

Nelnet School Service Center Overview

Contact Information for Schools, School Representatives, and Borrowers

Nelnet School Service Center (SSC)

- 866.4.NELNET (866.463.5638)
- SSC@Nelnet.net
- NelnetLoanServicing.com
- Hours of operation: 7 a.m. to 7 p.m. (Central), Monday through Friday
- The SSC phone line is used for schools and school representatives (with or without a borrower on the line)
- If you call this line after hours, you will have the option to leave a voicemail or be re-directed to the 24/7 borrower line
- Please do not give this number to borrowers; this line is for expedited service for schools and their representatives

Nelnet Borrower Service and Repayment Center

- 888.486.4722
- Nelnet.com
- Hours of operation: 24/7
- Lines are closed during major holidays
- This line is for borrowers if they wish to contact us on their own

School Service Center Interactive Voice Response (IVR) System

The SSC IVR was recently updated to make your job easier, and the concept is simple! As a school representative, you only have to call one number (866.4.NELNET) to get in touch with us.

Once you call this number, the quick six-option IVR menu will direct you where you need to go (average navigation of the full IVR takes about 30 seconds).

SSC IVR Option Tree

1. If you're calling with a borrower on the line and have a resolution in mind, press 1.

- a. This option routes you to our expedited service line.
 - i. The Nelnet advisor will confirm that the borrower agrees with the proposed option and does not want to explore other options.
 - ii. If the borrower agrees, the advisor will process the request while covering basic required due diligence.

2. If you're calling with a borrower and would like full counseling, press 2.

- a. These calls will route to our full counseling line, and the advisor will discuss as many options as the requester wishes to cover.

3. If you're a school, or a school's representative party, press 3.

- a. Please choose this option if you're calling alone and need to access and/or discuss a student's account.
 - i. Refer to the section below on Nelnet's Security Protocol for specifics on releasing borrower information.

4. If you're a borrower, press 4.

- a. This option is present in the event a borrower mistakenly calls the SSC line.
- b. This option routes directly to the 24/7 borrower line.

5. If you're calling about the Nsight reporting tool, press 5.

- a. This option routes you to a team that is specifically trained to handle inquiries related to Nsight.

6. If you know your party's extension, press 6.

- a. Please use this option if you are working on an issue with an SSC advisor and need to talk to them specifically.
- b. You will have the option to leave a voicemail if the specific advisor is not available at the time of your call.

Nelnet's Security Protocol for Calling the SSC With a Borrower

At Nelnet, ensuring our clients' security is very important, but we also understand the need to be prompt with every interaction. Below is an explanation of the security checks required for calling with and without a borrower on the line.

Security Protocol With a Borrower

- When you call the SSC to resolve a borrower issue, the SSC advisor will ask for your name and the school code (OPIED) for your school
 - If you are conferencing in the borrower, you are not required to provide the school code or your name; however, it is helpful for Nelnet to access this information to properly handle your situation
 - The borrower will be conferenced in, and the normal borrower security validations will follow
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Security Protocol Without a Borrower

You may contact Nelnet on your own to check a borrower's status or to discuss an account if the following security measures have been taken.

In order for your staff to contact Nelnet without a borrower on the line, please send the following information to SSC@Nelnet.net:

- A signed [Vendor Remote Access Agreement](#) from your organization (this also allows access to the Nsight reporting tool)
 - A signed [School Authorization for Release of Information to Vendor form](#) from any school your organization is representing, granting their permission to release borrower information (this also allows access to the Nsight reporting tool)
 - A list of your approved school contacts with the following information for each:
 - Full name
 - Email address
 - Phone number
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When contacting Nelnet on your own, please use the SSC number: 866.4.NELNET (866.463.4638).

- Choose option 3 in the IVR
 - Upon answering your call, the SSC advisor will ask for your name and the school code (OPIED)
 - Both are required to release information
 - The SSC advisor will check a list of approved contacts to ensure we are releasing personal information to an approved party
 - Once you are validated, all information will be released
 - Account adjustments may require the school or borrower to contact us depending on the type of request
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What You Can Expect From Every Interaction With Nelnet

- Prompt service and issue resolution
 - A friendly and knowledgeable staff
 - An interaction that leaves you satisfied with the results
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