

**LOMA LINDA UNIVERSITY (LLU)
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 1854
Monticello KY 42633
Phone: 1-800-433-3243
<https://studentaid.gov/feedback-center/>