

# Important Information on How We Service Your Loans

We are providing this guide so you can get to know Nelnet, your new student loan servicer, better. Below are useful tips to keep in mind as you repay your student loans.

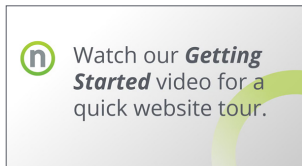


## ➤ Great Lakes + Nelnet: Part of the Same Family

Did you know that Great Lakes and Nelnet have had the same parent company since 2018? We share many of the same processes and associates who provide excellent customer service. For these reasons, your Nelnet experience will be very similar to what you experienced with Great Lakes. In addition, we work closely with Federal Student Aid, part of the U.S. Department of Education, to service your loans.

## ➤ Let Us Show You Around

Our “Getting Started” video gives you a tour of your [Nelnet.com](https://nelnet.com) account. Please take a few minutes to watch it on the [Nelnet.com](https://nelnet.com) home page to familiarize yourself with the website features. Once you first create and log in to your [Nelnet.com](https://nelnet.com) account, we’ll pop up an interactive guide to your dashboard. You’ll find it has a similar look and feel to your Great Lakes online account.



## ➤ Accounts, Groups, and Loans

At Nelnet, we use the terms “accounts” and “groups” a little differently from Great Lakes. The “accounts” you had at Great Lakes are known as “groups” at Nelnet. You have one Nelnet account for your U.S. Department of Education (ED)-owned loans and the account number begins with “E” followed by nine digits. Within your account you have groups (example: AA, AB, AC, and AD) and loans within each group (example: 1, 2, 3, and 4).

Loan Details	
Account: EXXXXXXXXX	Current Balance: \$35,432.21
Group: AA	
Due Date: 10/21/2023	Status: REPAYMENT
Loan: 1	
Due Date: 10/21/2023	Status: REPAYMENT

Your account number, groups, and loans are shown on your welcome notice and when you log in to your [Nelnet.com](https://nelnet.com) account and select Loan Details. Any Nelnet-serviced federal student loans not owned by ED are in a separate Nelnet account that begins with “D” and/or “J.”

Based on display differences, it may seem like you have more loans or different balances with Nelnet, but the number of loans and balances did not change as they transferred from Great Lakes.

## ➤ Monthly Billing Statements

We send monthly billing statements approximately three weeks before your due date (while you have payments due) via mail or electronically to your [Nelnet.com](https://nelnet.com) account if you’re enrolled in eCorrespondence. You can review your statements anytime in your [Nelnet.com](https://nelnet.com) account by choosing the Documents menu, then Inbox. Visit [Nelnet.com/understanding-your-statement](https://nelnet.com/understanding-your-statement) to review our statement guide.

## ➤ Multiple Payment Due Dates

Though rare, when viewing your [Nelnet.com](https://nelnet.com) account and monthly billing statement, you might find that you have different due dates for your student loans. You’ll receive a billing statement before each due date. If you prefer to have just one due date for all of your Nelnet-serviced student loans, you can request to have your due dates aligned by emailing us at [Nelnet.com/email-us](mailto:nelnet@nelnet.com) or calling us at 888.486.4722.

## ➤ Automatic Payments

At Nelnet, we refer to automatic payments as auto debit. You can use auto debit to automatically make your monthly payments when you are actively repaying your loans (that is, when payments are due). If you’re in a deferment, forbearance, school (at least half-time enrollment), or your six-month grace period, you can still make payments if you’d like by using these methods:

- **Online:** Log in to your [Nelnet.com](https://nelnet.com) account and choose Make a Payment.
- **Phone:** Call 888.486.4722.
- **Mail:** Send a check to U.S. Department of Education, P.O. Box 2837, Portland, OR 97208-2837.

If you’re not already enrolled in auto debit, you can enroll through your [Nelnet.com](https://nelnet.com) account by selecting the Payments menu and choosing Auto Debit. You could receive a 0.25% interest rate reduction for auto debit while your account is in an active repayment status.

To view Nelnet’s Auto Debit Terms and Agreement, visit [Nelnet.com/documents/Marketing/pdf/Auto-Debit-Terms-Conditions.pdf](https://nelnet.com/documents/Marketing/pdf/Auto-Debit-Terms-Conditions.pdf)

## > **Trouble Making Your Payments?**

If you think your payment amount is too high for your current financial situation, we can help! There are several repayment plans that tailor your payment amount to your income. Or you may qualify to temporarily postpone your payments. The most important thing is to reach out to us as soon as you think you need help. Email us at [Nelnet.com/email-us](mailto:nelnet.com/email-us), call us at 888.486.4722, or log in to your [Nelnet.com](https://nelnet.com) account and choose the Payments menu, then Repayment Options to explore solutions.

## > **Payment Processing**

Nelnet has a couple of notable time frames:

- **Submission Time:** A payment made online or over the phone must be submitted by 4 p.m. (Eastern) on a business day to be effective the same day. If you submit a payment after 4 p.m. (Eastern) on a business day, you are given the option to select an effective date as early as the following business day. Business days do not include weekends.
- **Payment in Full:** If you intend to pay your loan in full, please include the entire payoff amount. To get a payoff quote, log in to your [Nelnet.com](https://nelnet.com) account, choose Make a Payment, and select Future Payoff Quote. You can also call us at 888.486.4722 for a quote.

## > **Payment Allocation**

Visit [Nelnet.com/how-payments-are-allocated](https://nelnet.com/how-payments-are-allocated) for examples of how payments are allocated as well as what occurs when payments are made within 120 days of loan disbursement.

## > **Excess Payments**

When you want to pay more than the current amount due (an excess payment), you can specify how you want it applied to your loans. At Nelnet, this is called special payment instructions. You can provide one-time or recurring special payment instructions in your [Nelnet.com](https://nelnet.com) account when you select Make a Payment or from the Payments menu. You can also give us your special payment instructions by:

- **Phone:** 888.486.4722
- **Email:** [Nelnet.com/email-us](mailto:nelnet.com/email-us)
- **Written** on your billing statement payment coupon
- **Mail:** Nelnet, P.O. Box 82561, Lincoln, NE 68501-2561

## > **Set Up Someone Else to Make Payments on Your Account**

You can give another person (like a parent or child you took out the loan for) access to make payments for your [Nelnet.com](https://nelnet.com) account by designating them as an Authorized Payer. They will have access to many of your account details including your account number, due date, amount due, loans, and payment history. After logging in to your [Nelnet.com](https://nelnet.com) account, select your name from the menu, then Authorized Payers to set one up.

## > **Text Alerts**

To stay informed about when your payments are due, when a new statement is available, or when your loan status changes, sign up to receive text alerts. Simply log in to your [Nelnet.com](https://nelnet.com) account, select your name from the menu, and choose Text Alerts.

## > **Military Benefits**

If you're a member of the U.S. military, we thank you for your service. We want you to know about student loan benefits just for servicemembers. Visit [Nelnet.com/military](https://nelnet.com/military) to determine if you might qualify for any of the benefits. At the bottom of the page, you'll find our dedicated phone number and email address for servicemembers.

## > **Submitting Documentation**

We make it easy to send documentation to us. Whether you are providing documentation for a name change, deferment request, or military-related benefits, you can log in to your [Nelnet.com](https://nelnet.com) account and choose the Documents menu, then Upload Documents to securely submit your documentation to us.

## > **Student Loan Interest Paid Information for Taxes**

Each January, we'll send you a notice via email or mail informing you of the amount of student loan interest you paid to Nelnet in the previous year. You can also view that information in to your [Nelnet.com](https://nelnet.com) account by choosing the Documents menu, then Tax Info. To obtain the amount of interest you paid to Great Lakes in previous years, you can email us at [Nelnet.com/email-us](mailto:nelnet.com/email-us) or call us at 888.486.4722.

### **We're Here for You When You Need Us**

We understand that you didn't request this loan transfer and making this kind of change can be challenging. As two sides of the same coin, we at Great Lakes and Nelnet are actively working together to make this transition as easy as possible for you. We're here to help you understand and take advantage of your student loan repayment options and explain which will best suit your needs. If you have feedback, let us know at [Nelnet.com/email-us](mailto:nelnet.com/email-us) or call us at 888.486.4722. We're always open to your feedback and seeking to make improvements.