



Millions of borrowers. Billions of dollars.
And one single, reliable source
of student loan information.

BACK ON TRACK

Four million Californians have student loan debt and DFPI is here with resources and support to help them navigate that debt. At DFPI, our job is helping Californians take the stress out of student loans and help student borrowers get Back On Track.

Are you a Californian with student loans?

- Know your student loans, and track your student loan debt.
 - Know your student loan servicer.
 - Know your borrower rights and responsibilities.
- Update contact information with your student loan servicer and in your **StudentAid.gov** profile
 - Check out the **FSA Loan Simulator** to find a repayment plan that meets individual needs
- Consider applying for an Income-Driven Repayment (IDR) plan. An IDR plan can make payments more affordable, depending on income and family size.

The California Student Borrower Bill of Rights- AB 376

- Applies to student loan servicers doing business in California, including state-licensed servicers, as well as banks doing servicing.
- Prohibits abusive acts or practices by student loan servicers.
- Requires that servicers provide accurate information about repayment and forgiveness options.
- Prohibits servicers from engaging in unfair or deceptive practices.
- Establishes special protections for military borrowers, borrowers working in public service, older borrowers, and borrowers with disabilities.
- To file a complaint against your student loan servicer visit <https://dfpi.ca.gov/file-a-complaint/>

About Department of Financial Protection and Innovation (DFPI)

Every borrower and every loan is different. We are here to protect the rights of our state's student borrowers. Here's a quick overview of what we're about and how we can help you:

- License student loan servicers in California.
- Investigate student loan servicers acting unlawfully.
- Conduct education & outreach to enhance consumer awareness.
- Protect borrowers from fraud and abuse.
- Help borrowers understand your loans, options and rights

Email newsletter signup

Student loans are in the news like never before. Stay on track of new policies and legislation, forgiveness programs, repayment options and more by signing up for "In Your Interest," our new student loan e-newsletter.



Questions? <https://dfpi.ca.gov/backontrack/>





Student Loan Forgiveness and Discharge

BACK ON TRACK

Public Service Loan Forgiveness (PSLF)

- Must be employed by a U.S. federal, state, local, or tribal government or not-for-profit organization, including U.S. military.
- Must have a Direct Loan.
- Must be enrolled under an income-driven repayment plan and make 120 qualifying payments while employed in public service.

Income-Driven Repayment (IDR) Forgiveness

- May have the remaining balance of their student loans forgiven after making a certain number of payments over 20 or 25 years.
- Must pay under an IDR plan the entire time.
- All borrowers are eligible for at least one IDR Plan.

Total and Permanent Disability Discharge (TPD)

- May have the remaining balance if the borrower is totally and permanently disabled.
- Must have a Direct Loan, Federal Family Education Loan (FFEL) Program loan, or Perkins Loan.

Borrower Defense Discharge (BDD)

- If a borrower has been misled about something that was central to their decision to enroll in a school.
- Must have one or more outstanding federal student loans.
- The outstanding loan(s) must be associated with the school that is the subject of your borrower defense application.

<https://studentaid.gov/manage-loans/forgiveness-cancellation>



Student Loan Servicing Ombudsperson-
celina.damian@dfpi.ca.gov

DFPI
DEPARTMENT OF FINANCIAL
PROTECTION & INNOVATION

