

## North Carolina State Education Assistance Authority (NCSEAA)

### Federal Family Education Loan Program

#### Contact Us for Assistance Update Your Information

As a borrower with Federal Family Education Loan Program (FFELP) loans in collection at College Foundation, Inc., (CFI) or at NCSEAA, it is your responsibility to ensure that your personal information, including your address and other contact information, is current.

You have the right to request, in writing, access to your loan records at NCSEAA for review or copying (at your expense), including to review your personal information on file to confirm that it is current.

#### For Borrowers with Loans Not Yet in Default

If your loans with College Foundation, Inc., (CFI) are delinquent but not yet in default, contact **NCSEAA's Default Aversion Department** by telephone at **1-800-700-1775**.

#### For Borrowers with Loans in Default

If your loans are in default, please send updates to your address, telephone number(s), and email address:

**by US Mail to:** North Carolina State Education Assistance Authority  
P. O. Box 14002  
Research Triangle Park, NC 27709

**by email to:** [Defaulthelp@ncseaa.edu](mailto:Defaulthelp@ncseaa.edu)

**by telephone to:** 1-800-544-1644

**by fax to:** 1-919-549-8481

#### Ombudsman

If you have been unable to resolve a dispute that you have about your former CFI loan that is now with NCSEAA and have exhausted all other resources at NCSEAA, you may contact the **NCSEAA Ombudsman** at **1-800-700-1775** or email [ombudsman@ncseaa.edu](mailto:ombudsman@ncseaa.edu).