



Office Use Only:

State of Rhode Island and Providence Plantations  
Office of the Attorney General  
Peter F. Neronha

### Student Loan Servicing Complaint Form

The Rhode Island Attorney General’s Office attempts to resolve individual borrowers’ disputes with student loan servicers, where possible and appropriate. Servicer issues can include: crediting principal and interest payments, eligibility for repayment and forgiveness programs, falling behind on payments, misapplied payments, interest rate calculations, requesting a new repayment plan, servicer changes, and loan consolidation.

Every complaint our Office receives gives us insights into problems that Rhode Islanders are experiencing in the student loan marketplace and helps us to identify and prioritize problems for potential action.

You can submit your complaint in the following ways:



**Online Form**  
www.riag.wufoo.com/  
forms/  
x1aq82be00hpu5e/



**Email**  
consumers@riag.ri.gov



**Mail**  
4 Howard Ave.,  
Cranston, RI 02920

We will review your complaint and an Investigator will contact you. While our Office sometimes brings lawsuits on behalf of the State of Rhode Island to enforce consumer protection laws and in the public’s interest, generally, we do not represent individual consumers.

You may also contact a private attorney about your legal rights and remedies under Rhode Island’s Student Loan Bill of Rights, R.I. Gen. Laws §§ 19-33-1 through 19-33-16.

**Your Information**

Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Are you over 60? (optional)  Are you a Veteran of U.S. Military Service or Active Duty U.S. Military? (optional)

*Note: You are not required to provide this information to file a complaint, but having it may help us serve you more effectively*

How did you hear about us? (optional) \_\_\_\_\_

## Loan Servicer Information, Type of Loan, & Servicer Contact(s)

Servicer name: \_\_\_\_\_

Email/website: \_\_\_\_\_

### Type of Loan

Check all that apply

Federal loan type (If applicable)

Federal Direct

Private

Consolidation

Parent Plus

Federal FFEL

Unknown

Stafford

Federal Perkins

Other

Grad Plus

### Servicer Contact(s)

Have you contacted your loan servicer to discuss the issue? *(If yes, please provide date or range of dates)* \_\_\_\_\_

Please also provide any contact information that you have for the servicer representatives you contacted about your loan, as well as any case or ID numbers that were assigned to your inquiry:

\_\_\_\_\_  
\_\_\_\_\_

## More Information About Your Loan (Optional)

*This information helps us understand the student lending practices of different schools*

Name of school(s) your loans were taken to attend: \_\_\_\_\_

Date(s) of attendance: \_\_\_\_\_ Date(s) of graduation or withdrawal: \_\_\_\_\_

Did you complete your program(s) of study? \_\_\_\_\_

## Type of Problem

Obtaining a Loan (received a denial, financial aid services, fraudulent loan)

Dealing with your lender or servicer (managing your account, making payments, getting information about loan)

Struggling to repay loan (deferment, forbearance, default, bankruptcy payment plan, refinancing)

Problem with credit report or credit score

Other *(please describe)*

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