



January 19, 2024



ACCT NUMBER: 2451262961-1

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MOHELA has Completed its Loan Servicing Platform Transition for Your Student Loan(s)

Visit mohela.studentaid.gov

WHY WE ARE CONTACTING YOU

Effective 01/04/24, your federally-owned loans serviced by MOHELA transitioned to our new student loan servicing platform. This transition will allow us to explore new options with your customer service experience. MOHELA will continue to be your student loan servicer and will remain in contact with you regarding updates to your account.

Your loan(s) were not sold. MOHELA is your federal loan servicer for your loan(s) owned by the U.S. Department of Education (ED). ED will continue to own your loans and MOHELA will continue to service your loans and assist you on ED's behalf. This change in loan servicing platforms will not impact the existing terms, conditions, interest rates, or available repayment plans of your federal student loans.

IMPORTANT INFORMATION

Your Actions: To help ensure a smooth transition to our new loan servicing platform, you'll need to do the following:

- ✓ Read the questions and answers that follow to learn more about the transition.
- ✓ Review the enclosed loan information.*(see also Q and A below)
- ✓ Establish online loan account access on mohela.studentaid.gov.
- ✓ Make any necessary changes to your contact information.
- ✓ If applicable, make the changes necessary to direct your federal student loan payments to MOHELA's new payment address listed below in this letter.

MOHELA is here to help answer questions about your transition and to help you manage loan repayment. We look forward to providing you with excellent service!

Sincerely,
 Your MOHELA Servicing Team

Enclosure

Q5: What happens if I made my payment to MOHELA just prior to or after the transition to the new platform?

A5: Payments made to MOHELA prior or during the transition, but have not yet posted to your loans, may be delayed by up to 30 business days. However, these payments will be posted to your account with the effective date that the payments were made.

**Please immediately begin using MOHELA's new contact information to make payments to avoid payment posting delays.*

Q6: If I normally use a bank or bill pay service to make payments, what do I need to do?

A6: You'll need to provide your bank or bill paying service with the following information for MOHELA's new payment address:

- U.S. Department of Education
MOHELA
PO Box 790453
St. Louis, MO 63179-0453
- New MOHELA Account Number

NOTE: It's very important to provide the updated name, payment address, and account number to your bank or bill paying service immediately. If you don't make these updates, the bank or bill paying service will send your payments to the wrong address, and there will be a delay in your account being credited, which could cause you to receive past due payment notifications.

Q7: If I am enrolled in Auto Debit, will the automatic payments continue with MOHELA?

A7: Yes. Auto Debit has a new name on our new platform – Auto Pay. If you are enrolled in Auto Pay, your information has been transitioned to MOHELA's new system and automatic payments will resume with MOHELA. If something changes, MOHELA will notify you. You can also log in to mohela.studentaid.gov to manage your Auto Pay. Please allow 3-4 business days from the date of this letter for all of your billing and Auto Pay information to be available on mohela.studentaid.gov.

Q8: When will the consumer credit reporting agencies be updated with my account information?

A8: MOHELA will notify consumer credit reporting agencies (CRAs) of the transition to MOHELA's new platform within 90 days of the transition date and loan activity is scheduled to be reported monthly thereafter.

Q9: I sent MOHELA a form/application, do I need to resend this?

A9: No action is necessary. Any form/application already processed or pending to be processed will be managed by MOHELA following the completion of your account transition.

Q10: Will the status of my loans change?

A10: The status of your loans should remain the same throughout the transition process unless we are notified of a change. For example, if your loans were in an In-School Deferment prior to the transition, your loans will remain in an In-School Deferment once the transition has been completed unless MOHELA is notified of a change to your enrollment status.

Q11: Do I need to pay for help with my student loan benefits?

A11: You never have to pay for help! If you have questions or need help with your student loans, contact us for free help. Learn to avoid student aid scams at StudentAid.gov/resources/scams.

Federal student loans offer flexible repayment plans, loan consolidation, forgiveness programs, and more. Programs include Public Service Loan Forgiveness (PSLF), Teacher Loan Forgiveness, closed school discharge, and more. We can help you manage repayment and answer any questions you have along the way. Visit StudentAid.gov.



FACTS

WHAT DOES THE U.S. DEPARTMENT OF EDUCATION (Dept. of Ed) DO WITH YOUR PERSONAL INFORMATION?

Why?

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

What?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number and account balances
- Payment history and account transactions
- Credit history information

When you are *no longer* our customer, we continue to share your information as described in this notice.

How?

All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons the Dept. of Ed chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does the Dept. of Ed share?	Can you limit this sharing?
For our everyday business purposes – such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes – to offer our products and services to you	No	We don't share
For joint marketing with other financial companies	No	We don't share
For our affiliates' everyday business purposes – information about your transactions and experiences	No	We don't share
For our affiliates' everyday business purposes – information about your creditworthiness	No	We don't share
For nonaffiliates to market to you	No	We don't share

Questions?

Call MOHELA at 1-888-866-4352 or go to mohela.studentaid.gov