

# Federal Student Aid

An OFFICE of the U.S. DEPARTMENT of EDUCATION

February 7, 2022

Dear Fellow Public Service Worker,

In November, I emailed to tell you about big changes to the Public Service Loan Forgiveness (PSLF) Program. We're grateful for your public service. Our changes will help you get the credit you deserve in return.

I am reaching out now to update you on our progress.

More than a million student loan borrowers could benefit from recent changes to the PSLF program. You're one of them. At this time a year ago, PSLF had helped forgive some or all loans for fewer than 7,000 people. That number is now close to 70,000. We have heard from these people and see how our loan relief is transforming their lives.

Starting this month, many borrowers will begin to see updated payment counts. Both Federal Student Aid and your PSLF servicer are working hard to monitor your accounts and make sure you get credit for your progress. The work is massive. We must do it in phases. To make all the adjustments may take a few months. Please let us focus on helping you. Give us time and try not to flood our phone lines.

If your payment count increases, FedLoan Servicing will send you an account update. You will get an email or letter. It will tell you what actions, if any, you need to take. You can log in to FedLoan's borrower portal to track your payment counts. This is the best way to check on your status.

We are also adding new information about the changes on [StudentAid.gov/pslfaiver](https://StudentAid.gov/pslfaiver). It has answers to frequently asked questions.

We are determined to deliver for you on the promise of public service loan forgiveness. Thank you for your service and your patience. We will send more updates soon.

Sincerely,



Richard Cordray  
Chief Operating Officer  
Federal Student Aid