

**LOMA LINDA UNIVERSITY CAMPUS BASED STUDENT LOAN PROGRAM
LOAN SUMMARY SHEET**

Payment is due on the 10th day of each month. This means your payment must be posted by Heartland ECSI onto your account by the 10th. There are no prepayment penalties. If payment is not posted by the 10th of each month, holds will be placed on certain LLU services.

Mail your regular monthly payment to the address #1 shown below. **Please make check payable to Loma Linda University and make sure to put your full ECSI account number on your check(s)**

- 1) Loma Linda University
C/O ECSI
PO Box 1287
Moon Township PA 15108

Please make sure to put your full ECSI account number on correspondence and mail correspondence, deferment, forbearance, cancellation forms, name and/or address change, etc., to address number 2. Please note: You will be responsible to change/update your billing address, telephone number(s) with ECSI.

- 2) Loma Linda University
C/O ECSI
PO Box 1289
Moon Township PA 15108

Please note: Heartland ECSI does offer an automatic payment withdrawal program and other electronic payment options. For more information, please call Heartland ECSI at the number listed below or visit their website.

Telephone 1(888) 549-3274 or www.heartlandecsi.com, log on, view your loan account information, for help with questions about your account, address and phone number change, download deferment, forbearance, or cancellation forms, for detailed account information, and payment options.

FAILURE TO RECEIVE A BILL does not relieve you of your obligation to make timely monthly payments and/or file requests for deferments, forbearance, or cancellations. It is a **courtesy and not mandatory** that Heartland ECSI sends billing statements. Please contact Heartland ECSI if you do not receive a billing statement. If your loan account(s) become seriously past due, a statement may not be sent, and you may be contacted by Heartland ECSI, LLU or a collection agency.

FAILURE TO MAKE PAYMENTS: Payments made by you and other borrowers are the primary source of loan funds for current students. Your failure to make timely payments may jeopardize LLU's eligibility to continue loaning funds to current and future students. Therefore, if you fail to remit payment as set forth in your promissory note and disclosure statement, LLU may implement aggressive collection efforts, including the use of collection agents, litigation and credit bureaus. If your loan account is referred to a collection agency, you will be required to pay collection costs, attorney fees, court costs, other fees, and/or legal costs in addition to your full loan balance.

Holds may be placed on **DIPLOMA, DEGREE VERIFICATION, TRANSCRIPT and other LLU Services** by the Student Loan Accounts Office if your loan account is PAST DUE or your exit interview has not been fully completed. **(Please note: Your payments must post by the 10th of each month to be current.)**

Loma Linda University will report ALL LOAN ACCOUNTS to a **CREDIT BUREAU**. The credit bureau will be updated monthly for both current and delinquent payments. (delinquency can result from late payments or late filing of deferment, forbearance, or cancellation forms). It is the policy of Loma Linda University not to alter credit reporting (unless LLU has reported inaccurately). If you would like to dispute LLU reporting, you will need to file a consumer dispute with Experian, you may go to <https://www.experian.com/disputes/main.html> or call 1-888-397-3742.

A penalty of \$25.00 will be charged for returned checks due to NSF (non-sufficient funds, account can't be located, or other reasons).

DEFERMENT, FORBEARANCE, OR CANCELLATION forms must be **filed on a timely basis** (in lieu of your current monthly payment). Please refer to your promissory note(s) to see if you qualify for deferment, forbearance, or cancellation.

DEFERMENT/FORBEARANCE, CANCELLATION requests should be **filed at the beginning of your eligibility period**. Deferments cover future periods of time and **must be filed** a minimum of once a year. Please note that if you request an In School deferment some schools may only certify you on a semester-by-semester or quarter-by-quarter basis. Be sure to submit your deferment form 30 days before payment due date, your previous deferment or grace period expires (whichever occurs first). Always indicate your comprehensive dates of student enrollment, employment, etc. at one institution. Please refer to your promissory note(s) to see if you qualify for deferment, forbearance, or cancellation. Please note: Private institutional loans can only be deferred while enrolled at least half time at LLU or while in residency.

(The following applies to Federal Perkins, Nursing Student, Nurse Faculty, HPSL, PCL, and LDS loans)

ACTIONS THAT MAY BE TAKEN: If you fail to make a scheduled payment or fail to comply with any other term on a Federal Loan, LLU may refer your loan to the Federal Government for collection assistance. The Federal Government may take any action authorized under the Debt Collection Act of 1982 to collect the loan, including the following: **(a) obtain your address from the Internal Revenue Service; (b) refer the loan to a collection agent; (c) disclose your delinquent status and other relevant information to credit bureaus; (d) initiate legal proceedings against you; (e) offset your salary if you are a Federal employee, and (f) withhold money otherwise payable to you by the Federal Government.** The Federal Government may disclose to persons involved in the collection of the loan any information maintained by the school or the Federal Government, including but not limited to your name, address, social security number, total amount loaned, repayment history, unpaid balance and any other information that would be of assistance in the loan collection process.

A LATE FEE of \$2.00 PER MONTH PER ACCOUNT will be assessed for **FAILURE TO PAY ALL OR PART OF A PAYMENT WHEN DUE, OR FAILURE TO FILE REQUESTS FOR DEFERMENT, FORBEARANCE, OR CANCELLATION BENEFITS ON TIME.**

(Federal Perkins Loan only)

Please note: If you default on your Federal Perkins loan you may be able to rehabilitate it by submitting a request in writing to Loma Linda University, Student Loan Accounts Office, 11139 Anderson St. Room 109, Loma Linda CA 92350.

FSA Ombudsman: The Department of Education has established a Federal Student Aid Ombudsman Group to work with student loan borrowers to informally resolve loan disputes and problems. The Ombudsman Office helps resolve problems with the following Federal loans: Direct loans, Federal Family Education Loans, Guaranteed Student Loans, SLS Loans and Federal Perkins Loans. The Ombudsman Office's web site is <https://studentaid.gov/feedback-center/> and the Ombudsman Customer Service Line is 1-877-557-2575.

You are urged to maintain all documentation related to this loan and its repayment. We highly recommend you print this page and keep it in your records or bookmark in your favorites.