

## Wisconsin Student Loan Help Hotline FAQs

Student loan confusion and uncertainty has hit an all-time high due to the Coronavirus pandemic. The Wisconsin Coalition on Student Debt and Ascendium Education Solutions<sup>®</sup>, a Wisconsin-based nonprofit, have partnered to bring the Wisconsin Student Loan Help Hotline to Wisconsinites. The hotline utilizes Ascendium's Repayment Support Team expertise to serve as a trusted resource for reliable student loan information.

### Wisconsin Student Loan Help Hotline

Toll-free (833) 589-0750  
Mon-Fri 8am-4:30pm CT  
No cost to borrowers.

**Q: Is the hotline free for student loan borrowers?**

A: Yes, student loan borrowers can call the hotline and talk with Ascendium's team at no cost!

**Q: Why would a borrower want to call the hotline?**

A: The hotline has trusted student loan experts available to answer borrower questions, provide guidance, and share valuable resources.

Borrowers can learn about current student loan legislative benefits initiated through the CARES Act as a result of the COVID-19 pandemic.

Additionally, borrowers can learn:

- How to get more detailed loan information from their student loan servicer, lender, school, or at [studentaid.gov](https://studentaid.gov).
- Options that may be available if they're having trouble making payments, are unemployed/underemployed, or unsure what their next steps are when it comes to managing their loans.

**Q: Will borrowers have to provide personal identifiable information (PII) in order to receive help?**

A: No. The Ascendium Repayment Support Team will not ask for, nor do they need, PII in order to provide assistance.

**Q: Do the suspended payments count toward Public Service Loan Forgiveness payments?**

A: Suspended payments can count towards Public Service Loan Forgiveness payments if other requirements are met.

**Q: With payments suspended, can borrowers still make payments on their loans?**

A: Yes, for Federally held loans, while the payments are temporarily suspended, borrowers can continue to make payments should they choose. Payments made during this period will be applied to principal, provided any outstanding interest has been paid.

**Q: Are borrowers who were delinquent on their federal student loan payment prior to the suspension still in a delinquent status?**

A: No, as part of the CARES Act suspension, most past due loans were placed in a suspended payment status. The status is no longer delinquent, and borrowers will receive a fresh start when the suspended payment period ends.

**Q: Can borrowers call Ascendium again at the end of the CARES Act suspension period to get insight on how to move forward?**

A: Yes, definitely. Ascendium's Repayment Support Team is here to help.