

# YOUR MOHELA CHECKLIST

<b>ACCOUNT NUMBER</b>	<p><b>You'll have the same account number you do today with Navient.</b>  <i>Not sure what it is?</i> No problem – it'll be on the welcome letter you receive when your loans are officially with MOHELA.</p>														
<b>ONLINE ACCOUNT</b>	<p><b>Bookmark <a href="https://servicing.mohela.com">servicing.mohela.com</a> today!</b></p> <p><b>IMPORTANT:</b> Please wait to access your online account until your loans are officially with MOHELA (after you receive a welcome letter). At that point, you'll be able to use the same user ID and password that you use today with Navient – you'll just be logging in to a different website.</p>														
<b>CONTACT INFORMATION</b>	<p><b>The phone number and addresses you use today will be the same.</b> You'll just be working with MOHELA instead of Navient. Here's a quick reference:</p> <table border="1" data-bbox="310 541 1516 1016"> <thead> <tr> <th></th> <th>NUMBER YOU CALL</th> <th>WHERE YOU SEND PAYMENTS</th> <th>WHERE YOU WRITE TO WITH QUESTIONS/REQUESTS</th> </tr> </thead> <tbody> <tr> <td><b>Federal Loans</b></td> <td>888-272-5543</td> <td>P.O. Box 9533 Wilkes-Barre, PA 18773-9533  <i>Cosigner Loan Payments:</i> P.O. Box 9555 Wilkes-Barre, PA 18773-9555</td> <td>P.O. Box 9500 Wilkes-Barre, PA 18773-9500</td> </tr> <tr> <td><b>Private Loans</b></td> <td>888-272-5543</td> <td>P.O. Box 9000 Wilkes-Barre, PA 18773-9000  <i>Cosigner Loan Payments:</i> P.O. Box 9988 Wilkes-Barre, PA 18773-9988</td> <td>P.O. Box 9640 Wilkes-Barre, PA 18773-9640</td> </tr> </tbody> </table>				NUMBER YOU CALL	WHERE YOU SEND PAYMENTS	WHERE YOU WRITE TO WITH QUESTIONS/REQUESTS	<b>Federal Loans</b>	888-272-5543	P.O. Box 9533 Wilkes-Barre, PA 18773-9533  <i>Cosigner Loan Payments:</i> P.O. Box 9555 Wilkes-Barre, PA 18773-9555	P.O. Box 9500 Wilkes-Barre, PA 18773-9500	<b>Private Loans</b>	888-272-5543	P.O. Box 9000 Wilkes-Barre, PA 18773-9000  <i>Cosigner Loan Payments:</i> P.O. Box 9988 Wilkes-Barre, PA 18773-9988	P.O. Box 9640 Wilkes-Barre, PA 18773-9640
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<b>EMAIL PERMISSIONS (eDelivery)</b>	<p><b>You will continue to receive your communications from MOHELA the same way you do today with Navient.</b></p>														
<b>MAKING PAYMENTS</b>	<b>If you currently pay through...</b>	<b>Here's what you'll need to do...</b>													
	<b>Auto Pay</b>	No action needed. Your monthly payment destination will automatically switch to MOHELA and be reflected on your bank statement.													
	<b>An online bill pay service through your bank</b>	Update the payee to MOHELA. Everything else stays the same.													
	<b>Navient's website</b>	Access your account at <a href="https://servicing.mohela.com">servicing.mohela.com</a> (using the same user ID and password you do today) to make payments quick and easy.													
	<b>Personal check</b>	Update the payee to MOHELA. Everything else stays the same. Be sure to include the remittance slip from your monthly statement.													
	<b>Coupon book</b>	Stop using you Navient's coupon book. You'll begin to receive monthly statements from MOHELA moving forward.													
	<p><b>Please note:</b> After your loans transfer, all future payments should be addressed to MOHELA effective 10/21/24. However, to avoid any disruptions, MOHELA will continue to process payments inadvertently addressed to Navient.</p>														
<b>BILLING STATEMENT</b>	<p><b>Soon, when your loans are with MOHELA, you'll receive your first MOHELA billing statement with your payment details.</b></p>														
<b>TAX STATEMENT</b>	<p><b>It's almost tax time!</b>            If eligible<sup>1</sup> you will receive your 2024 tax statement from MOHELA mid-January.</p>														

<sup>1</sup> Form 1098-E is a Student Loan Interest Statement the IRS requires servicers to issue to borrowers who have paid \$600 or more in eligible student loan interest during the calendar year. Although you may not receive a Form 1098-E for lower amounts, you may still be able to deduct the eligible interest you paid. Consult your tax advisor if you have questions.