

Student Loan Deferment Processing

The University of Kansas participates in the National Student Clearinghouse (NSC) located in Herndon, VA. Four times a semester (after the second day of classes, at approximately 20th day, mid semester, and after finals) KU submits a secure FTP (File Transfer Protocol) of students' enrollment status to the NSC who then supplies verification to lending agencies. All loan deferment forms are now forwarded to the NSC. The University does not supply information directly to lending agencies. This process speeds the flow of information to lenders and provides them with an available record of all enrollment status including enrollment at other, participating, institutions. The University of Kansas joined this service to enhance speed and accuracy.

Deferments for current enrollment will not be sent until after the first day of the semester. If you need to notify the lender of a previous semester's enrollment, please indicate this on the deferment request. You must be enrolled at least half time, or be enrolled in at least 3 hours with a GTA/GRA appointment, or be in a special internship program approved by the University to qualify for a deferment. If a student registers late, or receives an exception for a retroactive withdrawal, this information may not be reported until the next submission cycle.

If you are eligible for deferment, but received a collection letter you should:

Contact your lender or loan servicer to verify your deferment status. Sometimes deferment forms are received between the time the NSC supplies the information and the lending agency sends out collection letters.

If your lender or servicer is unable to verify your deferment, contact the National Student Clearinghouse at:

- Phone: 703-742-4200
(Customer Service hours: Mon.-Thu., 9 am-7 pm and Fri., 9 am-5 pm EST)
- E-mail: service@studentclearinghouse.org
- Fax: 703-742-7792
- Mail: National Student Clearinghouse
13454 Sunrise Valley Dr., Suite 300
Herndon, VA 20171.

The NSC web address is: www.studentclearinghouse.org

If an emergency exists, for example you are being threatened with default; the Clearinghouse will contact the lender with the appropriate information and ensure the proper form is processed on a high priority basis.