

YOUR MOHELA CHECKLIST

ACCOUNT NUMBER	<p>You'll have the same account number you do today with Navient. <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>														
ONLINE ACCOUNT	<p>Bookmark servicing.mohela.com today!</p> <p>IMPORTANT: 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>														
CONTACT INFORMATION	<p>The phone number and addresses you use today will be the same. You'll just be working with MOHELA instead of Navient. Here's a quick reference:</p> <table border="1" data-bbox="310 541 1516 1010"> <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>Federal Loans</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>Private Loans</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	Federal Loans	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	Private Loans	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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EMAIL PERMISSIONS (eDelivery)	<p>You will continue to receive your communications from MOHELA the same way you do today with Navient.</p>														
MAKING PAYMENTS	<p>If you currently pay through...</p>	<p>Here's what you'll need to do...</p> <table border="1" data-bbox="310 1255 1463 1535"> <tbody> <tr> <td>Auto Pay</td> <td>No action needed. Your monthly payment destination will automatically switch to MOHELA and be reflected on your bank statement.</td> </tr> <tr> <td>An online bill pay service through your bank</td> <td>Update the payee to MOHELA. Everything else stays the same.</td> </tr> <tr> <td>Navient's website</td> <td>Access your account at servicing.mohela.com (using the same user ID and password you do today) to make payments quick and easy.</td> </tr> <tr> <td>Personal check</td> <td>Update the payee to MOHELA. Everything else stays the same. Be sure to include the remittance slip from your monthly statement.</td> </tr> </tbody> </table> <p>Please note: 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>		Auto Pay	No action needed. Your monthly payment destination will automatically switch to MOHELA and be reflected on your bank statement.	An online bill pay service through your bank	Update the payee to MOHELA. Everything else stays the same.	Navient's website	Access your account at servicing.mohela.com (using the same user ID and password you do today) to make payments quick and easy.	Personal check	Update the payee to MOHELA. Everything else stays the same. Be sure to include the remittance slip from your monthly statement.				
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BILLING STATEMENT	<p>Soon, when your loans are with MOHELA, you'll receive your first MOHELA billing statement with your payment details.</p>														
TAX STATEMENT	<p>It's almost tax time! If eligible¹ you will receive your 2024 tax statement from MOHELA mid-January.</p>														

¹ 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.