

FREQUENTLY ASKED QUESTIONS ABOUT PERKINS LOAN REPAYMENT

Delaware Valley University (“the University”) is the holder of your Perkins loan. The Office of the Bursar is your point of contact at the University. The University contracts with Heartland ECSI (“ECSI”) to service our borrowers’ Perkins loans. ECSI will send communications during your grace period, send bills and process your payments when your loan enters repayment, and provide other assistance to you as needed.

From whom will I receive Perkins bills and to whom will I send Perkins payments?

ECSI will send bills and process the payments for your Perkins loan.

When will I begin repaying my Perkins loan?

There is an initial grace period of 9 months after you leave the University or drop below half-time status. During this time, no payments are due, no interest accrues, and no billing occurs. At the end of the grace period, repayment begins if you do not qualify for deferment or forbearance.

How will I know when my grace period ends and my first payment is due?

You will receive notices during your grace period from ECSI. ECSI will mail your first bill before your first payment is due. You are required to report address changes to the Office of the Bursar and/or to ECSI so that you will receive these notices.

On what day of the month are my scheduled payments due?

When your loan enters repayment after the grace period has ended, your payments will be due to ECSI by the 10th day of each month.

If I make payments on my other student loans, will those payments also pay my Perkins loan?

No. Unless you consolidate your Perkins loan with your other federal loans, you must make a separate payment to ECSI for your Perkins loan. For information on consolidation of federal loans, go to <https://studentaid.ed.gov/sa/repay-loans/consolidation>.

What is my loan account number?

Your encrypted account number will be your Heartland Key. The Heartland Key will be included on written communications from ECSI. The format of your Heartland key is 02257-XXXXXXXXXXXX, with the Xs representing a series of letters and numbers that will be unique to your account.

If I pay off my loan early, will I be subject to a penalty?

No, there is no penalty for prepaying all or a portion of your loan.

May I make payments before I receive my first bill or make extra payments between my scheduled payments?

Yes. All payments on your Perkins loan should be made to ECSI.

If I want to make a payment on my Perkins loan, what payment methods are accepted by ECSI?

- **Pay by check or money order:** Make it payable to Delaware Valley University, write your Heartland Key in the memo section, and mail to *Delaware Valley University, c/o ECSI, PO Box 718, Wexford PA 15090-0718*.
- **Pay online:** Log in at <https://heartland.ecsi.net>. The first time you log in, you will register by setting up a secure profile.
 - **From a bank checking or savings account:** Make a single payment (\$1.95 fee), schedule a future payment (\$1.95 fee), or set up recurring payments (no fee).
 - **By credit card:** Make a single payment (3.95% service fee plus \$1 convenience fee).
- **Pay by phone:** Call ECSI at 888.549.3274.
 - **From a bank checking or savings account:** Make a single payment (\$10 fee), schedule a future payment (\$10 fee), or set up recurring payments (no fee).
 - **By credit card:** Make a single payment (3.95% service fee plus \$10 convenience fee).

How can I avoid service fees when I pay ECSI?

There are two payment methods that do not incur service fees:

- Mail a check for each monthly payment. (If you choose this method, be sure to mail each check early enough to avoid a \$5 late payment fee.)
- Set up recurring monthly payments from a bank checking or savings account.

If I pay more than the minimum payment, how is the extra amount applied to my account?

- ECSI is required by federal regulations to apply the entire excess amount to your principal balance, **unless** you include written instructions with your payment to apply the excess amount to future payments.
- To pay multiple months in advance, include a note with your payment that instructs ECSI to apply the excess amount to future installments.

How may I check the status of my account?

Log in to the ECSI website at <https://heartland.ecsi.net>. The first time you log in, you will register by setting up a secure profile.

What if I my address or phone number changes?

Immediately notify ECSI or the Office of the Bursar in writing as required by your Perkins master promissory note to receive bills and other communications that will help you to keep your loan in good standing.

What if I my name changes?

Immediately notify the Office of the Bursar. You will be required to submit documentation of the name change.

What if I pay late?

Your loan is reported as past due to a credit reporting agency; a hold is placed on your student account that will prevent you from receiving official transcripts; and a \$5 late fee is charged to your Perkins loan account.

What if I don't pay my monthly installments?

- If you miss up to three (3) payments:
 - The past due status is reported to a credit reporting agency.
 - A hold is placed on your student account that will prevent you from receiving official transcripts.
 - A \$5 fee is charged to your Perkins loan account for each late payment.
- If you miss a fourth (4th) payment, your loan may be accelerated. In addition to the above consequences:
 - Your Perkins loan account may be assigned to a collection agency, and the assignment will be reported to a credit reporting agency.
 - 30% to 40% in collection fees may be added to your balance.
 - You may lose all Perkins deferment, forbearance, and cancellation privileges.
 - You may not be eligible for additional financial aid, if you hope to continue your education.
- If your loan is accelerated and if you fail to pay the collection agency:
 - Your loan account may be subject to legal action by Delaware Valley University.
 - Your loan account may be assigned to the federal government, which has the right to seize tax refunds or garnish wages.

What if I can't afford my scheduled monthly payments?

To avoid loan default and the loss of your deferment and forbearance privileges, immediately contact ECSI or the Office of the Bursar to discuss the possibility of a temporary deferment or forbearance.

What are deferment, forbearance, cancellation, and discharge of a Perkins loan?

You must contact ECSI or the Office of the Bursar to request one of the privileges listed below. Documentation is required.

- **Deferment:** During deferment, loan payments are temporarily postponed and no interest accrues. You may qualify if you continue your education at least half-time, work in an eligible teaching or public service job, were unemployed for an extended period, participate in a graduate fellowship or rehabilitation training program, or actively serve in the military during a war or national emergency.
- **Forbearance:** If you are not eligible for deferment and are financially unable to make payments, forbearance may be an alternative. During forbearance, loan payments are postponed or reduced for a limited time, but interest continues to accrue.
- **Cancellation:** If you are employed in certain public service professions that qualify for deferment, all or a portion of your Perkins loan may be canceled. Only eligible service performed before loan acceleration or after loan rehabilitation qualifies for loan cancellation.
- **Discharge:** The remaining balance of your loan may be discharged if you suffer from an eligible disability; were a spouse of an eligible public servant during the 9/11 terrorist attacks; obtain a court order specifically discharging your Perkins loan in bankruptcy; or become deceased.

How may I obtain a deferment, forbearance, or cancellation request form?

Forms are available on the ECSI website at <https://www.heartland.ecsi.net/index.main.html#/access/entitlementFormPages>. Mail your form and documentation to Delaware Valley University, c/o ECSI at the address on the form. (DeVal uses ECSI's forms rather than school-specific forms.)

What is loan rehabilitation?

If you default on your Perkins loan, you may request a one-time rehabilitation. You will be required to make nine (9) on-time monthly payments, the dollar amount of which will be calculated by the University. If you successfully rehabilitate your loan, the default will be deleted from your credit report and you will again be eligible for the benefits and privileges of your original promissory note.

I filed for bankruptcy. What happens next?

As soon as the University receives notice of your bankruptcy filing, we will notify the loan servicer. If your account was referred to collection, we will also notify the collection agency. Collection activity will be suspended while the case is under consideration by the court.

- If the court approves a general discharge of your debts but does not specifically discharge your Perkins loan, collection activity will be reinstated. Federal student loans are not included in a general bankruptcy discharge.
- If the court specifically discharges your Perkins loan, your account will be closed and the discharge will be reported to a credit reporting agency.

If I have Perkins questions or problems, whom may I contact?

ECSI Customer Service

Phone: 888.549.3274 Mon to Fri 7:30 a.m. to 8 p.m. EST
Live Chat: www.heartland.ecsi.net Mon to Fri 7:30 am to 8 pm EST
and Saturday 8:30 a.m. to 5 p.m. EST

DeVal Office of the Bursar

Bonnie Labowsky Mon to Fri 8:30 am to 4:30 pm EST
Phone: 215.489.4525
E-mail: bonnie.labowsky@delval.edu

What is the Student Loan Ombudsman's Office?

If you dispute the terms of your Perkins loan in writing and the University is unable to resolve the dispute, you may seek the assistance of the Department of Education's Student Loan Ombudsman. The Ombudsman will review and attempt to informally resolve your dispute.

Office of the Ombudsman
U.S. Department of Education
830 First Street, NE, Mailstop #5144
Washington, DC 20202-5144

Website: <https://studentaid.ed.gov/sa/repay-loans/disputes/prepare/contact-ombudsman>
Phone: 877.557.2575 (toll free)
Fax: 202.275.0549