

## **Student Loan Deferment Processing**



University of the Southwest participates in the National Student Clearinghouse, located in Herndon, Virginia. Several times each academic term, the university submits a report of students' enrollment status to the Clearinghouse which, in turn, supplies verification of enrollment to lending agencies.

Most lenders and loan servicing organizations who participate in the Clearinghouse also participate in our paperless deferment process. With this process, no paper forms need to be completed by either students or schools—the student simply calls his or her servicer to request a deferment. The servicer then posts a deferment to the student's account after the student's verbal order is matched against the Clearinghouse electronic data verifying in-school status. To find out who you owe and your loan status, access the National Student Loan Data System, or NSLDS at [www.nsls.ed.gov](http://www.nsls.ed.gov). A list of participating lenders is available at: [www.studentclearinghouse.org/gls/lenders\\_servicers.htm](http://www.studentclearinghouse.org/gls/lenders_servicers.htm).

If you receive a collection letter from a servicer, you should:

- Call your lending agency to see if they received a deferment form from the Clearinghouse after they sent you the collection letter.
- If after calling your servicer it still appears that your deferment was not processed, call the Clearinghouse at 703-742-4200. A Clearinghouse representative can verify the date they received the deferment form, when the deferment was certified, when your enrollment status was certified, and to which lenders and guarantors your deferrable status was reported.
- If an emergency exists (e.g., you are being threatened with default), the Clearinghouse can intervene on your behalf by faxing another enrollment certification to your servicer. Further, it will work with your servicer to ensure that the form is processed on a high-priority basis.

**University of the Southwest \* Office of Financial Aid**

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