

Se
nt
ti
m
e:

19 Nov, 2022 1:55:55 PM

At
ta
ch
m
en
ts:

 Email Copy.pdf

Contact Center Colleagues —


Starting on Saturday, Nov. 19, 2022, U.S Secretary of Education Miguel Cardona plans to send an email to several million borrowers who have submitted a student loan debt relief application. This message will state that their student loan debt relief application has been approved and there is nothing else they need to do. The email will also update borrowers on the debt relief program, including that we are unable to discharge the borrower's debt at the moment due to a court order. Full text of the email can be found attached to this email.

This email send is expected to end on Sunday, Nov. 20, 2022.

WHAT DOES FSA NEED YOU TO DO?

FSA expects increased calls from borrowers with questions regarding student loan debt relief based upon this email activity. To assist borrowers, please reference this email or direct borrowers to review the debt relief [Frequently Asked Questions](#) page.

Please send questions your contact center has about this announcement to me

(). I will track and follow up on all questions submitted.

Ben

Ben Fenwick

US Department of Education - Federal Student Aid
Student Experience & Aid Delivery
Delivery Systems & Extended Workforce Management
Senior Advisor
Mobile: 