



Education Debt Consumer Assistance Program

# Managing Student Loans Amid COVID-19

Helping New Yorkers Manage Student Loan Debt

We recognize COVID-19 may have an immediate impact on student loan borrowers. To help you make an informed decision, read the updates below. Contact our Education Debt Consumer Assistance Program for one-on-one counseling services at **888-614-5004** (M-F).

## CARES Act Updates

- The CARES Act provides some relief to student loan borrowers. Additional guidance by the federal government is forthcoming. For now, you should know the following:
- Borrowers will receive a notice explaining their options under the CARES Act.
- Payments will be automatically suspended until September 30, 2020.
- Interest rates will continue to be waived during the suspension period.
- Months where payments were suspended will count toward forgiveness, including Public Service Loan Forgiveness, and rehabilitation.
- Administrative collection actions, like wage garnishments and Social Security offsets will be suspended.
- The above relief only applies to loans held by the U.S. Department of Education.  
**They do not apply to private, Perkins, and commercially held FFEL loans.**

## Action Steps

- Don't ignore your loans. Continue to pay them, if you can.
- Be on the lookout for any communication from your servicer(s).
- If you can't pay or your economic situation is uncertain, contact your student loan servicer to explore your current options.
- If you lost your job, it may still be best to enroll in an Income Driven Repayment plan. Your required payment may be as low as \$0, and this will be a more stable and long-term solution.
- If you have defaulted on your student loans, contact EDCAP to explore and maximize your options.
- If you have private loans, contact your lender and explore possible options.