

Please stand by for realtime captions.

>>Hello, everyone. This is Jamie at GPO just doing an audio check. Feel free to adjust the volume.

>> [Silence]

>> This is Jamie at GPO just doing an audio check. Feel free to adjust your volume.

>> [Silence]

>> This is our final audio check. We are going to get started in about two minutes.

>> [Silence]

>> Hello, everyone. Good afternoon and welcome to the FDLP webinar, Public Service Loan Forgiveness: Making This Program Work for You and Your Employer. My name is Jamie Hayes and I'm the librarian here GPO. We've got Ashley Dahlen doing tech support. If you have any technical issues, feel free to message her. Of course we have our presenter, Kyra Hahn. She is with the Douglas County library. And Kyra love of libraries beginning kindergarten. When her mom took her to an all Catholic school and took her to the school library to take the entrance exam. A job transfer brought her to the Denver, Colorado area in 1996. A part-time job brought her back to library as an adult. In choosing librarianship as her career path. Kyra earned a bachelor's degree in social sciences in 2003. She attended the University of Denver earning her Masters degree in library science in 2007. Kyra work with libraries began in 2004, at Douglas County libraries, Colorado. She started working in a bookmobile in a small town historical building in the area of [Indiscernible - name]. She's in the double is that she has been with the Douglas County library ever since. She is done a lot of work in a lot of areas. Kyra is currently serving as a librarian at Douglas County libraries. She likes to have fashionable glasses and she coordinates them with all of her outfits. She had some awesome glasses when I met her. Before we get started, I am going to walk you through a few housekeeping reminders.

>> If you have any questions you would like to ask the presenter or any technical issues, please feel free to use the chat box located at the bottom right-hand corner of the screen. I will keep track of all of the questions that come in. At the end of the reason Tatian Kyra will respond to each of them. We'll recording today's session and will email a link to today's session to everyone who registered. We'll send you a purchase certificate of participation using your email. Now if anyone needs additional certificates, please email FD LP outreach@GPO.gov. Include the title of today's webinar along with the names of the email people using certificates. You can click on the full-screen button on the bottom left of your screen. To enter the full-screen mode mouse over the blue bar. Then click on the blue return button to get back to the default view. Finally, at the end of this session we will share a webinar satisfaction survey with you. We will let you know when the survey is available in the URL will appear at the chat box. We appreciate your feedback after the session. Including comments on the presentation style and value of the webinar. With that I will hand the microphone over to Kyra who will take it from here.

>> Good afternoon everyone. Thanks so much for joining today's webinar. Public Service Loan Forgiveness: Making This Program Work for You and Your Employer . So today I am hoping that you guys will learn the impact of student loan borrowing and student loan debt. And learn about the public service loan forgiveness program. It is a program that is offered through the U.S. Department of Education to assist in forgiving portions of student loan debt. If you work in a qualifying public service organization. And I hope to familiarize you with the program requirements, how to successfully enroll hopefully on your first try. And also familiarize you with a few government websites including federal student aid. Consumer finance protection Bureau. And the Internal Revenue Service.

>> So let's jump right in here. Student loan debt and the impacts of borrowing. Sometimes you hear this in the news or at least you are starting to lately, I think the most consistent number I have heard as most recently for a total national student loan debt has been \$1.5 trillion and counting. It does vary depending upon the state. Depending upon the state that you are in as well. And I have provided a link to see what student loan debt is in your state. Courtesy of the Institute for College access and success. They actually do some great independent research for a project called Project on student loan debt. So if

you would like to see what they have specifically for your state, you can see there too. But, there is a slide on the screen called mapping student debt.org. And I really want to share this with you. It's a wise gift so -- it is a life gift show I will share my screen with you so you can see the interactive notice of this gift. It's a fascinating look at how student loan debt impacts. I chose to focus on Washington, DC because that is where government publications is based out of. However, you you can see gifts for the major U.S. cities in the U.S. and how student loan debt impacts the area and particularly people of color. So give me one second. I am going to share my death top. -- I am going to share my desk top. Give me one second to do that.

>> So if you continue to watch that gift, it will change to three different views. So it will initially show the impact of student debt. As far as being delinquent. And then it will show mapping for African-American populations and Latino populations. So it is a pretty powerful visual to see how that is mapped out. Give me one second to stop sharing my screen.

>> So the nice thing is that if you choose to visit that website and I could spend an hour just on the website, you can actually mouse over the map on a local, ZIP Code base level as well. What these researchers did in creating this data set is they looked at ecks. Credit reporting data and they combined it with U.S. census community survey data. In order to come up with those graphics. That is pretty powerful because a lot of people don't necessarily like talking about it. So how do you get people to talk about that when they don't want to? [Laughter]. Well that was a way for them to get at that data and to actually see visual representations of it is pretty powerful to see how it is impacting your local community.

>> Next there are some current pitfalls are student loans that are not commonly talked about. Something that a lot of people don't know or understand is that student loans are exempt from bankruptcy protection. So basically what that means is that if you were having financial issues or difficulties, and probably a good recent example to you would be let's say you suffered through the recent hurricane over the past three years in Florida or Puerto Rico. And you have student loans. And let's say you needed to go to bankruptcy court and see if they would work with you on your existing debt. If you went to bankruptcy court that would work with you on everything except for you student loan. Because they are not eligible for bankruptcy protection. Something else that a lot of people are unaware of is that there is not a statute of limitations on the collections of educational debt. So that means there is no set time. If you haven't paid it in a certain amount of time, that they can stop coming after you. And unfortunately, if some boat bash people in norther student loans long enough, that would lead to default. I have -- the criteria is about 250-270 days without making any payment. With default if you go into default, you are looking at a lot of Social Security benefit when you become eligible to collect it, you are looking at a loss for tax refunds, they will seize the tax refunds in order to satisfy your student loan debt. You are looking at negative credit reporting consequences. And so in some -- depending upon where you are, in some states negative credit reporting can impact your job opportunities for advancement. So let's say maybe you need a background check for a job, or you're going for a promotion and they want to do a background check on you. If they see the negative credit reporting, that may disqualify you from advancement and in some states they are not renewing professional licenses as well if you are in a situation where you have negative credit reporting based on student loans.

>> Another thing that often is not talked about is the multigenerational impact on families when it comes to student loans. This is something that I personally started observing with some of my friends. Where they are still paying on their own student loans. And now they are sending their children off to college. And so now, you have parents that are paying two different sets of student loans. Loans based on what they have taken out to assist in covering costs of college for their children. And then repaying on their own as well. It can then spiral further to impact grandparents if grandparents choose to cosign on student loans is well. So that is why I say that it is now incurring in multigenerational impact on

families. And multiple family members in the same household. So what are the basics of public service loan forgiveness? Well the public service loan forgiveness program was created in 2007 with the passage of the College cost reduction and access that access act. The initial purpose of the policy was to not only encourage work within the public sector, but it also served at that time to redirect subsidies away from student loan lenders. And redirect funds to increase grant aid for borrowers. So basically there are four main things that you need to do in order to qualify for public service loan forgiveness. One is you need to work full time in a qualifying public service organization. What the government considers full time is 30+ hours per week. So, in many instances, you may still be classified at your job as only doing 30 or more hours and anywhere less than 40 may not be considered full-time. But for the purposes of public service loan forgiveness, if you are consistently averaging 30+ hours per week, they do consider that full-time. Also I know for me working in a library a trend that I have observed is that a lot of people have will had to work multiple jobs. So, if you work part-time and you have multiple jobs or qualifying employers or organizations, and your averaging more than 30 hours a week, you would still qualify. What it means for you though is that you will need to submit more than one form certifying your employment. We will talk about that more later. Another thing that a lot of people are unaware of is they are unaware that if you are a parent who works in a qualifying public service organization, and you are repaying on loans that you have taken out on behalf of your children, you do qualify to participate in public service loan forgiveness. And it is based on the parent's employments in a qualifying public service organization. There are a few additional steps involved but a lot of people are unaware that they can apply and have their payments count toward loan forgiveness. Another thing you have to be willing to do is are you willing to get onto an income-based repayment plan? So basically what that will imply and we will talk about this later, is you have to be willing to not only apply for it but continually supply income data throughout your enrollment for public service loan forgiveness. You have to do it annually. The next step is employment certification form. So you will again, you will need to submit these forms annually. Once you apply the first time, you should get what is called an anniversary date. So generally, what I have done for myself is I gather all the paperwork together at one time and mail it in altogether. And lastly, for public service loan forgiveness, the program was approved starting in of October, 2007, so all of the qualifying payments you have to make 120 qualifying payments. And they have to have a start starting in October, 2007, to present day -- they have to have a start starting in October 2007. As long as they are are looking at that and you have worked with for a qualifying employer at that time, that is what they will used to calculate how far -- how many payments you have made towards the 120 payment requirement. Which is basically covering a 10 year period. Let's delve in to these. What are public service organizations and water qualified employers. There has been some confusion about this and there has been some changes but I believe the information that I am giving you here is the most accurate. First of all any Section 501(c)(3) nonprofit and private public service organization. I screened it that way because not all -- I worked for a public library for instance, and they are not as a needed as a Section 501(c)(3). However they are a qualifying public service organization. But this goes way beyond just libraries. And part of what inspired me to start doing my research work was that for public libraries every single person within the organization qualifies. It does not matter your title or position. So so you could be a shelve or, you could be an associate director. And you will qualify to participate in public service loan forgiveness. That is what brought it home to me. However, let's go to the list. Military, it's often used as a recruitment tool for all branches of military. In order to get enlistees. Public safety and law enforcement, so that would include your police and fire. In any emergency management organization. Public schools. Public school libraries, any public service that is related to disability and eldercare. And public health. I did provide a link for you here to see a comprehensive list for every one that qualifies under that piece. And then of course for government it includes employees for all local, state, federal, and tribal agencies. So that is quite an umbrella they are. Although I have to say that I did take a little satisfaction in learning that congressmen are not eligible to participate in the public service

loan forgiveness program. And lastly, if you have done any AmeriCorps or Peace Corps service, that does qualify. I am not familiar with how the payments are applied by your service for that is eligible. -- And federal student aid can assist you with having that apply to your account. Next let's talk about income driven repayment plan. When they created the initial public service loan forgiveness policy there was a requirement for income-based repayment plan participation. There are currently five repayment plans that qualify. The first one which is the oldest is the income contingent repayment plan. That was established in 1994. And again, your student loans have to be with direct loans. They have a slightly differing four-minute that formula for calculating what your monthly payment they. Those are eligible for discharge after 25 years. The next one is the income-based repayment plan. Which was as you see, there is a reference there saying original IBR was created in 2009. And is currently available as well. That is available to all student loan borrowers with a partial financial hardship. So again, they are looking at your income data and they are calculating it based upon your income. And that's eligible for discharge after 25 years. The next one is pay as you earn. That was created in 2012. This one was created for direct loan borrowers who took out student loans after September 30 of 2007. And also have a partial financial hardship. Again, this one only bases the monthly payment off of 10% of your discretionary income. That means you will be paying less than you would on the previously mentioned plan. The next there is the income-based repayment plan that was created in 2014. That one is also based on the year in which you took out your loan. And again, this is another one that required a partial financial hardship. It is interesting because there hasn't been a clear definition of what partial financial hardship involves. And I think I read a story as recently as March where the new chairman of the Federal Reserve Bank was asking how do you define this? But, the one repayment plan that I want to focus on is the most recent one which is the revised pay as you earn repayment plan. This one was introduced in late 2015. And this one does not have a partial financial hardship requirement. So this repayment plan that was introduced under the Dutch under the Obama administration brought the participation for meeting that income repayment plan requirement and opened up participation for public service loan forgiveness. So if you try to get onto an income-based repayment plan, prior to 2015, and you were denied for whatever reason or the payments were unreasonable based on your income, I strongly encourage you to consider investigating, reapplying, and try to get onto the revised pay as you earn income repayment plan. Another point that I want to make about income driven repayment plan is when you're applying for them I have found it necessary because they look at your total household income, I have found in my experience that I have had to specify that I am the only person who would qualify to participate in public service loan forgiveness . And have had to ask them to base my payment calculation solely on my income. It is not uncommon these days for if you are married and have a family for both spouses to carry student loan debt. However, due to disparity in wages I make a lot less than my husband does and so for me and my experience when I was trying to qualify to get onto a qualifying repayment plan it took me more than five years because the payment's were unaffordable on my income. When I said I am the only person working in the qualifying public service organization and clearly state that in a letter, did they change how they calculated my monthly payments.

>> So next we will talk about repayment estimators. Obviously you have to figure out what is going to work best for your situation. Everyone situation varies a little bit. The repayment estimator calculators are fairly new. And I encourage people to use them and to compare them. Federal student aid on their website they offer their own repayment estimator. And you may find that your student loan servicer offers their own. In my personal situation I had a sick nitpick and discrepancy between the numbers -- I had a discrepancy between the numbers. And the folks that I was getting from federal student aid's website. If you find that to be the case in your situation as you are comparing the numbers between the two calculators, don't be afraid to ask your loan servicer to honor the numbers that you are getting from federal student aid's website. Ultimately, public service loan forgiveness is there program. So I would much -- I would trust that as the main source versus the loan servicer. Some other things that I should

tell you is that if you are using federal student aid's website for they are repayment estimator, you will need to log in to their website to run it with your own loan data. There is an option to not login. And use their repayment estimator calculator. It will be a few more clicks. As you are navigating through their website to do so.

>> I want to talk about the federal student aid website. So I included a screenshot here. This screenshot unfortunately is already outdated. I captured this screenshot before they had talked about the appropriation that was awarded for public service loan forgiveness earlier this year in the annual budget. But the reason why he chose to keep this slide is because I want you to make sure that when you are visiting federal student aid's website, I have found that the content changes on a fairly regular basis. And I just wanted to call your attention to paying attention to any of the boxes that are highlighted in that very subtle yellow. What I have found is any time they have an important announcement on their website they will highlight it in yellow and it is usually a tip of for me that this may be something that they are getting a lot of questions about. So I just wanted to call your attention to that and make sure that any time you see a text box that is highlighted in color, pay a little extra attention and read it. Because most likely it is answering a commonly asked question on a trending topic for them.

>> Next, based on past presentation that I have given, a lot of people don't know how to figure out their loan situation. They are unclear on what kind of loans they have if they are public, if they are private, etc. This is the place that you want to start. So on federal student aid's website, and I have included the link in the slide, there is a national student loan data system. Again, this is something that you will have to log into. If you don't have a login, you can create a login. But this is where you can go in order to see all of your educational loan borrowing. -- Borrowing history. I will note that it does only show your federal student loans that you have taken out. It will not include any of your private loan data that you have taken out from private lenders.

>> I also encourage people once you have logged in and download the data to make sure that you save it as a file onto your computer so that you have it in electronic format.

>> Next is employment certification. So the employment certification form, there has been some confusion about this. I think the marketing says you don't have to fill this out. And I have seen it from the Department of Education oddly enough. I'm going to encourage you to fill out the employment certification form as soon as possible. Because often times what you are finding based on recent media reports, is people thought they were on the correct repayment plan and they thought they were making progress towards earning public service loan forgiveness and then once they fill out the form the loan servicer is only counting a few payments and not all of the payments that you thought should have counted. And so a lot of people have been upset with that outcome and part of the problem has been poor communication by loan servicers and not accurately communicating what the correct repayment plans were or are. But the only way for you to know is to complete this form. Once you complete the form, you will need to have your HR department sign off on the form and that is because your HR department is going to list your service. So if you -- for me I'm lucky. I've worked for the same employer the whole time. I only have to go to one HR department. But if you have changed jobs and worked for more than one employer, you will need to submit on employment certification form for each employer that you have worked for over your participation.. So that may mean that you will need to make multiple copies of these forms and have different HR departments in various organizations sign the form and submit them. Again, I encourage people to submit the form annually. What I have done is I just send it in with my income recertification and that way it gives them the opportunity to do all of the updates at one time. I think it was last year that I try to submit more than one employment certification to see if they would update it more than once a year, I can tell you they don't update more than once a year. But for me I like to know where I stand and how many of my payments are accounting toward public service loan forgiveness . So if you want to have an accurate count of how what they are counting as qualifying

payment, then you -- I encourage you to submit this form every year. This is the strategy that I recommend for doing your initial enrollment. I encourage people to do all paper applications. Now there have been introductions on online forms depending upon your loan servicer. However, for the first time I put it all together as a packet. And I have found this to be a successful way to do it. To get it done right the first time. So, that means that you will do your income driven repayment plan request. That form does not require your HR department and signature. You just need to provide supplemental income information with that form. So examples of supplemental income information that they will be looking for is a copy of your tax return, copies of your pay stubs. Next you will need to do the employment certification form. The employment certification form does need to be signed off by your human resources department. If you need to do more than one to cover the time. Starting with October, 2007, to present, then I recommend trying to get all of those forms together to send them in together. Lastly, I include a cover letter that states I want to enroll in public service loan forgiveness. Here are all of my application materials. Please let me know if you need anything else. That way you are clearly stating what you want in submitting all of this paperwork. With the forms you will get copies of the forms as handouts, the income-based repayment plan form does not clearly specify public service loan forgiveness. Only the employment certification form does. So I just like to be really clear and include the cover letter and say this is what I am asking for. When you mail all of this in together. If your loan servicer happens to be fed loans already, then actually have a department that handles all of the paperwork. So that is another reason why I recommend mailing all of the applications together as a packet. If you have a different loan servicer when they get the cover letter and they get all of your paperwork, that may prompt them on there and to begin to transition your student loans from them over to fed loans and part of the reason for that transition will be because fed loans -- FedLoan Servicing is the contracted loan servicer that handles public service loan forgiveness. So, what do you do if you have a dispute?

>> It's not uncommon to have a dispute. With your student loans or the servicing of them. You have several options available to you. Examples for disputes, probably the most common one, something customer service based with your loan servicer or possibly you don't agree with their qualifying payment count. Something along those lines. So there are several different options available to you. One of them is trying to work directly with federal student aid. They do have a resolving disputes page. That gives you some tips and tricks on resolving your does.. They offer a feedback system in an ombudsman group. Next for loan servicers you can try to work directly with your loan servicer. They may have their own complaints division. However, due to the variance in loan servicers, you will need to check their web pages directly to find out what their customer service or dispute resolution process may be. And lastly, there is consumer finance protection Bureau. This may be an agency that you have not heard of. My favorite happens to be consumer finance protection Bureau. Here is why. Their group was created after the financial crisis. Courtesy of the Frank Dodd at. Their purpose was to try and resolve customer complaints. The reason why they are my favorite is because you can file the complaint online. And they give you an online tracking number. So they give you a tracking number to follow up on the status and they will take you -- take your complaint to the other party which most often will be the loan servicer. And they loan servicer is required to respond within a certain amount of time. I can't -- I can say that I have use this as a tool for myself. For my own disputes that I have had. You may not necessarily get the outcome that you would like. But you will get a timely response.

>> So next I want to talk about consumer finance protection Bures employer pledge. This is something that you will get a copy of. As part of the handout for this session. And I want to say to date that consumer finance protection Bureau has handled somewhere in the ballpark of more than 25,000 complaints annually in relation to student loans. They do have a student loans page. And in response to the level of complaints that they have received they also do an annual report that they file and report to Congress on whatever committees and to the government about the complaints they are getting. What

they ended up doing, they created an employer pledge and guide to help raise awareness of public service loan forgiveness. Part of the things they were saying, consistent with some of the things I have observed, is employers are generally not aware of the public service loan forgiveness program. And borrowers were obviously making complaints and struggling to try and stay on track for obtaining loan forgiveness. So they put together a nice step-by-step guide that will help you start the conversation with your HR department. And give them an overview of what's in it for them for participating in the employer pledge in trying to raise awareness for public service loan forgiveness. So basically the way that I ended up getting my employer on board was I printed out this pledge in the guide, and I took it to my HR department at the time. And said are you willing to support this? This is what my experience has been trying to qualify for public service loan forgiveness. And I wonder if others are struggling, too? Once they sat down and read it, they were on board. And so the next slide is going to talk about making human resources your ally. And part of the reason I true's to approach HR is because they have access to everyone in the organization. So it's a really fast way to share information with staff. Also, you want them to be your ally because, you need them to sign off on your employment certification form. I know for me recently if some people are starting to get close to applying for final forgiveness, you will need to provide past income data in order to do that it's going to require a visit to HR. Because they are going to have to sign off on another form. And you may need assistance with getting some of those back W-2s that you may not have had. That is another reason to make them your ally. For them -- to me it's a win-win. It's a potential staff recruitment and retention tool. I mean who doesn't want to help their staff be less stressed about their finances? If you are less stressed about your finances, then you're able to be more president work and give better public service. That's what we do. So those are some easy talking points for trying to make the case with your HR department. I got pretty lucky in that I was able -- after talking with them, they put up these LCD screens in our break room this in our library district. We are six branches. So in every break room they have these scrolling announcements. They created this slide to help make staff aware of this program that is available. You may qualify. Here is some more information. Another thing I was able to do that was a very simple solution is let's say they happen to use ADT as their payroll system. We happen to use it as our employee portal. What I did was I asked them if they would mind if we added all of the enrollment forms to the library that is available on they are for employees to see? And they added it probably within a day. So that was way faster than I was expecting. But it was great because now our staff can access it 24 hours a day, seven days a week. Outside of work hours if necessary. But it is always they are. So that was pretty awesome. And I was not expecting that level of support. But I am very appreciative of it.

>> Lastly, I want to talk about advocacy. I am working from the premise that public service loan forgiveness is current law. I have heard a lot of people say why should we do it, it's going to go away? No, it's not going to go away unless they change the law. They have not changed the law. It is current law. And until they change it it is going to be around. But one of the analogies I like to use is I really like to advocate helping yourself first. And the best analogy I can think of is thinking about when you travel. So when you travel and you are on the airplane, what do they tell you? When they are talking about the oxygen mask they dropped from the ceiling of the plane, they tell you to take care of yourself first. Put your own mask on before helping others. You can't really help others if you have not helped yourself. That makes it difficult. So you have to take care of yourself first and that also helps you to feel more empowered because then you have a better sense of confidence about what you are talking about. Once you start talking about it to others. For helping others, I feel like all of you that have taken the time to join this webinar today, you are already helping yourself and helping others because if you simply just take that consumer finance protection Bureau employment guide and have one conversation with your HR department, you have already started the ball for helping others. It all starts with just a single conversation. And next I want to talk about probably the most trending piece of all, the consolidated appropriations act of 2018. So every year the U.S. government is required to pass a budget. For this

year, when they pass the budget, for 2018, it included a one time range of \$50 million fund for increasing accessibility to public service loan forgiveness . And that program is now called the temporary expanded public service loan forgiveness program. The basics of it are is available on a first-come, first-served basis until funds run out. To me, I am optimistic because it's partially acknowledging the problem of borrower complaints regarding not being made aware of the correct payment plans. Making payments on nonqualifying repayment plans, etc. I will say that to me this is the time to really step up the advocacy in order to keep public service loan forgiveness around. There are some bills that are being considered that drastically want to change higher education funding. Namely the prosper act. And one of the clauses within it is to do away with public service loan forgiveness. However, at this point I am not feeling confident that it is going to pass yet. There are some larger priorities that are being discussed. Namely, violence in schools. So this may not be a top priority. For now it will get revisited. However, here are the initial steps that the Department of Ed has rolled out regarding the new temporary expanded public loan forgiveness. So the initial step is when you get to the website, they are willing to ask you to send an email request to FedLoan's to ask for public service reconsideration. Next you will need to submit a public service loan forgiveness application for forgiveness and they will most likely ask you for some additional paperwork. I have recently tried to do this. And based on my reading of what has been put out on Department of Education's website, they want you to only apply for this if you have already made 120 payments on your student loans. And based on what I have read they do have rejections and possible responses listed for the temporary expanded public service loan forgiveness. What my recommendation is currently is to file the public service loan forgiveness application for forgiveness form first. And wait to see, it may take some time, to get a response. But to wait to see if that is going to be rejected. I know for me I tried to do the application myself and I have received rejection based on not filing the application for forgiveness form for the regular public service loan forgiveness program first. It will be interesting to see what happens based on my experience. You are looking at an average of sending 40-50 pages of paperwork. But I will tell you at this time not to give up hope because to me the benefit is that for public service loan forgiveness there is not a budgetary limitation. However, it will make them evaluate your account and you will have a better sense of where you are at and what you're standing is and how many payments you have left to go towards the 120. So to me, that is light gathering data. Now if you are able to get the rejection and then apply for temporary expanded public service loan forgiveness, at this point no one knows and we will have to wait and see. But based on my research I am thinking that a lot of people will not begin to qualify for public service loan forgiveness until 2019, at the earliest. And I base that on the fact that income-based payment plans were not made available to borrowers until 2009 in spite of the passage of the act that created the program in 2007. That is where we are standing for now. So it will be interesting to see what comes out later on. And as things go.

>> Now let's open it up for questions. Again, I have listed my contact information. Please feel free to ask me any questions. I will try to answer them to the best of my ability. In the research never ends. [Laughter]

>> Thanks, Kyra. This is Jamie . We have a couple of questions. While I am reading them off to you, if anyone has any questions, go ahead and put them in the chat box. The first question that I got, does the income-based repayment plan is it available to retirees?

>> Yes. As far as I know. They are available to anyone who applies for them. But you do have to submit the application. It may depend based on your income, that made to pend on what plan they put you on. But they are available to all who apply because they look at your income and that is how they make the determination.

>> What if those loans were with private lenders before being transferred to the Department of Education?

>> If you had private loans, you may need to look into what is called a direct loan consolidation. And I am not as familiar with that paperwork process. I know for me since I graduated in 2007, I had consolidated that consolidate my loans within 2008. So my consolidation occurred in 2010. So I have a better chance of knowing the majority of my payments are going to count for that. I am not sure if the terms have changed as far as consolidation loan options with direct loans. But that is something you can investigate on federal student aid's website.

>> We are at 2:00. Ashley sent out the satisfaction survey. Please fill that out. We will continue. I've got a couple more questions. If you need to leave, go ahead and leave. I will keep asking the questions as they come in.

>> Will links be sent to us after the presentation? Yes. We will include the slide deck and the webinar our cave. You will get an email sometime tomorrow.

>> Does that mean that -- in reference to employment certification. Does that mean you have to do each employee each year or just your current employer?

>> At this point I would recommend for the ease of paperwork, of doing your current employer every year. If you had multiple employers in the past, that you need to get certifications for, I think once you submitted one, hopefully, the loan servicer will retain that on file. It may become a little bit more difficult if you are -- your current loan servicer is not FedLoan Servicing. You may want to hold up until FedLoan Servicing is your loan servicer. In order to provide that information for past service if that makes sense.

>> So that you are not having to submit the paperwork multiple times.

>> On an earlier slide I saw something regarding getting credit for previous payments. Can you talk about that?

>> When you complete the employment certification form, when your employer fills a portion of that form out, they are going to list how long you have been with that organization. So that is what they are looking at when you are submitting those forms. So once that loan is received, they will go in and look at how many payments you have made. And then they make a determination of how many they perceive to have qualified and once you are enrolled in the program it will show on your account page if you click into your loan details information. How many qualifying payments you have. And they will give you an estimated eligibility date for public service loan forgiveness. For me Mike eligibility is set for 2026. That is because they are only counting my payments from my enrollment in the repay in 2016. So I will have to, even though I've worked for my employer since 2004. So it will be interesting to see what happens when I submit the application for final PSLF to see if they will go back and count those nonqualifying payments and if I will have to reapply for temporary expanded public service loan forgiveness.

>> This is Ashley Dahlen, we have quite a few questions in the queue. But we do need to get wrapped up. We have a -- how about we capture the questions in the chat box. If you could respond to the questions in writing, I will upload those answers to the webinar archive. Does that work for you?

>> Yes, I can make that work.

>> I anticipated that there would be a lot of questions.

>> So with that in mind, just know if your question has not been gotten to, we will capture the question. We will give Kyra a couple of days to respond to the questions. They will go to the webinar archive.

Everyone who registered to the webinar should get a link to where the archives can be found. Okay?

>> Again, please do the satisfaction survey. That's how we know how to do what kind of program it to do with GPO. I want to thank our presenter Kyra. We appreciate you volunteering your time to give this information to us.

>> It is been a pleasure. The struggle is real and I am in it with you. [Laughter].

>> [Event concluded]