

Changes to the PSLF Program Begin in May 2024

The U.S. Department of Education (ED) is updating our systems and contact centers to better manage the Public Service Loan Forgiveness (PSLF) process in order to improve the overall borrower experience. This means that if you are already working toward PSLF or are interested in PSLF, you will soon work with ED directly. Your federal student loans will remain with your existing loan servicer.

As we transition the PSLF Program from its current servicer, MOHELA, to ED via StudentAid.gov this spring, **processing for all PSLF forms will temporarily be paused beginning in May 2024 through July 2024.**

Beginning May 1 through July, there will be a processing pause on the following activities:

- PSLF form processing—During this period, you can still submit PSLF forms, but they will not be processed by ED until after the pause ends.
- Payment count updates—Your payment counts won't be updated during the processing pause, but all payments will be reflected on your StudentAid.gov account when the pause ends.
- Forgiveness of loans—If you reach loan forgiveness during the processing pause, you will either be refunded after the pause for any payments made beyond the 120 qualifying payments or you will see these payments applied to your other outstanding federal student loans.

After the pause ends, you will be able to log in to your StudentAid.gov account to find information about all your eligible and qualifying payments for PSLF. Learn more about the program changes and how we're working to improve your experience on StudentAid.gov.

[Learn More](#)