

COVID-19 Emergency Relief Federal Student Aid Content

The approved content below can be used in communications to your audiences to help make them aware of emergency relief for loans owned by the U.S Department of Education (ED). The content is grouped by specific borrower type for more detailed information and can be used directly in any messaging.

Borrowers in Repayment

Most applicable to borrowers in repayment with federal student loans owned by the U.S. Department of Education (ED) office of Federal Student Aid that are not in default

- On March 20, 2020, the office of Federal Student Aid began providing the following temporary relief on ED-owned federal student loans: suspension of loan payments, stopped collections on defaulted loans, and a 0% interest rate.
- On March 27, 2020, the *Coronavirus Aid, Relief, and Economic Security Act (CARES Act)* became law, providing for the above relief measures on ED-owned federal student loans through Sept. 30, 2020.
- On Aug. 8, 2020, the COVID-19 emergency relief measures were extended on ED-owned federal student loans through Dec. 31, 2020.
- On Dec. 4, 2020, the COVID-19 emergency relief measures were extended on ED-owned federal student loans through Jan. 31, 2021.
- On Jan. 20, 2021, the COVID-19 emergency relief measures were extended on ED-owned federal student loans through Sept. 30, 2021.

We encourage federal student loan borrowers to take this time to prepare for when the relief ends.

We will send borrowers updated information about student loan flexibilities available during this period. Most importantly, these notifications will let borrowers know when they need to start making payments again.

Borrowers should visit [StudentAid.gov/coronavirus](https://studentaid.gov/coronavirus) for coronavirus and forbearance FAQs on topics such as the following:

- Which loans qualify for the 0% interest rate
- What happens to a borrower's auto-debit payments if a borrower does nothing
- How borrowers will know when to start making payments again
- How loan payments (if any) made during the payment suspension will be applied

Borrowers whose employment or income has changed should contact their loan servicer to discuss repayment plan options such as income-driven repayment (IDR). Borrowers who are already on an income-driven repayment (IDR) plan or would like to apply for an IDR plan, should visit [StudentAid.gov/idr](https://studentaid.gov/idr), select "Apply Now," and then start the application.

Borrowers should be aware of student loan scams. They never have to pay for help with their federal student loans. A borrower's student loan servicer provides free help if a borrower has questions or concerns about their payments.

If a borrower doesn't know who their loan servicer is, or how to contact them, the borrower should visit [StudentAid.gov/login](https://studentaid.gov/login) or call 1-800-4-FED-AID (1-800-433-3243) for assistance.

If borrowers need more information about COVID-19 emergency relief and the resulting flexibilities for federal student loans, they should visit [StudentAid.gov/coronavirus](https://studentaid.gov/coronavirus).

To receive updates on their mobile devices, borrowers may log in at [StudentAid.gov/login](https://studentaid.gov/login) using their account username and password (FSA ID). Once logged in, borrowers should update their account settings to receive SMS/text messages. Additionally, borrowers may try the myStudentAid app to view loan and grant information along with relevant notifications.

Borrowers In School

Most applicable to borrowers who are currently in school.

Borrowers may have received notice that the interest on their federal student loans was temporarily reduced to 0% beginning March 13 to provide relief during the COVID-19 emergency.

Now is a great time for borrowers in school to review their loan information. Loan details can be found on the [StudentAid.gov/Dashboard](https://studentaid.gov/Dashboard).

Through [StudentAid.gov](https://studentaid.gov), borrowers can also receive alerts about their account and keep track of their remaining eligibility for Direct Loans and Federal Pell Grants (if applicable). Borrowers have the option to make payments at any time. While interest is temporarily set to 0%, the full amount of payments will be applied to principal once all the interest that accrued prior to March 13 is paid.

To better understand how loans affect their financial future, borrowers should check out their [Annual Student Loan Acknowledgment](#). In order to access their acknowledgement, they can log in and find more information, including the following:

- Fundamental loan concepts, such as interest accrual and capitalization
- How much borrowers owe and how much more they can borrow
- How much in grant funds borrowers have received, and how much eligibility they have left

Borrowers in school may benefit from these resources:

- [“Six benefits and flexibilities available to you”](#) blog post
- [Coronavirus FAQs](#): to find out about federal student aid flexibilities during COVID-19
- [“5 Things to Know About Current Repayment Flexibilities and Your Federal Student Loans”](#) blog post

Borrowers who have stopped or reduced their school attendance this year may be wondering how the COVID-19 emergency affects when they need to start making payments on their federal student loans. Grace periods still apply as they normally would. However, if a loan is scheduled to enter repayment before the COVID-19 emergency relief period ends, borrowers will instead automatically enter payment suspension and receive the temporary 0% interest rate. Borrowers who have stopped or reduced their school attendance should contact their loan servicer to make sure their contact information is up to date and discuss repayment options that best fit their current and future circumstances.

ED also encourages borrowers who leave school, graduate, or drop below half-time enrollment to complete Exit Counseling, to help prepare for loan repayment. It's best to ask your school what the Exit Counseling requirements are, but you can also just log in to your account go right to [StudentAid.gov/Exit Counseling](#). Many schools allow students to complete Exit Counseling on [StudentAid.gov](#).

Similarly, TEACH Grant recipients who leave school, graduate, or drop below half-time enrollment should complete TEACH Grant Exit Counseling.

If a borrower doesn't know who their loan servicer is, or how to contact them, the borrower should visit [StudentAid.gov/login](#) or call 1-800-4-FED-AID (1-800-433-3243) for assistance.

If borrowers need more information about COVID-19 emergency relief and the resulting flexibilities for federal student loans, they should visit [StudentAid.gov/coronavirus](#).

To receive updates on their mobile devices, borrowers may log in at [StudentAid.gov/login](#) using their account username and password (FSA ID). Once logged in, borrowers should update their account settings to receive SMS/text messages. Additionally, borrowers may try the myStudentAid app to view loan and grant information along with relevant notifications.

Borrowers with Loans in Default

Most applicable to borrowers with federal student loans that are in default

To provide relief during the COVID-19 emergency, ED has stopped collection activity, such as Treasury offsets and wage garnishments, on ED-owned defaulted student loans and/or grant overpayments and the interest rates have been temporarily set to 0%.

ED will send borrowers updated information about student loan flexibilities available during this period. Most importantly, these notifications will let borrowers know when they need to start making payments again.

To get more information, borrowers should visit [StudentAid.gov/coronavirus](https://studentaid.gov/coronavirus) and check out the FAQs, including the following:

- Which loans qualify for the 0% interest rate
- Further details on suspension of collection activity
- When collection activity, such as wage garnishment and Treasury offsets, will resume
- How payment suspension affects options for loan rehabilitation and consolidation

Borrowers can find out about options for getting out of default, including consolidation and rehabilitation by visiting [StudentAid.gov/manage-loans/default/get-out](https://studentaid.gov/manage-loans/default/get-out).

Borrowers who were working toward rehabilitation, or entered a new rehabilitation agreement between March 13, 2020, and the end of the COVID-19 emergency relief period, will automatically receive credit for suspended payments. Automatic credit means the borrower doesn't have to make the payment, and it still counts as a payment toward rehabilitation; however, the borrower's loan balance will not be reduced.

If borrowers need more information about managing their student loans, they can

- log in at [StudentAid.gov/login](https://studentaid.gov/login) using their account username and password (FSA ID) to explore a variety of new features;
- visit their dashboard to see each federal student loan and grant they received; and
- see if they qualify for lower payments based on financial hardship.

If a borrower doesn't know who their loan servicer is, or how to contact them, the borrower should visit [StudentAid.gov/login](https://studentaid.gov/login) or call 1-800-4-FED-AID (1-800-433-3243) for assistance.

Borrowers should be aware of student loan scams. Borrowers never have to pay for help with their federal student aid. A borrower's student loan servicer provides free help with questions or concerns about loan payments.

If borrowers need more information about COVID-19 emergency relief and the resulting flexibilities for federal student loans, they should visit [StudentAid.gov/coronavirus](https://studentaid.gov/coronavirus).