

## SAMPLE EMAIL TO BORROWERS.

**From:** U.S. Department of Education [<mailto:noreply@studentloans.gov>]  
**Sent:** Thursday, December 13, 2018 4:11 PM  
**To:** [email@yahoo.com](mailto:email@yahoo.com)  
**Subject:** Some or all of your federal student loans will be discharged

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12/14/2018

Dear Rebecca,

Some or all of your federal student loans will be discharged because Sample University closed before you (or, if applicable, the dependent child on whose behalf you took out a PLUS loan) could complete the program of study. This is called a closed school discharge, and when the process is complete, you will no longer be responsible for repaying some or all of the loans received at Sample University.

We're working with Dept Of Ed/Servicer—the company that handles billing and other services related to your federal student loans—to stop billing and/or collection of your loans that will be discharged.

**There is nothing you need to do.**

We want you to be aware of the action we're taking on your behalf.

### Which of my federal loans will be discharged?

Some or all of the federal student loans you received at Sample University will be discharged.

### What happens next?

We've instructed Dept Of Ed/Servicer to discharge your applicable federal student loans within the next 30-90 days. After the discharge occurs, Dept Of Ed/Servicer will inform you of the specific loans that were discharged.

**Note:** Certain discharges may take longer than 90 days to complete. A longer timeframe could apply if your loans eligible for discharge are

- combined with other loans in a consolidation loan;
- assigned to more than the one servicer identified in this email; or
- not handled by a U.S. Department of Education servicer.

In all cases, know that Dept Of Ed/Servicer will complete the discharge as quickly as possible.

### What if I have questions?

If you have questions about this notice, contact Dept Of Ed/Servicer at 800-123-4567 or [www.servicer.com](http://www.servicer.com). Your servicer is ready to assist you.

Sincerely,

U.S. Department of Education  
Federal Student Aid

Connect with us:

