



and **ECMC**

Partners in Repayment!

What to do I need to know about repaying my loans at GTCC?

Student loans can be a great way for students to help pay for going to college. It is very important to remember that federal student loans **MUST** be repaid. You will need to know **WHO** you owe, **WHAT** you owe, and **WHEN** payments are due.

Who is my servicer? What do I owe? When do I make payments?

Log on to StudentAid.gov, using the FSA ID and password you use for the FAFSA.

- From here you can view information regarding who is servicing your loans (the company you make payments to), what your loan balances are (principal and interest), and the date of your repayment.
- The contact information for your servicer(s) will also be provided.

When do I start repaying my loans?

- Repayment begins once you have dropped below half time enrollment and you have used your six-month grace period.
- If you have student loans, create an online account with your loan servicer now. This helps you update your contact information with them, provides you with easy access to your loan information, and you may be able to get a .25% interest rate reduction just by setting up an auto-draft.

What should I do if I am having trouble with my payments?

Contact our loan repayment partner, ECMC or your loan servicer immediately. They will work with you to bring your account current and potentially lower your monthly payment. They can also discuss options such as financial hardship deferment, forbearances, and loan consolidation.



DON'T BE FOOLED BY IMPOSTERS...

ECMC SOLUTIONS IS THE REAL DEAL

We've hired **ECMC Solutions**, a non-profit organization to help you navigate your federal student loans!

With a mission of student success, Solutions provides *FREE* one on one counseling:

- Discuss options for manageable repayment
- Learn important facts about forbearance and deferment
- Access your balance and know your servicer
- Discover best practices to manage your loans
- Guidance if you fall behind on payments or are nearing default
- Financial literacy resources

ECMC Solutions counselors will always introduce themselves by name and let you know they are calling on our behalf. Solutions counselors call only from U.S. area codes such as (651) and (612). ECMC counselors will ask you to confirm your identity to ensure we are speaking with you *before* sharing any information.

We provide ECMC Solutions services to you free of charge. Counselors are available to help you through [ECMC Solutions](#) Live Chat, [email](#) or by phone by calling 877-331-3262.

ECMC

Solutions

Hours of operation:
Monday – Thursday, 7:30AM – 8:00PM, CT
Friday, 8:00AM – 4:30PM, CT