

COPYDOC

4.6.1.2.2 Public Service Loan Forgiveness Reconsideration Request | Federal Student Aid

PAGE TITLE (browser tab/breadcrumbs)	Public Service Loan Forgiveness Reconsideration Request
URL	/pslf/reconsideration/request
Vanity URL (if any)	N/A
ORIGIN	N/A
LOCATION	Follows 4.6.1.2.1 Public Service Loan Forgiveness Reconsideration Borrower Information Leads to 4.6.1.2.3 Public Service Loan Forgiveness Reconsideration Confirmation
INVISION LINK	https://federalstudentaid.invisionapp.com/console/share/5338ARS7CZ/848410487 through https://federalstudentaid.invisionapp.com/console/share/5338ARS7CZ/856654255
PAGE GOAL	Offer borrowers an opportunity to request reconsideration for PSLF
TARGET (Persona)	Student borrower
KEYWORDS/PHRASES	Public service loan forgiveness reconsideration, PSLF reconsideration
META DESCRIPTION (155 characters max)	Borrowers who were deemed ineligible for Public Service Loan Forgiveness (PSLF) due to employer or payment ineligibility can now request reconsideration.

CONTENT

HEADER

H1	
Request Reconsideration for Public Service Loan Forgiveness (PSLF)	
STEPPER	
[check] Borrower Information > 2 Reconsideration Details	Borrower Information should be highlighted light blue, and Reconsideration Details should be highlighted blue

REQUEST FORM INTRO

H2	
PSLF & Temporary Expanded PSLF (TEPSLF) Reconsideration Request Form	
<p>Your request may take some time to review. We will be unable to provide an update on the status of your reconsideration request until our review is complete. We will send an email notifying you of the final decision.</p> <p>Important: Be sure to include all the information you want us to review with your request as you won't be able to provide additional information later.</p>	<p>4.6.1.1 PSLF Help Tool</p> <p>/pslf</p> <p>https://studentaid.gov/pslf/employer-search</p>
GREEN FEATURE BOX	
[green block] Reminder	
<p>The following are examples of when you shouldn't submit a reconsideration request (and include the recommended action):</p>	<p>4.6.1 Public Service Loan Forgiveness</p> <p>https://studentaid.gov/pslf</p>

<p>If you are seeking an update on your progress toward PSLF or TEPSLF, use the PSLF Help Tool to submit a PSLF form to the servicer to assess your progress towards forgiveness.</p> <p>If you have a completed PSLF form that you believe is not reflected in your payment count, send it to the PSLF servicer.</p> <p>If you want to separate a Joint Consolidation Loan, monitor updates on our Joint Consolidation Loan Separation News and Updates page. Due to recent changes to the law, borrowers will be able to separate joint consolidation loans. We're working on implementing these changes and will provide updates on that page.</p>	<p>mohela.com</p> <p>0.4.69 Joint Consolidation Loan Separation News and Updates /announcements-events/joint-consolidation-loans</p>
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RECONSIDERATION TYPE SELECTION

H2	
Choose Your Reconsideration Type	
<p>If you used the PSLF Employer Search and your employer's status was returned as "ineligible," but you have additional information showing your employer should be eligible, select Ineligible Employer below.</p> <p>If you received a notification from the PSLF servicer that your employer is "ineligible," but you have additional information showing your employer should be eligible, select Ineligible Employer below.</p> <p>If you disagree with the qualifying payment count you received in a letter from the PSLF servicer, select Incorrect Qualifying Payment Count below.</p> <p>Only one reconsideration type may be</p>	

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chosen per submission. If you have more than one request to submit, you may begin another request once you complete a submission.	
RADIO BUTTONS	
Ineligible Employer [briefcase icon]	[displays INELIGIBLE EMPLOYER FORM FIELDS]
Incorrect Qualifying Payment Count [money icon]	[displays INELIGIBLE PAYMENT FORM FIELDS]

INELIGIBLE EMPLOYER FORM FIELDS

H3	
Ineligible Employer	
<p>Confirm your employer is ineligible by using the PSLF employer search.</p> <p>If your employer is a for-profit organization, regardless of the services provided, that employer does not qualify for PSLF or TEPSLF. There is a rare situation where a for-profit may be considered eligible for PSLF if it is wholly owned by a qualifying employer. Refer to the PSLF FAQ page.</p> <p>Only open a reconsideration request if you have information that we have incorrectly determined that your employer is for-profit or you have documentation that your employer is a disregarded entity.</p> <p>Use the sections below to provide information about your employer demonstrating that the organization qualifies for PSLF or TEPSLF, even though we determined it does not.</p>	<p>4.6.1.3 Employer Search /pslf/employer-search</p> <p>4.6.1.5 PSLF FAQ page /manage-loans/forgiveness-cancellation/public-service/questions</p>
Employer Identification Number (EIN)	[required field]
[Text field] [question mark]	Tooltip #303 - The Federal Employment Identification Number (FEIN or EIN) is a unique, nine-digit number assigned to entities operating in the U.S. for the purposes of identification. Do not list your employer's State ID Number.
How do I find my EIN?	

Employer Name	[required field]
[Text field] [question mark]	Tooltip #302 - You must enter the name of your employer.

H4	
Employment Dates	
Please enter the start and end date of the period in which you were employed by this employer.	[required field]
[toggle] This is my current employer	Toggling will make End Date field default to non-entry
[Start Date and End Date fields]	
Please describe why your employer should be reconsidered as eligible for PSLF.	[required field]
Provide information about the employer that clearly shows the organization qualifies for PSLF or TEPSLF, as well as a description of any documentation you plan to upload or enter "N/A" if you don't have any information to add.	
[Text field]	[2000 characters allowed]
H4	
Documents - optional	[optional field]
BODY	
The information you provide about your employer must clearly show the organization qualifies for PSLF or TEPSLF. More details on qualifying employers can be found on the PSLF Program page	
BLUE FEATURE BOX	
[info icon] Documents to Upload We have generally already reviewed publicly available information to make our determination that your employer is ineligible. Without additional documentation, such as documents that may only be available from your employer, we would have no basis to make a new determination.	

Documentation Examples >	Opens documentation modal (see later in copydoc)				
H4					
My Submitted Documents					
<i>[If no document has been uploaded]</i> + Upload File	 [Refer to Upload a Document Pop-Up Modal in 4.6.1.1.4 Public Service Loan Forgiveness Help Tool Flow]				
<i>[If a document has been uploaded]</i> <table border="1"><tr><td>[File image] [Document name]</td><td>[Trash icon]</td></tr><tr><td><i>Document Type X.X MB</i></td><td></td></tr></table> + Upload File	[File image] [Document name]	[Trash icon]	<i>Document Type X.X MB</i>		
[File image] [Document name]	[Trash icon]				
<i>Document Type X.X MB</i>					

INELIGIBLE PAYMENT FORM FIELDS

H3	
Incorrect Payment Count	
Please enter the start and end date of the time period where you disagree with the qualifying payments for PSLF or TEPSLF. If there are multiple qualifying payments in dispute, put the entire time period that you would like to be reconsidered.	[required field]
[Start Date and End Date fields]	
Please describe why the timeframe you have selected should be reconsidered as qualifying for PSLF.	[required field] https://studentaid.gov/manage-loans/forgiveness-cancellation/public-service#qualifying-payments
Include why the timeframe you selected should be qualifying payments for PSLF or TEPSLF. Be specific in your description or enter "N/A" if you have nothing to add.	
[Text field]	[2000 characters allowed]
Documents	[optional field]
Documentation is not required to submit a request.	
H4	
My Submitted Documents	
[If no document has been uploaded]	
+ Upload File	[Refer to Upload a Document Pop-Up Modal in 4.6.1.1.4 Public Service Loan Forgiveness Help Tool Flow]
[If a document has been uploaded]	

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<p>[File image] [Document name]</p> <p>Document Type X.X MB</p>	<p>[Trash icon]</p>	
<p>+ Upload File</p>		
<p>BUTTON</p>		
<p>Previous</p>		<p>Returns to 4.6.1.2.1 Public Service Loan Forgiveness Reconsideration Borrower Information</p>
<p>Submit</p>		<p>Goes to 4.6.1.2.3 Public Service Loan Forgiveness Reconsideration Confirmation</p>

DOCUMENTATION EXAMPLES MODAL

H2	
Documentation Examples	
<p>A letter from your employer explaining its governmental or not-for-profit status or qualifying services</p> <p>A letter from you or your attorney explaining your organization’s governmental or not-for-profit status or qualifying services</p> <p>A letter from a government official explaining that the organization is governmental</p> <p>Your employer’s articles of incorporation or organization (the documents that created your organization)</p> <p>Your employer’s bylaws (the rules that your organization operates under)</p> <p>The law that created your organization</p> <p>For those who work at not-for-profits that are not 501(c)(3) organizations, proof of the organization’s not-for-profit status and the services the organization provides are strongly recommended</p>	