

Wilmington University will assist you in returning a credit balance from your student billing ledger to your lender for either a federal student loan or a private education loan within the current academic year (11-12) by submitting a "Loan Change Request" form to the Financial Aid Office (FAO). Once you have submitted this form, your request will be processed, and you can review your loan return information by accessing your WebCampus account. In addition, you will receive a letter from Wilmington University confirming the return of the federal or private loan funds.

If Wilmington University has already disbursed your term's refund and you wish to return that amount to your lender, kindly follow these simple instructions:

1. If your refund was disbursed via a HigherOne check, submit the check to Wilmington University with a **signed**

TDD/TTY: 800/855-2880 outside New York State  
Office Hours: 8:00 a.m. - 11:00 p.m. (ET), Monday through Friday.

#### ESA/Edfinancial

Phone: 855/337-6884

Fax: 865/692-6348

TDD/TTY: 855/337-6884

Overseas borrowers: 855/337-6884

Web site: [www.edfinancial.com/DL](http://www.edfinancial.com/DL)

Contact Us Page: [www.edfinancial.com/Contact](http://www.edfinancial.com/Contact)

Office Hours: 8:30 a.m. – 8:00 p.m. (ET), Monday through Thursday. 8:30 a.m. – 6:00 p.m. (ET), Friday.

#### FedLoan Servicing (PHEAA)

Phone: 800/699-2908

Fax: 717/720-1628

TDD/TTY: 800/722-8189

Overseas borrowers: 717/720-1985

Web site: [www.myfedloan.org](http://www.myfedloan.org)

Office Hours: 8:00 a.m. - 9:00 p.m. (ET), Monday through Friday.

#### Granite State - GSMR

Phone: 888/556-0022

Fax: 603/227-5415

TDD/TTY: A borrower who is hearing-impaired may e-mail [dlcustomerservice@gsmr.org](mailto:dlcustomerservice@gsmr.org) for assistance.

Overseas borrowers: 603/227-5321

Web site: [www.gsmr.org](http://www.gsmr.org)

E-mail: [dlcustomerservice@gsmr.org](mailto:dlcustomerservice@gsmr.org)

Office Hours: 8:00 a.m. – 6:00 p.m. (ET), Monday through Friday.

#### Great Lakes Educational Loan Services, Inc.

Phone: 800/236-4300

TDD/TTY: 800/236-4300

Overseas borrowers: 608/246-1700

Web site: [www.mygreatlakes.org](http://www.mygreatlakes.org)

Office Hours: 7:00 a.m. - 8:45 p.m. (CT), Monday through Thursday. 7:00 a.m. - 5:45 p.m. (CT), Friday.

#### MOHELA

Phone: 888/866-4352

TDD/TTY: 636/532-5189

Overseas borrowers: 888/866-4352

Web site: [www.mohela.com](http://www.mohela.com)

Office Hours: 8:00 a.m. - 8:00 p.m. (CT), Monday through Thursday. 8:00 a.m. - 5:00 p.m. (CT), Friday.

#### Nelnet

Phone: 888/486-4722

Fax: 877/402-5816

TDD/TTY: 888/486-4722

Overseas borrowers: 303/696-3625

Web site: [www.nelnet.com](http://www.nelnet.com)

Office Hours: 24 hours a day, 7 days a week.

#### Sallie Mae

Phone: 800/722-1300

Fax: 866/266-0178 (within United States)

Fax: 570/706-8563 (outside United States)

TDD/TTY: 877/713-3833

Overseas borrowers: If toll-free (no cost per call) number cannot be accessed, use 317/806-0580 (cost per call)

Web site: [www.salliemae.com](http://www.salliemae.com)

Office Hours: 8:00 a.m. - 9:00 p.m. (ET), Monday through Thursday. 8:00 a.m. - 8:00 p.m. (ET), Friday.

If you have any additional questions, please contact Wilmington University's Information Center at 302-356-4636.