



LETTER FROM THE STUDENT FINANCIAL AID OFFICE

Yes! You did it well! Congratulations! Your years of hard work and dedication have paid off. You are graduating, and we could not be prouder. We wish you the best as you begin this next phase in your life.

There are specific requirements you must complete before graduation if you received Federal Direct Loans as a Washington Adventist University (WAU) student. Recipients of subsidized, unsubsidized or PLUS loans under the Direct Loan Program must complete Exit Loan Counseling before crossing the finish line to graduation.

The United States Department of Education requires financial aid exit counseling for Direct Loan student borrowers who are leaving school. Exit counseling is similar to the entrance counseling you received when you first completed your master promissory note. This learning opportunity provides information about your rights and responsibilities as a borrower, including details about various repayment plans and deferment or forbearance options that may be available to you if you are unable to make a payment.

To meet the exit counseling requirement, complete the online Exit Counseling session at <https://studentaid.gov/>. You will need your **FSA ID** to complete the online exit counseling session and to document you have completed the session. If you do not have or you have forgotten your FSA ID number you may request one at <https://studentaid.gov/> and select "LOG IN" in the upper right corner.

You may also follow this direct link below to complete the online exit counseling.
<https://studentaid.gov/app/counselingInstructions.action?counselingType=exit>

Important! Loan Exit Counseling is required even if you plan on enrolling in graduate work upon completion of your degree. Complete Loan Exit Counseling as soon as possible after receiving the loan exit notification. The Office of Student Financial Aid will receive an electronic confirmation once you have completed the Exit Counseling. We recommend you keep a copy of your completion confirmation for your records as well.

The link below is to the 2018 Direct Loan Exit Counseling Guide. The Guide provides an overview of the information you will need to repay the federal student loans you received to help pay for your educational costs under the Federal Direct Loan program.

<https://studentaid.gov/sites/default/files/loan-exit-counseling.pdf>

Your **Financial Aid History/Review** may be accessed at <https://studentaid.gov> under 'Manage Loans'. Your Financial Aid History/Review includes detailed information about the federal loan types and amounts you received for each academic year and servicer contact information for each loan. You are responsible for contacting your lenders/servicers and notifying them that you will no longer be attending school. Your loans may go into repayment

Gateway to Service

WAU STUDENT FINANCIAL AID

7600 FLOWER AVENUE, TAKOMA PARK, MD 20912 • P | 301-891-4005 • F | 301-560-5364 • WWW.WAU.EDU



LETTER FROM THE STUDENT FINANCIAL AID OFFICE

after a six-month grace period which will begin with the date that you ceased to be enrolled as a full-time student. Before the grace period ends, the lenders/servicers will contact you and provide you with several loan repayment options.

After reviewing the repayment options, you may wish to consolidate your loans or apply for a deferment or forbearance if you are unable to make scheduled payments. If your loans are sold to a new lender during the grace period, you will be notified in writing, and all future correspondence should be directed to the new lender/servicer. It is your responsibility to keep track of the unpaid balance on your loans and make full repayment of the loans including all accrued interest and deducted fees.

Finally, the U.S. Department of Education's **Office of Student Financial Aid (OSFA) Ombudsman** is available to work with student loan borrowers to informally resolve loan disputes and problems. You may contact the SFA Ombudsman via the following means:

Online: <https://studentaid.gov/feedback-ombudsman/disputes/prepare>

Postal Mail:

U.S. Department of Education
FSA Ombudsman Group
PO Box 1843
Monticello, KY 42633

Telephone: 1-877-557-2575
Fax: 1-606-396-4821

The Office of Student Financial Aid is here to assist you with any questions you may have concerning the completion of your Loan Exit Counseling requirement. Please call us at (301) 891-4005, email us at finaid@wau.edu, or stop by our office to meet with a Financial Aid Advisor.

Again, warmest congratulations on your graduation. We have no doubt you will continue to build upon our vision of excellence and service by serving as a worthy moral leader in communities throughout the world. Although you're graduating, you will always be a member of the WAU family. Remember to keep us updated on the many achievements you will experience in your career and personal life. We will always take great pride in your achievements. We enjoyed working with you and wish you the best in all future endeavors. May God's love and guidance be with you as you end one chapter of your journey to success and begin the next.

Sincerely,

Student Financial Aid

Gateway to Service

WAU STUDENT FINANCIAL AID

7600 FLOWER AVENUE, TAKOMA PARK, MD 20912 • P | 301-891-4005 • F | 301-560-5364 • WWW.WAU.EDU