disb.dc.gov/studentloanhelp	<p>Illinois</p> <ul style="list-style-type: none">○ Student Loan Ombudsman○ Office of the Attorney General○ 1-(800)-455-2456○ www.illinoisattorneygeneral.gov/



STUDENT BORROWER
PROTECTION CENTER

<p>Maine</p> <ul style="list-style-type: none">○ Kristine Fournier○ Deputy Student Loan Ombudsman○ Bureau of Consumer Credit Protection○ (207) 624-8527○ www.credit.maine.gov○ cons.credit@maine.gov	<p>Maryland</p> <ul style="list-style-type: none">○ Sean McEvoy○ Assistant Commissioner○ Department of Labor, Licensing & Regulation○ (410) 230-6077○ 1-(888)-784-0136○ studentloan.ombudsman@maryland.gov○ www.dllr.state.md.us/finance/consumers/frslombud.shtml
<p>Massachusetts</p> <ul style="list-style-type: none">○ Arwen Talbot○ Student Loan Ombudsman○ Attorney General's Office○ 1-(888)-830-6277○ www.mass.gov/ago/studentloans	<p>Minnesota</p> <ul style="list-style-type: none">○ Betsy Talbot○ Manager○ Office of Higher Education○ (651) 259-3965○ betsy.talbot@state.mn.us○ www.ohe.state.mn.us/
<p>New Jersey</p> <ul style="list-style-type: none">○ N.J. Department of Banking and Insurance○ (800)-446-7467○ https://www.nj.gov/dobi/consumer.html	<p>New York</p> <ul style="list-style-type: none">○ Scott Ahrens○ Student Advocate & Assist. Dep. Superint.○ Student Loan Servicing○ NYS Department of Financial Services○ (212)-480-4918○ students@dfs.ny.gov○ www.dfs.ny.gov/consumers/student_protection



<p>Nevada</p> <ul style="list-style-type: none">○ Evelyn Castro○ Student Loan Ombudsman○ Office of Nevada State Treasurer○ (702) 486-3384○ 1-(888)-477-2667○ SLO@nevadatreasurer.gov○ https://studentloanrightsri.com/	<p>Oregon</p> <ul style="list-style-type: none">○ Lane Thompson○ Student Loan Ombudsperson○ Division of Financial Regulation, Department of Consumer and Business Services○ 888-877-4894 (toll-free)○ dfr.bankingproducthelp@dcbs.oregon.gov○ https://dfr.oregon.gov/help/student-loan-help/Pages/index.aspx
<p>Rhode Island</p> <ul style="list-style-type: none">○ Attorney General's Office○ 401-274-4400○ studentloans@riag.ri.gov○ https://studentloanrightsri.com/	<p>Virginia</p> <ul style="list-style-type: none">○ Scott W. Kemp○ Student Loan Advocate○ State Council of Higher Education○ (804) 786-2832○ studentloan@schev.edu○ www.schev.edu/studentloan○ https://www.virginiastudentloanhelp.org/
<p>Washington</p> <ul style="list-style-type: none">○ Stephanie Sampedro○ Student Loan Advocate○ Student Achievement Council○ (360) 753-7781○ loanadvocate@wsac.wa.gov○ https://www.wsac.wa.gov/loan-advocacy	