

**LOMA LINDA UNIVERSITY  
STUDENT LOAN ACCOUNTS OFFICE  
INFORMATION ON HOW TO CONTACT THE U.S. DEPT. OF EDUCATION  
OMBUDSMAN'S OFFICE**

**FSA Ombudsman**

The Ombudsman's office is a resource for borrowers to use when other approaches to resolving Federal Perkins student loan problems have failed. Borrowers should first attempt to resolve complaints by contacting the school, company, agency, or office directly involved. If the borrower has made a reasonable effort to resolve the problem through normal processes and has not been successful, he or she should contact the FSA Ombudsman.

U.S. Dept. of Education  
FSA Ombudsman Group  
PO Box 1843  
Monticello KY 42633  
Phone: 1-877-557-2575  
Fax: 606-396-4821  
<https://studentaid.gov/feedback-center/>