

## Wilmington University Returning/Repaying your Loans

Wilmington University will assist you in returning a credit balance from your student billing ledger to your lender for either a federal student loan or a private education loan within the current academic year (11-12) by submitting a "Loan Change Request" form to the Financial Aid Office (FAO). Once you have submitted this form, your request will be processed, and you can review your loan return information by accessing your WebCampus account. In addition, you will receive a letter from Wilmington University confirming the return of the federal or private loan funds.

If Wilmington University has already disbursed your term's refund and you wish to return that amount to your lender, kindly follow these simple instructions:

1. If your refund was disbursed via a HigherOne check, submit the check to Wilmington University with a **signed and completed Loan Change Request form** to return funds to your lender.
2. If you opened a HigherOne account and your refund remains in that account, either communicate the WilmUDebitCard numbers to a Wilmington University staff person or present the card in person. Prior to requesting the payment via your WilmUDebitCard, contact HigherOne (telephone number is on the reverse side of your card), stating you require a one day only increase to your daily limit. This permits Wilmington University to process the payment in one transaction. Your signed statement to return these funds is also required.

If you wish to repay any funds resulting from a prior academic year, please contact your lender.

If you are not sure of your federal loan lender information, please access the U.S. Department of Education's National Student Loan Data System<sup>SM</sup> (NSLDS<sup>SM</sup>) [www.nsls.ed.gov](http://www.nsls.ed.gov). This system provides information on your federal loans including loan types, disbursed amounts, outstanding principal and interest, and the total amount of all your loans. You can also call the Federal Student Aid Information Center at 1-800-4-FED-AID (1-800-433-3243; TTY 1-800-730-8913).

Below is a list of Federal Student Aid servicers for the Direct Loan Program:

Aspire Resources Inc.  
Phone: 855/475-3335  
Fax: 515/471-8180  
TDD/TTY: 855/475-4889  
Overseas borrowers: 515/471-3999  
Web site: [www.AspireResourcesInc.com](http://www.AspireResourcesInc.com)  
Email: [LoanCounsel@AspireResourcesInc.com](mailto:LoanCounsel@AspireResourcesInc.com)  
Office Hours: 7:00 a.m. - 7:30 p.m. (CT), Monday through Friday.

CornerStone  
Phone: 800/663-1662  
Fax: 801/366-8400  
TDD/TTY: 801/321-7130  
Overseas borrowers: 801/321-7295  
Web site: [www.MyCornerStoneLoan.org](http://www.MyCornerStoneLoan.org)  
Email: [CustomerService@mycornerstoneloan.org](mailto:CustomerService@mycornerstoneloan.org)  
Office Hours: 6:00 a.m. - 9:00 p.m. (MT), Monday through Thursday. 6:00 a.m. - 5:00 p.m. (MT), Friday. 8:00 a.m. - 12:00 p.m. (MT), Saturday.

Direct Loan Servicing Center (ACS)  
Phone: 800/848-0979  
Fax: 800/848-0984  
TDD/TTY: 800/848-0983  
Overseas borrowers: 315/738-6634  
Web site: [www.myedaccount.com](http://www.myedaccount.com)  
Office Hours: 8:00 a.m. - 8:30 p.m. (ET), Monday through Friday.

Department of Education Student Loan Servicing Center (ACS)  
Phone: 800/835-4611  
Fax: 315/738-2232  
TDD/TTY: 800/662-1220 within New York State

TDD/TTY: 800/855-2880 outside New York State  
Office Hours: 8:00 a.m. - 11:00 p.m. (ET), Monday through Friday.

ESA/Edfinancial

Phone: 855/337-6884

Fax: 865/692-6348

TDD/TTY: 855/337-6884

Overseas borrowers: 855/337-6884

Web site: [www.edfinancial.com/DL](http://www.edfinancial.com/DL)

Contact Us Page: [www.edfinancial.com/Contact](http://www.edfinancial.com/Contact)

Office Hours: 8:30 a.m. – 8:00 p.m. (ET), Monday through Thursday. 8:30 a.m. – 6:00 p.m. (ET), Friday.

FedLoan Servicing (PHEAA)

Phone: 800/699-2908

Fax: 717/720-1628

TDD/TTY: 800/722-8189

Overseas borrowers: 717/720-1985

Web site: [www.myfedloan.org](http://www.myfedloan.org)

Office Hours: 8:00 a.m. - 9:00 p.m. (ET), Monday through Friday.

Granite State - GSMR

Phone: 888/556-0022

Fax: 603/227-5415

TDD/TTY: A borrower who is hearing-impaired may e-mail [dlcustomerservice@gsmr.org](mailto:dlcustomerservice@gsmr.org) for assistance.

Overseas borrowers: 603/227-5321

Web site: [www.gsmr.org](http://www.gsmr.org)

E-mail: [dlcustomerservice@gsmr.org](mailto:dlcustomerservice@gsmr.org)

Office Hours: 8:00 a.m. – 6:00 p.m. (ET), Monday through Friday.

Great Lakes Educational Loan Services, Inc.

Phone: 800/236-4300

TDD/TTY: 800/236-4300

Overseas borrowers: 608/246-1700

Web site: [www.mygreatlakes.org](http://www.mygreatlakes.org)

Office Hours: 7:00 a.m. - 8:45 p.m. (CT), Monday through Thursday. 7:00 a.m. - 5:45 p.m. (CT), Friday.

MOHELA

Phone: 888/866-4352

TDD/TTY: 636/532-5189

Overseas borrowers: 888/866-4352

Web site: [www.mohela.com](http://www.mohela.com)

Office Hours: 8:00 a.m. - 8:00 p.m. (CT), Monday through Thursday. 8:00 a.m. - 5:00 p.m. (CT), Friday.

Nelnet

Phone: 888/486-4722

Fax: 877/402-5816

TDD/TTY: 888/486-4722

Overseas borrowers: 303/696-3625

Web site: [www.nelnet.com](http://www.nelnet.com)

Office Hours: 24 hours a day, 7 days a week.

Sallie Mae

Phone: 800/722-1300

Fax: 866/266-0178 (within United States)

Fax: 570/706-8563 (outside United States)

TDD/TTY: 877/713-3833

Overseas borrowers: If toll-free (no cost per call) number cannot be accessed, use 317/806-0580 (cost per call)

Web site: [www.salliemae.com](http://www.salliemae.com)

Office Hours: 8:00 a.m. - 9:00 p.m. (ET), Monday through Thursday. 8:00 a.m. - 8:00 p.m. (ET), Friday.

If you have any additional questions, please contact Wilmington University's Information Center at 302-356-4636.