



## **FSA Ombudsman**

If you have made a reasonable effort to resolve a problem or dispute with your student loan through normal processes and it is still not resolved, you can contact the Ombudsman Office.

An ombudsman resolves disputes from a neutral, independent viewpoint. The Federal Student Aid (FSA) Ombudsman will informally conduct impartial fact-finding about your complaint. They will recommend solutions, but they do not have the authority to make or reverse decisions. They will also work to bring about changes that will help prevent future problems for other student loan borrowers. This free service is provided by the U.S. Department of Education.

The Ombudsman will research your problem and determine whether you have been treated fairly. If your student loan complaint is justified, they will work with you and the office, agency or company involved in the problem. On your behalf, they will contact other offices with the U.S. Department of Education, your private lender, your loan guaranty agency, and the servicing agency or firm collecting your loan.

If your complaint is not justified, they will take the time to explain to you how they reached their conclusion.

### **To contact the Ombudsman:**

Phone: 1-877-557-2575

Fax: 1-202-275-0549

U.S. Department of Education  
FSA Ombudsman  
830 First Street, NE  
Fourth Floor  
Washington, DC 20202-5144