

Public Service Loan Forgiveness

What you need to know to take advantage of the new Limited Waiver | April 2022



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Today's Discussion

Who is the CFPB?

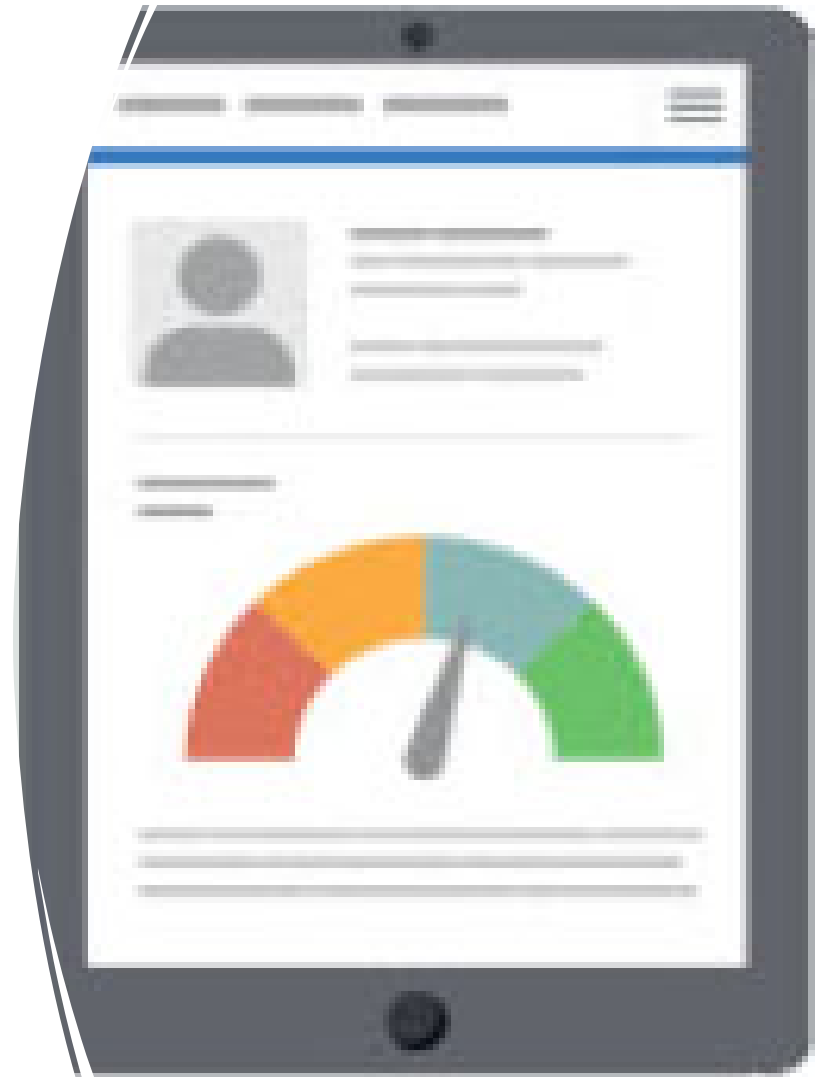
What is PSLF?

Temporary changes to PSLF: Limited Waiver Opportunity

How do I qualify for PSLF Limited Waiver?

Additional Resources

Wrap Up



About the CFPB

The Consumer Financial Protection Bureau (CFPB) is a 21st century agency that helps consumer finance markets work by making rules more effective, by consistently and fairly enforcing those rules, and by empowering consumers to take more control over their economic lives.

Consumer education seeks to prevent harm

We serve the general public and focus on special populations:

- Servicemembers, veterans, and their families
- Older Americans, their families and caregivers
- Traditionally underserved and economically vulnerable consumers
- **Students and young consumers:** Educate and engage students to help students navigate financial products and services and avoid student loan default or other negative financial events

Why was Public Service Loan Forgiveness (PSLF) established?

- The program is intended to encourage individuals to pursue public service careers
 - Certain borrowers who work in public service are likely to face substantial financial hardship, and may be unable to repay their loans over the standard 10-year period
- Designed to ensure public service workers could satisfy their student debt over the standard period of time

What is PSLF?

It's a federal program that offers loan forgiveness for borrowers who:

- Make 120 qualifying monthly payments;
- While working full-time for an eligible public service employer or non-profit organization; and
- Complete the application process.

Temporary changes to PSLF: Limited Waiver

- On Oct. 6, 2021, the U.S. Department of Education announced a change to PSLF program rules for a limited time.
- **Through October 31, 2022**, you may now receive credit for past payments that would not otherwise qualify for PSLF.
- You must act before October 31, 2022, to receive credit, even if you will not have made 120 payment by October 31, 2022.

PSLF Limited Waiver

Under the limited waiver:

- Any prior payment will count as a qualifying payment
 - Does not matter the type of loan, repayment plan, or whether the payment was made in full or on-time
- You can receive forgiveness even if you are not working at a qualifying employer at the time of application and forgiveness.
- This is a limited time opportunity and it expires Oct. 31, 2022.
- Next steps depend on what type of loans you have. Any next steps must be taken by the deadline to take advantage of this limited opportunity.
 - *Tip: Find out what type of loans you have through studentaid.gov*

To be eligible for the Waiver, you must work or have worked in a qualifying job.

You must work full-time for a qualified employer when making your qualifying payments

It matters where you work, not what you do!

Full-time

- May include multiple qualifying part-time jobs averaging 30+ hrs./week

Qualifying Employers

- Federal, state, tribal, local gov't
- Military service
- Certain non-profits, including 501(c)(3) or if your employer provides certain types of qualifying public services



Make sure your payments count

All payments made after Oct. 1, 2007, count if you apply for the limited waiver by October 31, 2022. They do NOT have to be consecutive.

Check your payment tally at www.studentaid.gov/pslf!

Keep proof of payment

- Email or PDF confirmation received when you make a payment
- Monthly statements

Call if your count is different

- Reach out to your servicer if the official tally doesn't match your count
- You can also submit a complaint to the CFPB at consumerfinance.gov/complaint

How do I qualify if I have Direct Loans?

Already submitted a PSLF form?

- If you have previously submitted a PSLF form for all your qualifying employment, set a reminder to submit an updated PSLF form each year to verify that you are still on track

Need to fill out a PSLF form?

- If you have NOT completed a PSLF form, to go <https://studentaid.gov/pslf/> to fill out the form
- If you have multiple periods of qualifying employment, fill out a PSLF form for each qualifying employer
- Submit the form(s) by Oct. 31, 2022, to receive credit for past payments towards PSLF

How do I qualify if I have other Federal loans?

- If you have at least one FFEL Program loan, Perkins Loan, or other federal student loans, request to **consolidate your loans** to receive credit towards loan forgiveness for those loans by Oct. 31, 2022.
 - Consolidation Application available here:
<https://studentaid.gov/app/launchConsolidation.action>
- You must submit a Direct Consolidation Loan application by Oct. 31, 2022, to receive credit for past payments through this waiver.
- Use the PSLF Help Tool at <https://studentaid.gov/pslf/> to fill out the form and submit by Oct. 31, 2022.

Want to learn more? Check out our guides

Tailored guides for:

- Public service employees,
- Servicemembers and Veterans
- Peace Corps volunteers
- AmeriCorps members
- First responders, and
- Teachers

Public service loan forgiveness

Public service organizations can help student loan borrowers who are serving their communities but may be struggling to pay their loans. We have tools and resources to help you navigate through the public service loan forgiveness process.

Guides for public service employees

Share these guides with your employees. We also have tips for your employees to [make sure they are on track for loan forgiveness](#).

| DESCRIPTION | ACTIONS |
|--|------------------------------|
| Servicemembers | Download PDF |
| Peace Corps volunteers | Download PDF |
| AmeriCorps volunteers | Download PDF |
| First responders Includes firefighters, police officers, nurses, and other emergency service employees. | Download PDF |
| Teachers | Download PDF |
| Other public service employees Includes employees of any state, local, or tribal government, and of certain nonprofit agencies. | Download PDF |

www.consumerfinance.gov/consumer-tools/educator-tools/students/loan-forgiveness/

Resources for additional help

- Visit Department of Education's FAQs on the PSLF Limited Waiver at <https://studentaid.gov/announcements-events/pslf-limited-waiver>
- Use the Department of Education's PSLF Help tool at <https://studentaid.gov/pslf/>
- Want to consolidate your loans? Visit the Department of Education's application at <https://studentaid.gov/app/launchConsolidation.action>
- Need additional help? Contact your student loan servicer for additional questions.
- Run into a problem?
 - Contact the FSA Ombudsman Group: <https://studentaid.gov/feedback-ombudsman/disputes/prepare>
 - Submit a complaint to the CFPB: www.consumerfinance.gov/complaint

A new resource for student loan borrowers

Financial inTuition Podcast

Learn tips and strategies on how to make more informed financial decisions around managing money, saving and paying for higher education, and repaying student loan debt.



<https://www.consumerfinance.gov/practitioner-resources/students/financial-intuition/>

Thank you!

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