

November 15, 2023

ACCT NUMBER: [REDACTED] 2954

[REDACTED]
C [REDACTED] A [REDACTED]
[REDACTED]

WE HAVE REVIEWED YOUR REQUEST FOR PUBLIC SERVICE LOAN FORGIVENESS (PSLF)

Thank you for submitting your *Public Service Loan Forgiveness (PSLF) & Temporary Expanded PSLF (TEPSLF) Certification & Application* (PSLF Form) or Certification of Military Service. Please refer to the information below regarding our review.

If you used the PSLF Help Tool to digitally sign and submit your form, you can check the progress on this determination by logging in to your account at StudentAid.gov with your FSA ID and viewing your "Status Center" updates.

You may receive more than one communication from us.

- If you submitted more than one PSLF Form for different employers or employment periods, we may respond separately to each form. When approved, watch for changes to your qualifying payment count included in each letter and online at MOHELA.com
- If your employer was not consistently operating as a not-for-profit organization during the certification period on your PSLF Form, we will respond and confirm the periods of time when they were eligible and ineligible for PSLF.
- If you have an employer whose PSLF eligibility has not yet been determined, you will receive a separate notification when the review and determination is complete.

NOT ELIGIBLE YET: You have not yet made the required 120 qualifying payments necessary to be eligible for PSLF. To qualify for PSLF, you must make 120 qualifying payments. In addition to making 120 qualifying payments, you must also be working 30 or more hours per week on average for a qualifying employer at the time you apply for forgiveness under PSLF.

We have updated your account with the confirmed qualifying employment periods based on the employment information listed below. If you have submitted additional PSLF forms, we will respond separately for each form and continue to track your progress toward PSLF and TEPSLF. The following chart details your progression toward PSLF so far.

PSLF Qualifying Payment Details

Loan Sequence	Disbursement Date	Loan Program	PSLF Eligible Payments	PSLF Qualifying	PSLF Qualifying	Estimated Eligibility Date for PSLF

OS06BPSAID

8600000086227061

				Payments (Total) [†]	Payments (Remaining) [†]	
1	08/20/2018	DLUCNS	139	137	-	N/A ^{††}

[†] These include payment counts and employment certifications processed through the date of this letter and, further updates may be processed for your eligible and qualifying payment counts.

^{††} When reviewing communications received or your PSLF progress in Account Access online, please note that Estimated Eligibility Dates provided currently do not account for remaining months of the COVID-19 suspension that would typically be projected as eligible to qualify. Please refer to your Qualifying Payment count to monitor progress towards PSLF.

How can I find out how many qualifying payments I have made online? At any time, you can view the number of qualifying payments counted toward forgiveness by signing in to mohela.com. You can find your payment count information in the menu under "PSLF" by selecting "Payment Tracking."

TEPSLF Candidates: We will send you separate correspondence with additional details, if you are eligible for reconsideration under TEPSLF.

Good to Know! The charts above display the total number of eligible and qualifying payments you have made (out of the required 120) on your eligible loans for PSLF and TEPSLF including any periods currently assessed as eligible or qualifying under the Limited PSLF Waiver for PSLF forms already processed.

If you recently consolidated your loans, your count of eligible and qualifying payments may temporarily reset to zero, but that will be further adjusted as we continue to process updates to your account under the Limited PSLF Waiver.

If this chart does not include expected updates to your payment counts, it may be because we have not yet processed your PSLF Form. Once complete, we will generate an updated notice if your payment counts change with additional periods of certified employment. For more details regarding your payments made toward both PSLF and TEPSLF, please visit us on the web at mohela.com.

Employment Information

Employer Name	Approved Employment Begin Date	Approved Employment End Date
FEDERAL BUREAU OF INVESTIGATION	02/08/2004	07/20/2019
FEDERAL BUREAU OF INVESTIGATION	07/21/2019	07/10/2020
FEDERAL BUREAU OF INVESTIGATION	02/08/2004	07/13/2021
FEDERAL BUREAU OF INVESTIGATION	07/14/2021	08/08/2023
FEDERAL BUREAU OF INVESTIGATION	08/09/2023	08/23/2023

Note: This chart displays the periods of eligible employment approved to date. If the dates of employment that you submitted on the form differ from those listed above, it may be due to an employer that did not consistently operate as a not-for-profit organization during the certification period on your PSLF Form, overlapping employment periods, dates certified into the future, or periods of employment on or before October 1, 2007 (which do not qualify for PSLF or TEPSLF). You may access your online account at mohela.com for specific details regarding your loans and payments.

If you have any U.S. Department of Education (ED) owned student loans that are not already serviced by MOHELA, we will contact your current servicers to request a transfer of all of your loans to MOHELA. This transfer will allow you to manage all of your loans in one location and closely track your progression toward PSLF and TEPSLF. Please allow a few weeks for the entire transfer process to be completed.

Qualifying Payment Tracking for Public Service Loan Forgiveness

Keeping track of your progression toward PSLF or TEPSLF is easy.

- Log in to your account at mohela.com
- Check your monthly bill
- Review the communication that we send you each time you submit a new PSLF Form

We will update your qualifying payment count each time you submit new certified employment if you made additional qualifying payments during the new certified employment period. We recommend that you submit a *Public Service Loan Forgiveness (PSLF) & Temporary Expanded PSLF (TEPSLF) Certification & Application* (PSLF Form) annually. When it is time to certify your employment, the fastest way to complete and submit the PSLF Form is by using the **PSLF Help Tool**. You can log in to the **PSLF Help Tool** with your FSA ID at StudentAid.gov/PSLF.

Although we will maintain copies of any documents that we receive, we recommend that you keep copies of all forms that you submit and any supporting documentation regarding your employment and the PSLF Program.

Visit mohela.com for the *Public Service Loan Forgiveness (PSLF) & Temporary Expanded PSLF (TEPSLF) Certification & Application* (PSLF Form) and more information on the program. You can also contact our PSLF loan counselors at the number provided.

If you have additional information for consideration or disagree with this information, you may contact MOHELA using the information provided below.

Additionally, if you disagree with the results, or wish to file a complaint, submit a request to the U.S. Department of Education (ED) through the Feedback Center at Studentaid.gov/feedback-center/ or at 1-800-433-3243 or contact the Federal Student Aid Ombudsman Group at Studentaid.gov/feedback-ombudsman/disputes/prepare or at 1-877-557-2575.

Want to learn more about PSLF and TEPSLF?

For more detailed information about eligible payments, qualifying payments, qualifying repayment plans, and eligibility for the PSLF program, please visit StudentAid.gov/publicservice.