Finding relief from student loan debt

TIAA and Savi make it easy

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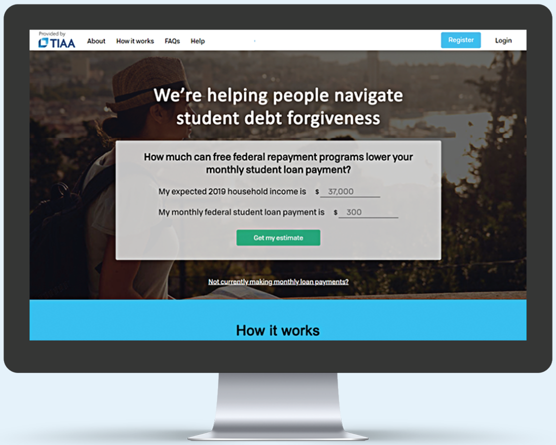
See if you're eligible for student loan forgiveness

Are you feeling overwhelmed by student debt?

If you work in public service, you may be eligible for Public Service Loan Forgiveness (PSLF). PSLF is a federal program that can provide financial relief by: 1) immediately lowering your monthly student loan payments and 2) potentially forgiving the balance of your loan tax free after 10 years of payments.

TIAA and Savi can help you with federal forgiveness programs

Despite the potentially huge benefits of this program, the rules and requirements are complex, and the loan forgiveness success rate to date has been relatively low. That's why TIAA has joined forces with Savi, a social impact tech company, to offer a service that can help you successfully take advantage of programs like PSLF.



The savings can be significant

On average, people are saving around $1,700 per year[1] through lower monthly payments. That gives you money for other financial goals, whether it's building up an emergency fund, saving more for retirement or paying off other debts.

[1] Between June 1, 2017 and May 1, 2019, Savi's internal measurements show that users who synced their loans saw average projected savings of $1,703 per year.

Who is eligible?

The PSLF program requirements are summarized below. Eligibility is based on these and several other factors, including income, debt amount, number of dependents and other personal information. Even if your income is high, you may still be eligible.

Employment in public service

You must work full time (30 or more hours per week or as defined by your employer) for a 501(c)3 not-for-profit, government organization, or another select not-for-profit for the duration of the program.

Loans through the federal Direct Loan Program

You must have a federal student loan issued through the Direct Loan Program of the US Department of Education. **You may also qualify if you convert your federal student loans to a Direct Loan.**

Enrollment in an income-driven repayment plan (IDR)

You must enroll in an IDR, one of four federal repayment plans that base your payment on your income, debt amount, dependents and other criteria. The four IDRs are REPAYE, PAYE, IBR and ICR.

10 years of monthly payments

You have to make 120 on-time monthly payments in the IDR, though not necessarily consecutive or with the same employer. Payments before you switched to an IDR may also count toward forgiveness.

When might PSLF not be right for you?

Planning to go work at a for-profit company? Expecting raises that may make you ineligible? Thinking about taking an extended leave?

If any of these apply, think twice about PSLF. The program requires you to work at a nonprofit for a total of 10 years (the years do not have to be consecutive and you can work for multiple nonprofits).

In default or deferral?

That's OK, but we'll need to address this before you can proceed. To get back on track, call us at **1-833-604-1226**, weekdays, 8:30 a.m. to 8 p.m. (ET).

"I was already working towards forgiveness, but found new savings. My monthly payment went from $360 to $150—a reduction by more than half!"

—Higher education employee

> **“This program’s very appealing because [otherwise] you don’t know where to look, who to talk to, what applications to fill out.”**
>
> **—Healthcare employee**

How does the service work?

Getting your personalized estimate

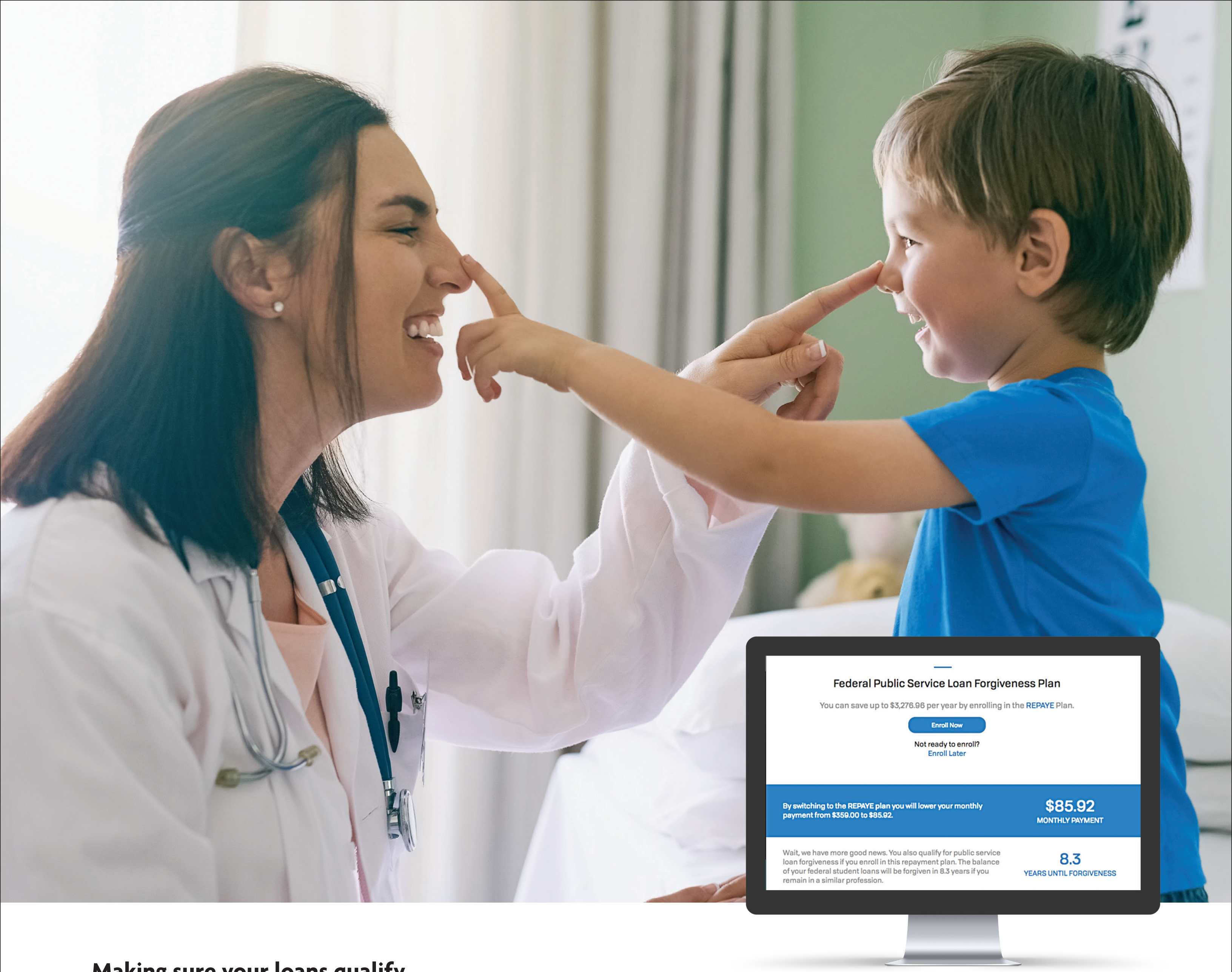
Your employer will provide the link to the website. It will take around 15 or 20 minutes to answer the questions and get your results. The results will show you:

1. The optimal repayment plan and your estimated monthly savings
2. Whether you qualify for a forgiveness plan, how much could be forgiven and when

To answer the questions you will need:

- **Social Security number**
- **Income as reported on your federal taxes**
  Your income is shown on the first page of your most recent tax return or tax transcript, which can be requested from the IRS.
- **Personal information**
  This includes, for example, salary, number of dependents and how you file taxes.
- **Student loan information**
  The service lets you sync (or link) a read-only version of your loan information to the Savi calculator to provide results based on actual data. Just provide your login information for your student loan servicers—such as Navient, Nelnet, Great Lakes—including your username or email, password, and anything else required to log in to your loan servicer’s website.

Uneasy about syncing your data?
Syncing your loan data allows us to connect to your loan servicer so the calculator can use the most up-to-date information throughout the process. We take the privacy of your data very seriously. The calculator meets TIAA’s high cyber security standards to keep your information safe. If you prefer, however, you can enter the data manually.



Making sure your loans qualify

The Savi tool will alert you if you need to combine loans to qualify for PSLF. Any type of Direct Loan, a low-interest federal loan issued through the US Department of Education, qualifies. Federal Family Education Loans (FFEL), Perkins loans or Parent PLUS loans for a child would need to be consolidated into a Direct Consolidation Loan before qualifying. Savi can help you through this process.

Important:

- **Consolidate first.** Only payments made on the new Direct Consolidation Loan can be counted toward the 120 payments required for PSLF. If you consolidate midprocess, you won't receive credits for payments made to your old loan type.
- **Don't accidentally wipe out progress.** If you have a mix of Direct Loans and other federal loans, be cautious of combining them when you consolidate. By doing this, you will negate any accrued PSLF credits on your existing Direct Loans.
- **Be deliberate with irreversible changes.** Private loans (for example from a bank or SoFi) do not qualify for PSLF. Think carefully before refinancing federal loans to private loans because there's no going back.

“This has been a blessing. I no longer feel alone and stressed about my student loan debt.”

—Higher education employee

Enrolling in PSLF

If you decide to enroll in the PSLF program, you will need to complete the proper paperwork and meet several ongoing requirements to receive the full benefits.

Managing all of the required steps has historically been challenging for borrowers. That’s why Savi offers a service to help you enroll and remain compliant with all of the program rules. The modest annual fee covers:

- Generating all forms electronically and checking them prior to submission
- Tracking applications and forms with loan servicers and employers
- Providing payment and application filing reminders to ensure important deadlines are met
- Tracking the accrual of PSLF credits throughout the process to prevent surprises at the end of the repayment period

Savi experts keep you on track and help you through the entire process. They’re also available to help if your circumstances or the program rules change at any time.

Is the fee worth it?

Borrowers who enrolled in the ongoing Savi service saved, on average, twice the amount of the annual fee in a single month under their income-driven repayment plan. Also, the service is renewed year by year, so you can always decide later to manage your own paperwork.

Glossary

Deferment and forbearance: If you're in a short-term financial bind, you may qualify for a deferment or a forbearance. With either of these options, you can temporarily suspend your payments. The major difference is that forbearance always increases the amount you owe, while deferment can be interest free for certain types of federal loans. If you're in deferment or forbearance, you'll stop making progress toward forgiveness until you resume repayment.

Delinquency and default: The first day after you miss a student loan payment, your loan becomes past due, or delinquent. If you are delinquent on your student loan payment for 90 days or more, your loan servicer will report the delinquency to the three major national credit bureaus. If you continue to be delinquent, your loan can risk going into default. Don't ignore your student loan payments—defaulting on your loan can have serious consequences.

Income-driven repayment plan: The standard repayment plan for a Direct Loan from the federal government is 10 years. In order to have any debt left over to forgive, you will need to lower your monthly payments with an income-driven repayment plan (IDR). The four specific income-driven repayment plans that pair with PSLF are Revised Pay As You Earn (REPAYE), Pay As You Earn (PAYE), Income-Based Repayment Plan (IBR) and Income-Contingent Repayment Plan (ICR). You can also get some credit for payments you've already made in the 10-Year Standard Repayment Plan.

Loan consolidation: Student loan consolidation is a process through which you take out a new loan, which is then used to pay off your other existing student loans. Instead of having multiple loans and loan payments, you have only one. If you have both federal student loans and private student loans, you should consolidate them separately, not together.

Loan forgiveness: The most common type of forgiveness is Public Service Loan Forgiveness (PSLF). PSLF is designed specifically for people who work in public service jobs, either for the government or for a nonprofit. In order to have debt forgiven under the public service program, you have to make 120 qualifying payments (paying the minimum amount due on time). These payments must be made while you are working "full time" for a qualified employer (see "qualifying employment"). In effect, PSLF wipes away your debt tax free after 120 monthly payments.

Loan refinancing: With refinancing you're taking out a new loan with a different (preferably lower) interest rate to pay off old loans that may have higher interest rates. You end up with one monthly payment that could save you money as long as you don't extend the term.

Loan servicer: Your loan servicer is the company the federal government hired to collect payments on your federal student loans. Examples include Navient, Nelnet and Great Lakes.

Loan types: There are many different types of student loans. Some of the common ones are Direct Loans, FFEL, Perkins, Stafford and private loans through your bank or a company like SoFi. In order for a loan to be eligible for PSLF, it has to be a Direct Loan. Note that FFEL and Parent PLUS loans can qualify for PSLF if first consolidated to a Direct Loan. Private loans are not eligible for PSLF. Keep this in mind if you're considering refinancing Direct Loans to private loans. There's no going back!

Principal and interest: The principal is the amount you borrowed and have to pay back, and interest is what the lender charges for lending you the money. Payments will generally be comprised of both interest and principal.

Qualifying employment: Qualifying employment refers to working full time at a public service job, defined as a 501(c)3 not-for-profit school, university or hospital; government or approved governmental entity; or other public interest organizations.

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