

What Are My Repayment Options?

If your loans have defaulted, the outstanding balance is due in full. However, as a convenience to you we can establish a monthly repayment plan. Please contact us at **800-544-1644** to set up a repayment plan.

If you are having financial difficulties, or if you wish to enter our [Loan Rehabilitation Program](#) we can establish a **reasonable and affordable** monthly repayment plan with you. You can complete and submit a [financial disclosure statement](#), along with copies of two recent pay stubs and a copy of your most recent federal income tax return (all schedules).

How do I make a payment?

For loans in the Federal Family Education Loan Program (FFELP) or the North Carolina EXTRA Education Loan Program, payments can be made by **check or money order** payable to "NCSEAA" and sent to:

**NCSEAA
P.O. Box 14002
RTP, NC 27709**

NCSEAA offers an electronic payment option. Please go to [View my Statement](#) to submit your payment.

We do not accept payments by credit or debit cards.

Loan Rehabilitation

Satisfactory monthly repayment can lead to your eligibility for our popular [Loan Rehabilitation Program](#) and would potentially help you avoid compulsory collection methods such as wage garnishment and federal and state tax offsets.

Payroll Deduction

A useful method of payment is for you to arrange with your employer for payments to be sent to us through voluntary payroll deductions. Payroll deductions would ensure the timely remittance of payments to stay on track for loan rehabilitation and other programs. To obtain a payroll deduction authorization form, please contact us at **800-544-1644**.

Loan Consolidation

Less advantageous than the Loan Rehabilitation Program, a process called “loan consolidation” is also available to resolve a defaulted student loan debt.

Consolidation is essentially a refinancing of the defaulted loans by creating a new Federal Direct Consolidation Loan with the William D. Ford Federal Direct Loan Program of the U.S. Department of Education. A fee of 18.5% of the outstanding principal and interest would be added to the debt at the time of consolidation. For more information on the Direct Loan Program, or to receive a loan consolidation application, visit the Direct Loan Program website

<https://studentloans.gov> or call the Direct Loan Program office at 800-557-7392.