

Perkins Loan FAQ

General Student Loan Repayment Questions

- What is the difference between subsidized and unsubsidized loans?
 - **Subsidized loans** are loans where the federal government pays the interest which accrues during any periods of deferment, including the period of enrollment for which you received the loan and any periods of deferment.
 - **Unsubsidized loans** are loans in which you are responsible for paying any and all interest that accrues on the loan, even while enrolled in school and during periods of deferment.
- What is the difference between Principle, Interest, Late fees?
 - The **Principle** is the original loan amount you took out and the remaining portion of the balance owed from the original loan amount.
 - **Interest** is the additional amount that accrues on the loan over time.
 - **Late fees** are charges to the account for missed or late payments.
- What is a grace period?
 - The **grace period** is the period you have after leaving school or after a deferment period has ended before you need to start making payments on your loan.
- What is a loan servicer?
 - Your **loan servicer** is an organization that keeps track of your loan, your payments, and any deferment or forgiveness benefits you use for your loan to help you clearly plan your repayment strategy.
 - For your Perkins Loan with UCSB, you have a UCSB representative and the loan servicing team at ECSI to help you stay on track with your student loan repayment.
- Is there somewhere I can view all my Federal Student Loans?
 - To view all of your federal loans and loan servicers visit the [National Student Loan Data System](#) (NSLDS) website. Please note, this will not show information for any private loans you may have taken out while a student.
- What is loan consolidation?
 - **Loan consolidation** is the combining of all your loans into one large amount to only have one payment under one servicer rather than multiple with different servicers. ***Please note:** When consolidating loans, you may lose certain benefits available under specific loan programs—such as the Perkins Loan Forgiveness benefits. **[Link to Cancellation]**
 - Unfortunately, we are unable to advise regarding loan consolidation, but here are some resources to get you started! **[Link to consolidation]**

About Perkins Loan Repayment

- What is a Perkins Loan?
 - Perkins Loans are federal, subsidized loans serviced by the university of attendance to help students with additional financial need finance their education.
 - Since the Perkins Loan Program is separate from the Direct Loan Program, it comes with its own repayment terms. **[LINK to General info on Perkins Loan Repayment Terms]**.
- What is the interest rate?

- The interest rate on your Perkins Loan is 5%.
- How long is the grace period?
 - Your Perkins Loan has an initial grace period of nine months after leaving the university. There is a subsequent six-month grace period after any deferments.
- I am not sure I took out this loan, can I get more information?
 - You can view all your federal loans and your loan servicers visit the [National Student Loan Data System](#) (NSLDS) website. If you would like additional information, please contact our office at (805) 893-4204 or at loan.info@bfs.ucsb.edu.
- Who is my loan servicer?
 - Your loan servicer is Heartland ECSI and UCSB:
 - Heartland ECSI
 - Website: heartland.ecsi.net
 - Phone: (888) 549-3274
 - Email
 - Mailing:
 - Heartland ECSI
 - P.O. Box 718
 - Wexford, PA 15090
 - UCSB
 - Website: bfs.ucsb.edu/barc/collection
 - Phone: (805) 893-4204
 - Email: loan.info@bfs.ucsb.edu
 - Mailing:
 - Loan Collections
 - 1212 SAASB
 - Santa Barbara, CA 93106
- What are the payment schedules for the Perkins Loan?
 - Your Perkins Loan is billed on a quarterly cycle with the option to switch to a monthly repayment schedule. Your payments are due on the tenth of each month for which the payment is due.
 - Available quarterly repayment schedules:
 - January, April, July, October
 - February, May, August, November
 - March, June, September, December
- When is my first payment due?
 - Your first payment will be due after your grace period has ended. For your Perkins Loan, your grace period is nine-months long, and you are billed at the end of the quarter with payments due on the tenth of the month. You will receive notifications from ECSI so it is important to keep you address information up-to-date.
- How long does it take for my payment to process?
 - According to the ECSI website, payments take 24-48 business hours to process and apply to your account.
- Where do I make my payments?

- You can make your payments on the [Heartland ECSI website](#) or by mailing a payment to ECSI directly. (Please make checks payable to UCSB and mail to :
UCSB
C/O Heartland ECSI
P.O. Box 718
Wexford, PA 15090
- Can I set up recurring payments?
 - You can set up recurring payments on your account through the [Heartland ECSI website](#). ***Please note:** there are fees tied to certain payment options.
- How does my payment apply?
 - Any payment you make on your account applies in this order:
 - Fees (late, actual, collection costs)
 - Past-due interest
 - Current interest
 - Past-due Principle
 - Current Principle
- Can I make a payment that is larger than the amount due?
 - You are welcome to make early payments or payments that exceed the amount due on your account if you are able. This will follow the federal regulations regarding payment meaning the payment will apply in the following order:
 - Fees (late, actual, collection costs)
 - Past-due interest
 - Current interest
 - Past-due Principle
 - Current Principle
 - Any additional amount paid will reduce the Principle loan balance, which will help save you money on interest payments over time.
- What if I cannot afford my payment?
 - If you are unable to afford your payment, there are several options available to prevent your account from becoming delinquent. There are deferments available to postpone payment or repayment plans to help reduce your payment.
 - Contact your representative at UCSB or ECSI to discuss your options.

Working with ECSI

- How do I create an account with ECSI?
 - After you receive your Heartland Key from ECSI:
 - 1. Go to <https://heartland.ecsi.net>.
 - 2. Click the red 'Register' button and create a profile.
 - 3. Connect your account using your Heartland Key visible on your billing statement or other notification.
- If I have Perkins Loans with multiple schools that are serviced by ECSI, will they have the same account number?
 - No. You will have a separate account number for your accounts.
- Can someone else speak about this loan/make a payment on my behalf, such as a parent, spouse, etc.?

- You can authorize ECSI and your UCSB representative to speak with someone else on your behalf through your ECSI account. You can also mail in written authorization.
- Why is there an additional fee for making a payment?
 - Heartland ECSI assesses an additional fee for some of the payment methods available online to cover the processing fee for the payment to go through.

Going back to school

- I am thinking of going back to school and do not know how I will be able to continue making payments. What are my options?
 - Loans in good standing are eligible for an unlimited amount of In-School Deferment [**Link to S Def**]; however, please note, if you do have any prior bills due or delinquent balances, you will need to pay that amount to receive your deferment.
- Want to go back to school but have delinquent balance on my account. How do I get a deferment?
 - If your period of enrollment does not cover the amount due on your account, you are responsible for covering any prior bills due. If you are unable to pay the full amount due prior to your student deferment eligibility, you may want to consider requesting a period of deferment [**link to deferment**] or forbearance [**link to forbearance**] to help cover the prior amount due.
- I am trying to go back to school, but I cannot get financial aid because of this account, what do I need to do?
 - If you are unable to get financial aid at another institution, you likely have a delinquent federal student loan. You can make a payment to cover the balance due on the [ECSI website](#), you can request a period of deferment [**link to deferment**] or forbearance [**link to forbearance**] to help cover the prior amount due, or you can contact a representative at (805) 893-4204 or at loan.info@bfs.ucsb.edu for additional guidance.
 - You should also visit the [National Student Loan Data System](#) (NSLDS) website to make sure you do not have any other federal loans in default.
- I have a block on my BARC account. How do I clear it?
 - UCSB places two different Perkins Loan blocks on your BARC account:
 - **Exit Interview Block:** After you separate from the university, you are required to complete an exit interview for your Perkins Loan. [**Link to wherever exit interview is**]
 - **Collections Block:** If you miss payments on your loan, you will not be able to access various university services until you make the payment, which will clear the block.
 - If you are uncertain as to which block is on your account, contact a representative at (805) 893-4204 or at loan.info@bfs.ucsb.edu for additional information.

Difficulty Making Payments

- What if I have lost my job and cannot make my payments?
 - A loss of job is always stressful; loans in good standing are eligible for up to thirty-six months of unemployment deferment. [**Link to UE Def**]

- What if I am not employed full-time?
 - If you work less than thirty hours per week, loans in good standing are eligible for up to thirty-six months of underemployment deferment [**Link to UE Def**]; however, please note, if you have any prior bills due or delinquent balances, you will need to pay that amount to receive your deferment or have forbearance [**link to Forb**] applied if eligible.
- What if I work but do not make enough money to cover my payment?
 - If you are struggling to make your payment, you may be eligible for several options. Loans in good standing are eligible for up to thirty-six months of Economic Hardship Deferments [**Link to EH Def**] or thirty-six months of Forbearance [**Link to Forb**]; however, please note, if you have any prior bills due or delinquent balances, you will need to pay that amount to receive your deferment or forbearance.
 - You can also look at some of our repayment plan [**Link to Repayment Plans**] options make payments on a monthly schedule.
- Can I set up an Income-Based Repayment Plan (IBR)/Income-Driven Repayment Plan (IDR)?
 - Perkins Loans are not eligible for these kinds of repayment plans. We offer monthly payment plan options to help you stay on-top of your payments and keep your account from going to a collection agency. [**link to payment plans**]
- What if I have an internship or if I am in a residency program?
 - Since an internship or residency program is not the same as being enrolled in school, you are not eligible for the student deferment; however, you may be eligible for up to twenty-four months of the Internship or Residency Deferment for your period of participation. Please note: if you have any prior bills due or delinquent balances, you will need to pay that amount to receive your deferment.
- What if I have used all my deferment/forbearance eligibility or if I am not eligible for a deferment/forbearance?
 - If you do not qualify for a deferment or forbearance, you can request a payment plan with UCSB to help keep your account from being referred to a third-party collection agency.
- I have multiple loans I am making payments on, how do I keep track of all my payments?
 - Keeping track of all your bills and financial obligations can be challenging, especially if you attended multiple universities or took out various types of loans. To view all of your Federal Student Loans and your servicers, visit the [National Student Loan Data System](#) (NSLDS) website.
- I have filed for bankruptcy. Can I discharge my student loans?
 - Per the terms of your promissory note, the Perkins Loan cannot be discharged, even in the event of bankruptcy. However, you can temporarily suspend billing on this account by making sure UCSB is listed as one of the lenders in your case.
- I am unable to work due to a disability and cannot afford to make payments on this account. What are my options?
 - If you are unable to work and earn money due to an injury or illness that is expected to continue indefinitely or result in death, you may be eligible for a [Total and Permanent Disability discharge](#).

- **Delinquency/Default**
- I missed a payment on my account, what are my options?
 - You can make a payment with ECSI to cover the past-due amount. There may have been a late fee assessed to the account; if so, you will need to pay the late fee amount as well.
 - If you are unable to afford the full amount due, you may want to consider requesting a period of deferment [[link to deferment](#)] or forbearance [[link to forbearance](#)] to help bring your account into good standing.
- I missed a couple of my payments but cannot afford to pay the full amount due?
 - If you cannot pay the full amount due on your account, you may want to consider requesting a deferment [[link to deferment](#)] or forbearance [[link to forbearance](#)] to cover some of the delinquent period. If you have a remaining amount due or have exhausted all your deferment or forbearance eligibility, you can also consider setting up a repayment plan [[link to repayment plans](#)] with UCSB.
- Is my loan being reported to credit bureaus?
 - Yes, each month UCSB reports to Equifax regarding the status of your loan, therefore, it is very important to make sure you are current with your payments.
- Will my account be referred to a collection agency?
 - If you do not make payments on your account, set up a deferment or forbearance nor respond to our correspondence, then your loan may go into default and may be referred to a third-party collection agency.
- I was contacted by a collection agency but want to pay off the loan; can I make arrangements through UCSB?
 - Unfortunately, when you are referred to a collection agency, you have to make arrangements through the agency regarding payoff.
- I was contacted by a collection agency but want to set up a payment plan; can I make arrangements through UCSB?
 - Unfortunately, when you are referred to a collection agency, you have to make arrangements through the agency regarding payments unless you are eligible for a deferment [[link to deferment](#)]. Please contact loan.info@bfs.ucsb.edu ONLY IF you believe you are eligible.
- Why was my tax refund withheld?
 - If you have a past-due amount on your account, you may have your income tax return seized and applied to your balance.

About Third-Party Contact:

- Who is ECSI, and why are they contacting me about my loan?
 - ECSI is the new loan servicer for the UCSB Federal Perkins Loan Program and for the UCSB campus-based loans. ECSI will send you important information about your accounts with them, including billing information, deferment information, grace period information, etc.
- Who is ACS, and why are they contacting me about my loan?
 - ACS is the previous loan servicer for the UCSB Federal Perkins Loan Program and for the UCSB campus-based loans. You should no longer be receiving

communications from ACS regarding your UCSB accounts.

- Who is Coast, and why are they contacting me about my loan?
 - Coast is a third-party collection agency UCSB works with if you are behind on payments for any of your accounts. If you are contacted by Coast, you will need to discuss payment arrangements with them by calling 1-888-815-2843
- Who is EOS CCA, and why are they contacting me about my loan?
 - EOS CCA is a third-party collection agency UCSB works with if you are behind on payments for any of your accounts. If you are contacted by Coast, you will need to discuss payment arrangements with them by calling 1-877-395-5997
- Who is Williams & Fudge, and why are they contacting me about my loan?
 - Williams & Fudge, is a third-party collection agency UCSB works with if you are behind on payments for any of your accounts. If you are contacted by Williams & Fudge, you will need to discuss payment arrangements with them by calling 1-800-849-9791
- Who is Alltran/ERS, and why are they contacting me about my loan?
 - Alltran/ERS is a third-party collection agency UCSB works with if you are behind on payments for any of your accounts. If you are contacted by ERS, you will need to discuss payment arrangements with them by calling 1-800-377-1904
 - Who is Fedloan/PHEAA/Navient/Nelnet/Great Lakes/MOHELA, and why are they contacting me about my loan?
 - Fedloan/PHEAA, Navient, Nelnet, Great Lakes, and MOHELA are all Direct Loan servicers. If you receive bills from or make payments to these organizations, they are not connected to your Federal Perkins Loan or any campus-based loans you may have unless you have consolidated your Perkins/institutional loans with them.
 - To view all your federal loans and your loan servicers visit the [National Student Loan Data System](#) (NSLDS) website.

OTHER

- I paid off all my loans, why are you contacting me?
 - You may have paid off your Direct Loans. Visit the [National Student Loan Data System](#) (NSLDS) website to view all your federal loans and your loan servicers. If you are still concerned this is an error, please contact our office at (805) 893-4204 or at [loan.info@bfs.ucsb.edu].