

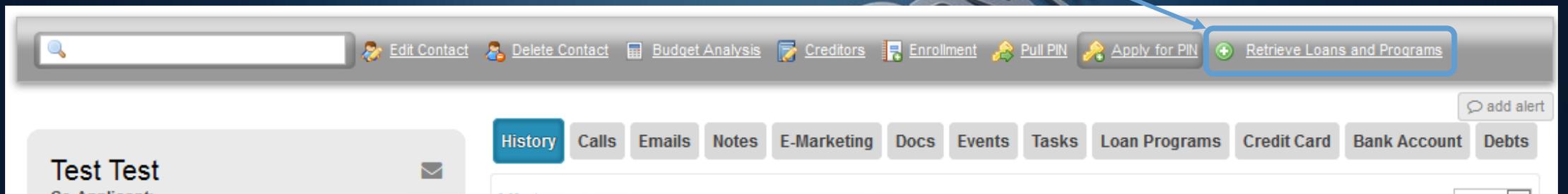
Retrieving Loans and Programs



PLEASE READ below before moving forward...

Neither the NSLDS.ed.gov nor StudentLoans.gov provide an application programming interface (API) for their websites. This means they do not have a built-in method for CRM software to link with their information databases and to utilize the information they provide there. We have built functionality to retrieve information from these websites and display it in the CRM. Unfortunately, this means the loan information is dependent on these websites; a) being up-to-date and functioning properly and b) that either site does not make any changes that affects the established functionality linking to the websites. Also, since there is no API, partnership, or affiliation with these websites (which the Department of Education does not offer), we are not informed when there may be changes to these websites which affect the ability of the CRM to retrieve loan information. It is also possible for one website to be down or slow and the other not to be. This causes loan information to appear, but payment plans not to appear (i.e. when StudentLoans.gov is down); or no loans will appear (i.e. NSLDS.ed.gov is down or the downloadable file is not available for client).

Starting from the Client Dashboard click on “Retrieve Loans and Programs”



You will be taken to the Student Loan and Program Retrieval tool. Here you will need to enter information required to login at NSLDS.ed.gov and studentloans.gov so the system can read information provided there. The FSA Username and Password will be required in order to be retrieve information.

The screenshot shows a web browser window with the title "Contacts". In the top right corner, there is a search bar containing "--Favorites--" and three status icons (checkmark, plus, minus). Below the browser window, a grey navigation bar contains links for "FSA", "YouTube Video", "Federal Online Calc", and "View Contact".

A prominent yellow warning box contains the following text: **WARNING: ENROLLING AGENT CANNOT CREATE FSA ACCOUNT FOR THE CLIENT. ONLY THE CLIENT CAN CREATE THE FSA ACCOUNTS. TALKING A CLIENT THROUGH FSA SETUP AND CREATION VIA PHONE IS ACCEPTABLE.**

Below the warning, the "Client Info" section is visible. It includes a "Required To Retrieve Data" label. Underneath, there are two input fields: "FSA Username" and "FSA Password". Each input field has a red exclamation mark icon to its left, indicating a validation error or required field.

Information saved on the file will be automatically populated in the appropriate areas. If not saved already you can enter the information here and at the end of the process when saved will be saved for the corresponding fields.

The fields displayed to the right are not required and DO NOT affect the calculations that will be provided by studentloans.gov for the estimated payment programs.

First Name

Last Name

Phone Number

Email

SSN

Date of Birth
January 1932

The fields displayed to the right are not required but WILL affect the calculations that will be provided by studentloans.gov for the estimated payment programs.

Annual Adjusted Gross Income

Marital Status

Annual Adjusted Gross Income (Spouse)

Family Size

Spouse Indebtedness Amount

State of Residence

Once ready click "Retrieve Loans"

After retrieving loan information it will be displayed like the example below.

DIRECT STAFFORD UNSUBSIDIZED		DIRECT STAFFORD SUBSIDIZED			STAFFORD SUBSIDIZED		STAFFORD UNSUBSIDIZED		ALL LOANS				
\$20,770.00		\$15,637.00			\$796.00		\$2.00		\$37,205.00				
Type	Attending School Name	Date	Repayment Begin Date	Amount	Disbursed Amount	Canceled Amount	Outstanding Principal Balance	Outstanding Interest Balance	Interest Rate Type	Interest Rate	Status	Status Description	Consolidation Type
DIRECT STAFFORD UNSUBSIDIZED	ELMHURST COLLEGE	08/18/2008	11/17/2009	\$7,000	\$7,000	\$0	\$7,573	\$1,257	FIXED	6.55%	RP	IN REPAYMENT	L-Direct Unsubsidized Loans
DIRECT STAFFORD SUBSIDIZED	ELMHURST COLLEGE	08/18/2008	11/17/2009	\$5,500	\$5,500	\$0	\$5,500	\$124	FIXED	5.75%	RP	IN REPAYMENT	D-Direct Subsidized Loans
DIRECT STAFFORD UNSUBSIDIZED	ELMHURST COLLEGE	08/17/2007	11/17/2009	\$5,000	\$5,000	\$0	\$5,752	\$955	FIXED	6.55%	RP	IN REPAYMENT	L-Direct Unsubsidized Loans
DIRECT STAFFORD SUBSIDIZED	ELMHURST COLLEGE	08/17/2007	11/17/2009	\$5,500	\$5,500	\$0	\$5,500	\$222	FIXED	6.55%	RP	IN REPAYMENT	D-Direct Subsidized Loans
DIRECT STAFFORD UNSUBSIDIZED	ELMHURST COLLEGE	05/25/2007	11/17/2009	\$1,250	\$1,250	\$0	\$1,477	\$245	FIXED	6.55%	RP	IN REPAYMENT	L-Direct Unsubsidized Loans
DIRECT STAFFORD SUBSIDIZED	ELMHURST COLLEGE	05/25/2007	11/17/2009	\$1,375	\$1,375	\$0	\$1,375	\$55	FIXED	6.55%	RP	IN REPAYMENT	D-Direct Subsidized Loans
DIRECT STAFFORD UNSUBSIDIZED	ELMHURST COLLEGE	01/25/2007	11/17/2009	\$2,500	\$2,500	\$0	\$3,011	\$500	FIXED	6.55%	RP	IN REPAYMENT	L-Direct Unsubsidized Loans
DIRECT STAFFORD SUBSIDIZED	ELMHURST COLLEGE	01/25/2007	11/17/2009	\$2,750	\$2,750	\$0	\$2,750	\$111	FIXED	6.55%	RP	IN REPAYMENT	D-Direct Subsidized Loans
STAFFORD SUBSIDIZED	WESTERN ILLINOIS UNIVERSITY	06/29/2001	12/30/2001	\$1,773	\$0	\$1,773	\$0	\$0	VARIABLE		CA	CANCELLED	A-Subsidized Federal Stafford Loans
STAFFORD UNSUBSIDIZED	WESTERN ILLINOIS UNIVERSITY	06/29/2001	12/30/2001	\$852	\$0	\$852	\$0	\$0	VARIABLE		CA	CANCELLED	G-Unsubsidized Federal Stafford Loans
STAFFORD UNSUBSIDIZED	WESTERN ILLINOIS UNIVERSITY	06/15/2000	11/17/2009	\$1,070	\$1,070	\$0	\$1	\$1	VARIABLE		RP	IN REPAYMENT	G-Unsubsidized Federal Stafford Loans
STAFFORD SUBSIDIZED	WESTERN ILLINOIS UNIVERSITY	06/15/2000	11/17/2009	\$1,555	\$1,555	\$0	\$796	\$0	VARIABLE		RP	IN REPAYMENT	A-Subsidized Federal Stafford Loans

By selecting an option from these drop downs you are able to change or apply a loan type for each loan, this will only affect how it is later displayed under the debts tab on the client's dashboard. This will not change how the loan is listed by the DOE.

Retrieve Programs

After pulling the loan information press "Retrieve Programs" to pull program estimates from StudentLoans.gov

After clicking “Retrieve Programs” the estimate for payment programs provided by StudentLoans.gov will be populated. To save these options and the Loan information to the client’s file click “Sign Up” on the bottom left. Please note the programs provided by StudentLoans.gov are estimates and final payment amount may vary.

Consolidation Loan Programs

Repayment Plans	Months in Repayment	Initial Monthly Payments	Final Monthly Payment	Total Payment (Interest+Principal)	Total Interest Paid	Amount Forgiven
Standard	240	\$283.00	\$283.00	\$67,894.00	\$30,689.00	\$0.00
Graduated	240	\$209.00	\$433.00	\$74,169.00	\$36,964.00	\$0.00
Extended Fixed	300	\$257.00	\$257.00	\$77,116.00	\$39,911.00	\$0.00
Extended Graduated	300	\$209.00	\$368.00	\$83,555.00	\$46,350.00	\$0.00
Income-Based Repayment (IBR)	122	\$404.00	\$427.00	\$51,512.00	\$14,307.00	\$0.00
IBR for New Borrowers	157	\$270.00	\$427.00	\$58,179.00	\$20,974.00	\$0.00
Pay As You Earn	157	\$270.00	\$427.00	\$58,179.00	\$20,974.00	\$0.00
Income-Contingent Repayment (ICR)	146	\$364.00	\$391.00	\$54,693.00	\$17,488.00	\$0.00

[Sign Up](#)

*Regarding loan payment options. As stated earlier the DOE does not provide API information for integration, so functionality has been developed to read information off their websites. On StudentLoans.gov there are 3 calculators provided to give you program estimates. The system is setup to read information from the calculator used when applying for the actual consolidations, This should provide the closest estimate to what is actually given after consolidation and what the servicer provides for the actual payment amounts.

**Also Studentloans.gov provides estimates in the case any loan qualifies for the program. So when reviewing programs keep in mind that certain programs may have estimates that only apply to some of the loans and not all. Unfortunately StudentLoans.gov does not indicate this when displaying information so we are not able to provide it in the CRM. It will your companies responsibility to educate your staff on student loan consolidations and we do not offer advisement on student loan consolidation. We will only offer support regarding the operation of the CRM and not on the process of consolidating student loans.

Post Retrieval

Now that loan and program information has been retrieved and saved to the clients file you will find a history note for each loan added to the “Debts” tab and the estimated payment programs located under the “Loan Programs” tab of the client dashboard. Also on the “Loan Programs” tab you will be able to view the clients FSA Username and Password by clicking “View Student Credentials” if needed to log into either the NSLDS.ed.gov or StudentLoans.gov. As the username and password are considered sensitive information similar to credit card information the system logs every time someone accesses this information.