

# We're here to help.



Use the contact information below to find answers to all your questions about Nelnet-serviced student loans.

## DEPARTMENT OF EDUCATION-OWNED LOANS

*Direct Loans & PUT loans serviced by Nelnet*

### COD School Relations Center

Schools: 800.848.0978  
Borrowers/Students: 800.848.0979  
codsupport@acs-inc.com  
COD.ed.gov  
Monday–Friday  
8:00 a.m. to 8:00 p.m. (Eastern)

### Borrower Payments

Department of Education  
P.O. Box 740283  
Atlanta, GA 30374-0283

### School Adjustments

Save time by making adjustments via ACH—contact the School Service Center at 866.463.5638.

Department of Education  
P.O. Box 530232  
Atlanta, GA 30353-0232

### School Adjustments—Overnight Delivery

Schools must indicate the lockbox number or payments will not post correctly.

Bank of America  
c/o Department of Education  
Lockbox #530232  
1075 Loop Road  
Atlanta, GA 30337

## COMMERCIALLY OWNED LOANS

*Commercially owned FFELP loans serviced by Nelnet*

### Borrower Payments

Borrower payment addresses for commercially owned loans vary based on the Nelnet system on which a borrower's loan is stored. Account numbers on borrower statements are preceded by "D" or "J" to indicate the appropriate payment address.

### Accounts starting with a "D"

Nelnet  
P.O. Box 2970  
Omaha, NE 68103-2970

### Accounts starting with a "J"

Nelnet  
P.O. Box 2877  
Omaha, NE 68103-2877

### School Adjustments

Nelnet  
P.O. Box 82596  
Lincoln, NE 68501-2596

### School Adjustments—Overnight Delivery

Nelnet  
ATTN: Loan Accounting – Originations  
121 South 13th Street  
Suite 201  
Lincoln, NE 68508

## CUSTOMER SERVICE INFORMATION

### School Customer Service

Nelnet School Service Center  
866.463.5638  
ssc@nelnet.net  
Monday–Friday  
8:00 a.m. to 8:00 p.m. (Eastern)  
NelnetLoanServicing.com

### Borrower Customer Service

Nelnet Service & Repayment Center  
888.486.4722  
24 Hours a Day  
7 Days a Week  
Nelnet.com

### Social Media

Facebook.com/Nelnet  
@Nelnet on Twitter

### Borrower Demographic Changes

Nelnet Enrollment Processing  
P.O. Box 82565  
Lincoln, NE 68501-2565  
Fax: 402.458.2298

For additional contact information, please visit [NelnetLoanServicing.com](http://NelnetLoanServicing.com) or [Nelnet.com](http://Nelnet.com).