

# What You Should Know About Forbearance

## What is Forbearance:

Forbearance is the temporary suspension of billing the principal portion of your balance due for a set period of time. During a period of forbearance, you are still responsible for paying interest and prior late fees. Forbearance is a beneficial option for periods of financial hardship when you do not qualify for a deferment or have exhausted your eligibility for that deferment type. Late fees are not assessed during a forbearance period and there is no negative credit reporting.

## Things to know about Forbearance:

- **Thirty-six months of eligibility:** You are only eligible for thirty-six months of Forbearance over the life of the loan.
- **Interest continues to accrue:** You are responsible for paying all interest and prior late fees on the account for a period of forbearance by the end of that forbearance.
- **Three to six months at a time:** We can grant a maximum of six months of forbearance at a time. If you require additional forbearance, you will need to request an additional period at the end of the current forbearance period.

## When to use Forbearance:

- Periods of financial hardship where you are not eligible for a deferment or have exhausted all deferment eligibility
- If you are an Americorps [[Link to Americorps](#)] participant
- Prior to any other deferment type if there is a gap between the next bill due and a period of deferment eligibility.
- If you have a significant delinquent balance but cannot pay the full amount due, forbearance can be used in conjunction with a payment plan [[Link to Repayment Plans](#)].

## How to Set Up Forbearance:

- Complete the ECSI [Forbearance request form](#).
- Attach supplemental documentation:
  - Tax return transcript for requested period
  - Pay stubs for requested period
  - Bank statement for requested period
- Send to Heartland ECSI:

Heartland ECSI  
P.O. Box 1278  
Wexford, PA 15090