



What to Say During DEFAULT PREVENTION CALLS

If Phone Is Not Answered:

My name is *(name)*, and I'm calling from *(name of school)*. This message is for *(name of borrower)*. Please call me back at *(office number)*. Again, that's *(office number)*. Thank you!

If Phone Is Answered:

Hello, my name is *(name)*, and I am calling from *(name of school)*. May I please speak with *(name of borrower)*?

YES

Hi, *(name of borrower)*. I work in the Financial Aid office at *(name of school)*. We've been notified that you may be behind on your student loan payments, and we want to help you. Do you have three or four minutes to talk about your account/loan situation/loan(s)?

NO

Could you please have *(name of borrower)* call me back at his/her earliest possible convenience? My number is *(office number)*. **End Call**

MAYBE

(If they seem reluctant to speak with you): When would be a better time to reach *(name of borrower)*? Is this the best number at which to reach him/her? **End Call**

YES

We understand that your student loans are *(# of days/months)* past due and would like to help by identifying options available to you so you can get back on track. First, the easiest way to resolve the delinquency is to pay the amount past due. Are you able to pay that amount?

NO

Okay, the Financial Aid Office at *(name of school)* wants you to know there are different payment plans available for your student loans, as well as options if you are unable to make a payment. I would love to discuss those options with you and help you connect with your student loan servicer to protect your financial future. When would be a better time to reach you? Is this the best number at which to reach you? I will talk to you then. Thank you! **End Call**

NO

Could you give me a little background on why you're unable to pay so that I can have a better idea of how to help?

NO

Please know that if your account is delinquent for 270 days, you could default. Defaulting can have serious consequences. For instance, default hurts your credit rating, your payment could be demanded in full, and money could be deducted automatically from your wages. Could you give me just a little information about your situation so we can prevent this from happening?

YES

Great! Thank you, *(name of borrower)*. There are several ways you can make a payment. I can either provide you with your servicer's contact information, or I can put you on hold briefly and connect you with your servicer. (If they want you to connect them, then): Let me give you their number just in case I lose you upon transfer. **End Call**

YES

Okay, thank you for that helpful information. I'm going to connect you directly to your servicer, and they can walk you through the specific options available to you. Let me give you their number just in case I lose you upon transfer. **End Call**

YES

NO

If you would feel more comfortable, you can call your servicer directly. Would you like their contact information, or would you like me to put you on hold briefly so I can connect you with your servicer? (If they want you to connect them, then): Let me give you their number just in case I lose you upon transfer. **End Call**

NO

Ok, *(name of borrower)*, feel free to call me at *(office number)* if you change your mind and would like some guidance. Again, my name is *(name)* and my number is *(office number)*. Thank you for your time! **End Call**

Servicer Contact Info:

<http://www.nelnetloanservicing.com/library/>



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