

ATTENTION DIRECT LOAN BORROWERS:

If your direct Loan Servicer was **ACS** (Xerox), the payment mailbox was shutdown effective June 30, 2014.

The US Department of Education no longer contracts with ACS (Xerox). Payments will be returned. Unfortunately, this can lead to your account becoming delinquent.

Action for Borrowers

To avoid becoming delinquent on your federal education loans, a borrower who has been sending payments to the discontinued mailbox must take one of the following actions to ensure that payments are received on time:

- ***If the borrower makes his or her own payments***, the borrower must begin sending federal education loan payments to his or her servicer's payment address.
- ***If the borrower uses a bank or bill paying service to make his or her payments***, the borrower must update his or her bank or bill paying service with the servicer's name and payment address.

The borrower, you, can access the National Student Loan Data System (NSLDS) Student Access web site, www.nslds.ed.gov to look up your servicer's payment address.