

## 1. Who is my contact at Nelnet?

You can locate your Regional Director by going to [www.nelnetloanservicing.com](http://www.nelnetloanservicing.com) and selecting “The Team” in the column on the left. Click on the appropriate region on the map to locate your Regional Director. You may also call the Nelnet School Service Center at 1.866.463.5638 for assistance.

## 2. How do I sign up for Nsight?

Send your first and last name, school name, eight-digit school code, e-mail address, phone number, and fax number to the Nelnet School Service Center at [SSC@nelnet.net](mailto:SSC@nelnet.net). The School Service Center will notify you via e-mail once your user ID is created. If you do not receive your user ID within three business days of your request, please call the School Service Center at 1.866.463.5638

## 3. How do I register for a webinar?

You can register for Webinar Wednesdays by going to [www.nelnetloanservicing.com](http://www.nelnetloanservicing.com) and selecting “Training” from the column on the left. Register for the webinar on the time and date of your choice by clicking on the session number. You will receive a toll-free number and a link via WebEx that you can use on the day of the training.

## 4. How do I sign up for Jim’s blog?

You can follow Jim’s blog by going to [www.nelnetloanservicing.com](http://www.nelnetloanservicing.com) and selecting “Jim’s blog” from the column on the left. Enter your e-mail address into the box under “Email Subscription” and click “Sign me up!” You will immediately receive a confirmation e-mail from Wordpress. When confirming your subscription, you can choose how often you would like to receive the blog posts. You can utilize the “Categories” menu to locate specific items such as Link Alerts and FAQs.

## 5. Will Nelnet allow borrowers to submit their forbearance forms before their grace period expires?

Yes. If we receive the forbearance application within 60 days of when the payment is due, roughly 30 days before grace ends, we do process the forbearance .

## 6. Can the school get deferment and forbearance detail on Nsight at the SSN level lookup, or does it have to run the larger report and then drill down to an individual SSN?

Currently a school can see that the borrowers are in deferment/forbearance status on the SSN level report; however, the school will need to run the deferment/forbearance report to get specific dates. An enhancement to Nsight is currently being investigated to add to this functionality.

## 7. How do I get borrower account details such as repayment status and repayment dates?

Specific borrower account information can be located in Nsight using the SSN look up feature. Enhancements are currently being investigated to add additional information at the SSN look up level.

## 8. Can a borrower see their FFEL, PUT, and Direct Loan account information in one place on your website?

Yes. Using the Manage My Account section at [www.nelnet.com](http://www.nelnet.com), a borrower can see all federally owned and commercially owned loans that are on Nelnet’s servicing system. This includes FFEL, PUT, Direct, consolidation, and private loans.

## 9. When the borrower mails a check, do they have to make two payments if they have both a FFEL and federally owned loan on your system?

Yes, if the customer is mailing their payment. For timely processing, customers will need to mail their payments to the payment address indicated on their statement. Commercial loans have a different payment address than ED Serviced loans.

If a customer is going to make a payment via [www.nelnet.com](http://www.nelnet.com) in Manage My Account, the borrower will only need to make one payment and the payment will be applied to all Nelnet Commercial and ED-held loans serviced at Nelnet.

**10. When the borrower pays utilizing the Nelnet IVR system, do they have to make two payments if they have both a FFEL and Direct Loan?**

No. A borrower who has loans serviced by Nelnet will only need to make one payment through the IVR for their Nelnet-serviced loans. Nelnet will automatically split the payment and apply it to their federally owned and commercially owned loans.

**11. Does Nelnet charge a fee to borrowers making a payment over the IVR system?**

Department of Education customers can make checking/savings account payments through the IVR system with no fee. Customers can make a payment on a commercial loan over the IVR system as long as they have a payment due within the next 30 days. There is a \$6 service charge for commercial loans. ED and split customers are not charged a fee.

**12. How do I set up automatic reports to come out of Nsight?**

Detailed step-by-step information is included in the Nsight User Guide, which is available on the Nsight login page. If a school needs assistance, it can contact the Nelnet School Service Center at 1.866.463.5638.

**13. Can I, as the school, make a three-way call with you and a delinquent borrower on the line?**

Yes. The Nelnet advisor will follow our privacy and authentication process to identify the student.

**14. Can you help with debt management activities such as letters and financial literacy?**

Nelnet is currently reviewing enhancements to Nsight to provide enhanced reporting capabilities. These enhancements will improve the school's ability to conduct debt management activities such as sending letters and e-mails to delinquent borrowers. Nelnet has also launched a financial literacy webinar series, Money Mondays, that is targeted to students. We are also providing financial literacy materials for schools to share with students.

**15. Can I, as the school, access the Manage My Account section on [www.nelnet.com](http://www.nelnet.com) to help in individualized loan counseling sessions?**

Due to borrower privacy and security concerns, schools do not currently have access to the specific information that a borrower sees in Manage My Account on [www.nelnet.com](http://www.nelnet.com). However, a school may go through the Manage My Account setup and login process with the borrower during the in-person counseling session. A school may also access borrower account details using the SSN look up in Nsight.

**16. Is there a web page for borrowers that will link to all servicers?**

Yes. Borrowers can currently access information for all servicers who currently own or service their loans by going to [www.nsls.ed.gov](http://www.nsls.ed.gov). Information on each applicable servicer is provided to the borrower.

**17. Is there one site where a school can go to get school contact information for all servicers?**

Yes. Schools can find this information at <http://ifap.ed.gov/ifap/helpContactInformationDetailedList.jsp?lsc=1>

**18. Does Nelnet contact schools for skip tracing information on commercially and federally owned loans?**

Yes. Schools will continue to receive skip tracing assistance requests from Nelnet on both commercially owned and federally owned loans that are serviced by Nelnet.

**19. What communication channels are you using to reach borrowers?**

Nelnet currently utilizes multiple channels to communicate with borrowers, including web chat, phone, interactive voice response (IVR) system, full service website, blogs, text messages (with permission), e-mail, Facebook, Twitter, and mobile applications.

**20. Can borrowers specify to which loans their payments should be applied? For example, can they specify to have their full payment applied to their higher interest rate loans?**

Yes. A customer can apply payments to their specifications. Payments must first cover any delinquent amounts before additional funds can be applied to different loans.