

Total and Permanent Disability Discharge Assignment Guide

Federal Perkins Loan Program

General Background Information

Under the William D. Ford Federal Direct Loan (Direct Loan), Federal Family Education Loan (FFEL), Federal Perkins Loan (Perkins Loan), and TEACH Grant program regulations, borrowers and TEACH Grant recipients may qualify for a Total and Permanent Disability (TPD) discharge of their federal student loans and/or TEACH Grant service obligations based on:

- A certification from a physician that they are totally and permanently disabled;
- A Social Security Administration (SSA) notice of award for Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) benefits indicating that the borrower's next scheduled disability review will be within five to seven years (i.e., a "medical improvement not expected" status); or
- A determination by the U.S. Department of Veterans Affairs (VA) that they are unemployable due to a service-connected disability.

The U.S. Department of Education (Department) issued Final Regulations in August of 2021 that expanded the automatic discharge process to borrowers who are eligible for a TPD loan discharge through SSA data match without requiring the submission of an application from the borrower (see [EA ID: GENERAL-21-49](#)). The rules also describe the process by which the Secretary will automatically discharge the Federal student loans of a borrower who is determined to be eligible for a TPD discharge based on data obtained from either the VA or SSA, unless the borrower notifies the Secretary by a specified date that the borrower does not wish to receive the discharge.

If the borrower notifies the Secretary that they do not wish to receive the discharge, the borrower will remain responsible for repayment of the borrower's loans in accordance with the terms and conditions of the promissory notes that the borrower signed.

School Action and Assignment to TPD Servicer

Schools may be directed to assign Federal Perkins Loans for TPD discharge to the Department at any time during the program year. All loans that a school assigns to the Department are assigned without recompense. The Department will not reimburse the school's Federal Perkins Loan Fund for the loans, and all rights, authorities and privileges associated with the loan are transferred to the United States. After assignment, the school is relieved of incurring additional expenses in attempting to collect on the loan. Any funds collected by the Department on these loans are the property of the United States.

Carefully read and follow the assignment procedures. Loan assignment submissions not adhering to these procedures will need to be re-submitted. Schools must submit accounts for assignment using the Perkins Assignment Form (see the section below) to the TPD Servicer, NelNet.

Except as explained below under “[Automatic TPD Discharge Based on VA Data Match – Do Not Assign Loan](#),” schools **must assign loans to the Department within 45 days of the date of the notification from the Department** that the borrower is approved for a TPD discharge. This notification will be sent to the school in the **Loan Holder Notification (LHN) File** as a secured attachment via email.

IMPORTANT: A loan should only be assigned to the TPD Servicer after the school receives the LHN file with the reason code “APPAPPR.” Do not send the loan prior to receiving the LHN file with this approval reason code, as the borrower has not yet been approved for TPD Discharge.

Payments

Schools may need to process a return of payments to the borrower who made payments on the loan on or after the effective date of the determination by VA or SSA for borrowers who receive the automatic TPD discharge. See publication announcement [Final Regulations on Total and Permanent Disability Loan Discharges](#) on FSA Partners website.

Automatic TPD Discharge Based on VA Data Match – Do Not Assign Loan

If the borrower qualifies for discharge based on documentation from the VA, the loans are **not** assigned to the Department. The Department will notify the school of each veteran borrower’s eligibility for discharge through the LHN file process. The file is sent via email in a password-protected zip file. The notification will also provide the school of the effective date of the VA determination. Upon receiving notification of automatic discharge, the school discharges the borrower’s loans and updates NSLDS.

Automatic TPD Discharge Based on SSA Data Match – Assign Loan

If the borrower qualifies for discharge based on documentation from the SSA, the loans are to be transferred to the Department’s TPD Servicer, NelNet. The Department will notify the school through the LHN file process. Upon receipt of the notification, the school must assign the loans following the assignment procedures below.

TPD Discharge Based on Borrower Application to TPD – Assign Loan

If NelNet receives an application from a borrower on the basis of a total and permanent disability, the Department will notify the school to suspend collection activity on loans while the determination of eligibility for discharge is made. The Department will notify the school through the LHN file process. Upon receipt of the notification, the school must suspend collection activity on loans while the determination of eligibility for discharge is made. If the borrower’s application for TPD is approved, the school must assign the loans following the assignment procedures below.

IMPORTANT: If a school is liquidating its Federal Perkins Loan Program portfolio and has potential TPD loan assignments that have not yet received approval from the TPD Servicer, the school should instead refer the loans through the “regular” liquidation and assignment process and submit them to Department’s Perkins Loan Servicer, ECSI. In these cases, the reason for the assignment should be marked as “Liquidation.”

Loan Holder Notification (LHN) Files

The LHN file is the primary form of communication of TPD discharge information between the Nelnet Total and Permanent Disability Servicer and the school. To ensure the school receives LHN files timely, keep both loan holder information and contact information on the [NSLDS Professional website](#) current. If the school does not currently receive an LHN file, it should take the following steps to begin receiving it:

1. Student Aid Internet Gateway (SAIG) Option (recommended) – Enroll to receive the TPD LHN file via the Student Aid Internet Gateway (SAIG) mailbox.

2. Email Option - Ensure NSLDS has the correct loan holder listed and/or has the correct contact information listed. Once the information on NSLDS is verified, contact the Nelnet Total and Permanent Disability Servicer by email at disabilityinformation@nelnet.net or by phone at 1-888-303-7818. The Nelnet Total and Permanent Disability Servicer will need an email address to send the encrypted LHN file. **Note:** The request to receive LHN files must come from the loan holder.

For detailed instructions about the LHN file, see the [April 17, 2018 Electronic Announcement](#) on FSA Partners website.

The TPD Assignment Process

Required Documentation for TPD Loan Assignments

Perkins loan assignments must include the following documentation. More detailed information about each of the documentation requirements are provided in subsequent sections below. **Note:** If a borrower has more than one loan being assigned, separate supporting documentation must be included for each loan.

- Assignment Manifest
- Perkins Assignment Form
 - Institutional Certification (OMB 1845-0048)
 - Borrower and Loan Information (OMB 1845-0048)
- Original Promissory Note or Perkins Master Promissory Note (MPN)
- Repayment History
- Judgment Information (If applicable)
 - copy of notification letter sent by the school to the judgment debtor
- Bankruptcy Information (If applicable)

To expedite the review process and reduce the number of rejected assignments, the title of each required document in the assignment package (except for the original promissory note and the Perkins Assignment Form) should be included at the top of each document. If there are items in the assignment submission package that need clarification or justification (for example, the school made a disbursement after the withdrawal date), a written explanation should be included with that loan's documentation.

For guidance on TPD processing for joint consolidation loans, co-made PLUS loans, and PLUS loans with endorsers who have applied for TPD discharge, refer to Appendix V – Co-made Loans and Endorsers that is included as an attachment to a [March 8, 2016 Electronic Announcement](#) on FSA Partners website.

What to do if you have missing or defective documentation or other extenuating circumstances

Assignments that have missing or defective (e.g., incomplete, not signed) promissory notes can now be submitted directly to the NelNet TPD Loan Servicer for escalation to the Department for approval. The school must include a written request for the approval of alternative documentation with the assignment packet that the school sends to the NelNet TPD Loan Servicer.

The school should explain the reason the school is missing the required documentation, e.g., natural disaster such as a flood, a fire, or otherwise lost or destroyed, etc., and also affirm that the school searched all its records, and the document does not exist for each loan it submits for assignment to the Department. The explanation must detail the alternate documentation that is being submitted, and should be on a separate sheet of paper that is included with the alternate documents.

The school should complete an assignment form for the assignment, include the explanation along with the supporting documentation that substantiates 1) that the debt was made by the school, e.g., copies (front and back) of signed disbursement checks or vouchers, and 2) that the borrower acknowledges the debt (evidence of payment, deferment, forbearance, cancellation requests, etc.).

The Department will review and evaluate the request and either approve the alternative documentation and allow acceptance of the loan or deny the alternative documentation. If the alternative documentation is denied, this will result in the assignment of the loan being rejected back to the school. Rejection may result in the school having to purchase the account(s). There may be instances where NelNet will contact a school and require additional documentation (unrelated to the approval for missing or incomplete promissory notes) before the loan can be accepted for assignment.

Perkins Loan Assignment Form

The approved Federal Perkins Loan Program Assignment Form (OMB-1845-0048 form) must be used for all assignments to the TPD servicer. The Perkins Loan Assignment Form must be completed according to the form's instructions for each borrower approved for TPD discharge as indicated by the **Loan Holder Notification file**. The assignment form and instructions are available on the [Campus-Based Processing Information page](#) on the FSA Partner's Knowledge Center website. Please read and follow these instructions carefully. For schools that utilize a third-party servicer for the assignment form completion, a servicer may use its system to populate the required assignment form information. Schools and servicers are not permitted to alter the official OMB 1945-0048 form (Assignment Form). Check with your servicer if you contract with them to complete the assignment form information.

A school is required to complete only one Institutional Certification page of the Perkins Assignment Form for each assignment submission package. The Institutional Certification page must bear the original signature of the school official who is authorized to transfer the institution's assets.

The Borrower and Loan Information page of the Perkins Assignment Form should be completed for each loan included in the submission package to the TPD servicer.

Assignment Manifest

A manifest listing the accounts submitted must be included. See Section C of the Institutional Certification page of the Perkins Assignment Form for detailed instructions on the contents and format of the manifest.

Separate or Bundled Loans

- **Loans Made Prior to July 1, 2008:** If an account was bundled (more than one loan was initially reported to NSLDS as one loan), these loans should be listed on the manifest as one loan.
- **Loans Made On or After July 1, 2008:** Loans made on or after July 1, 2008 should have been reported to NSLDS individually and not combined or bundled with another loan(s). Loans made on or after July 1, 2008 must be individually submitted for assignment.

Reporting loans on the manifest in the same manner that they were reported to NSLDS reduces the possibility of matching errors in NSLDS.

Original Perkins Promissory Note

Original Perkins promissory notes are required for all loans, if available. All promissory notes submitted for assignment must be valid legal instruments. The promissory notes must contain signatures, loan amounts, and dates for each loan period. Perkins Master Promissory Notes (MPNs) must contain the borrower's signature and the principal amount loaned must be substantiated by institutional disbursement records.

At some schools, audits and program reviews may have already identified defective or invalid notes (e.g., incomplete, not signed) for loans still held by a school in its portfolio. The school may still assign the loan by following the procedures below for assigning loans with missing or defective promissory notes. If no

copy of a promissory note exists, follow the procedures as outlined above under the section titled, “What to do if you have missing or defective documentation or other extenuating circumstances”.

Electronically signed promissory notes

If a school is assigning a Perkins Loan promissory note that was signed electronically, your school’s most recent audit must verify the extent to which your school’s electronic signature authentication process meets the Department’s Standards for Electronic Signatures in Electronic Student Loan Transactions. In addition, at the Department’s request, your school must provide an affidavit or certification regarding the creation and maintenance of the electronic records of the loan or loans assigned to the Department in a form that is admissible in a legal proceeding. Your school should be able to produce an exact replica of what the student originally signed. Your school may also be required by the Department to provide testimony by an authorized official of the school to ensure the admission of the electronic records of the loan in any legal proceedings. Your school must cooperate with the Department in all activities necessary to enforce the loan.

Missing original promissory note

If an original promissory note is missing, a “Certified True Copy” of the front and back of the promissory note may be submitted in lieu of the missing note.

A “Certified True Copy” of a promissory note

If the original promissory note is no longer available and only a photocopy exists, the photocopy (front and back) may be submitted with the following statement, signed by an appropriate institutional official such as the Controller or Vice President of Finance, appearing on the photocopy:

"Certified True Copy"

I declare under penalty of perjury that the foregoing is a true and correct copy of the original promissory note.

Signature:

Title:

Date:

If no copy exists and a school has extenuating circumstances for not having maintained a copy, follow the procedures as outlined above under the section titled, What to do if you have missing or defective documentation or other extenuating circumstances.

Multiple loans on one note

If a school has a National Defense Student Loan and a National Direct Student Loan on the same promissory note, or the promissory note includes more than one interest rate for the same borrower, or different individuals co-signed parts of the same promissory note, each loan must be treated as a separate loan even though the loans are on the same promissory note. In this situation, a school should make a certified true copy of the original promissory note (as previously instructed) and include the original promissory note with one loan and the certified true copy with the other loan(s).

Attach a clarifying statement with the certified true copy indicating that the original promissory note is attached to one of the borrower's other loans included in the assignment package. (Please specify Federal Perkins, Direct, or Defense Loan). A separate Perkins Assignment Form, along with supporting documentation, must be completed for each note with different terms.

With the exception of an MPN, any assignment where one promissory note represents two loans for any reason other than that described in the preceding paragraph may need to be escalated to the Department for approval prior to any acceptance of the loan or loans.

Repayment Records

A copy of the student's loan repayment history (financial profile of the account) must be provided. Such a repayment history includes all payments made, on a payment-by-payment basis, and how individual payments were applied (such as what portion of the payment was applied to principal and what portion was applied to interest, etc.). Each payment history must also include total amounts for each of these areas of payment application. A key to interpret the repayment history must also be provided and attached to any printout. Such a key will assist in the interpretation of every accounting transaction that appears on the repayment history.

Disbursement Records

Disbursement records, showing the amount and date of each disbursement of a borrower's Perkins Loans, may be needed to enforce a Perkins MPN. Disbursement records are required when assigning any loans made using a Perkins MPN.

Judgment Information (If Applicable)

If a school has initiated legal action against a borrower as part of its collection efforts, the loans of that borrower cannot be assigned to the Department until the litigation is completed and a judgment is rendered for the institution and against the borrower or endorser or the judgment is denied. If the institution chooses to assign the loan immediately, the legal action will need to be withdrawn from the courts.

The Department does not accept assignment of loans for which the institution has obtained a judgment unless the institution transfers the original or a certified true copy of the judgment to the Department with the Perkins assignment form.

To make the judgment enforceable by the U.S. Department of Education as assignee, some states require the school, as holder of the judgment, to notify the court that rendered the judgment of the assignment. Other states have no such requirement. If unsure of the rules of the state, the school's attorney should contact the office of the court clerk to inquire about any such requirements.

If the state the judgment was entered in does not require that the judgment be assigned through the court, the following sample statement should accompany the judgment in order to affect the transfer:

Sample Statement

"All rights, title, and interest of the undersigned in this judgment are hereby assigned to the U. S. Department of Education. U. S. Department of Education shall have the exclusive right to enforce or release this judgment or any liens created thereby without limitation. Assignor/ [Name of School] certifies that it has complied with any applicable state requirements for the assignment of judgements."

Any judgment that is included as part of an assignment package must cite the interest rate and expiration date. In many states, judgment interest rates and expiration dates are set by state law and thus may not be contained within the individual judgment. If the interest rate or expiration date does not appear within a judgment submitted by a school as part of its assignment package, the school's attorney or the authorized official assigning the loan must provide this information in a separate signed statement. A copy of such a signed statement must be provided with each account.

Note: Prior to reporting judgment data on the Perkins assignment form, a school should prepare for its records a breakout of principal, interest, etc., from any judgment that combines these amounts, to what it was at the time of the litigation, and then follow these remaining steps:

1. Enter the interest rate as assigned by the court into Item #19 "Applicable Interest Rate"
2. Enter all payments applied to principal (both before and since the judgment) into Item #30 "Principal Amount Repaid"

3. Enter all payments applied to collection costs provided by the judgment into Item #33 "Collection Costs Repaid"
4. Enter all payments applied to interest (both before the judgment at the interest rate of the note, and since the judgment at the interest rate provided by the judgment) into Item #34 "Interest Repaid"
5. Enter any litigation or court costs, if awarded by the court that do not represent principal, interest, or collection costs, into Item #37 "Collection Costs/Penalty/Late Charges"
6. Enter any reductions made by the court to the principal or interest sought into Item #29 "Principal Amount Adjusted" or Item #34 "Interest Repaid", as applicable.

If, for any reason, the amount of the judgment that the court awarded represents a reduction from the amount sought by the institution, and it is not clear whether that reduction stems from a reduction of principal, interest, or collection costs, etc. THE ACCOUNT MAY NOT BE ASSIGNED. Any account for which Section D ("Loan Information: Financial") does not reconcile with the amount of any submitted judgment less any subsequent payments WILL BE REJECTED.

If the amount of the judgment represents a combination of Perkins loan(s) and other institutional debts, the institution must provide the outstanding balance and interest rate of the Perkins Loan that was included in the judgment and the institution releases its claim on any unpaid institutional debts covered by the judgment when the institution assigns the judgment to the Department.

Note: Section 484A (20 USC 1091a) deals with the statute of limitations for student loans and state court judgments on student loans. In 1991, the amendments to the *Higher Education Act of 1965*, as amended (*HEA*), eliminated the previous 7-year time limitation on the collection of student loans regardless of any other statute, regulation or administrative limitation. Thus, under section 484A, if a holder of a loan obtained a judgment on a student loan account, and the judgment expired 10 years ago—despite the expiration of the 10 years, the judgment could still be enforced and collected in the 11th year and thereafter. Section 484A(a) applies to all judgments not just state court judgments. For judgments that expired prior to April 9, 1991, the school does not have to assign rights of the judgment to the U.S. Department of Education. The school must transfer the rights to the Department for all active judgments.

Bankruptcy Information (if applicable)

If a school receives notification that a bankruptcy petition has been filed prior to the time the school submits the loan to the Department, the account cannot be assigned until the court has ruled on the bankruptcy petition except in the case of a school that is liquidating or closing. If the school is not liquidating or closing, it cannot assign any account pending a bankruptcy decision by the court.

A school that is officially liquidating its program or is closing can submit an account for assignment pending a bankruptcy decision but must first **withdraw the proof of claim from the bankruptcy court to which the proof of claim was filed. This information may be verifiable through the Public Access to Court Electronic Records (PACER) system.** If you are unsure if a proof of claim was filed or unsure how to withdraw a claim with the bankruptcy court, you should consult with your school's attorney. Once the proof of claim has been withdrawn, the loan can be submitted for assignment to the Department. All documents related to the bankruptcy filing must be included in addition to any communication that confirms the proof of claim was withdrawn from the courts.

If the court rules that the loan can be discharged, the account should not be assigned and may be eligible to be written off the institution's records as a bankruptcy.

If the court rules that the loan cannot be discharged, the account is then eligible for assignment to the Department. All documentation supporting the court decision must be included with the assignment submission. This would include any documents received from or sent to the bankruptcy court. If you are

unsure of the type of bankruptcy petition filed or the loan's eligibility for discharge, you should consult with your school's attorney.

If the institution has received documentation that the bankruptcy petition has been dismissed, the account is eligible for assignment. All bankruptcy and dismissal documents must be included with the assignment submission.

If the institution receives a petition for bankruptcy **after** the Department has accepted the loan for assignment, the notice must be forwarded to the NelNet TPD Servicer.

A discharge in bankruptcy prevents further enforcement of the obligation against the borrower. Any cosigner is still legally responsible for the debt. The institution must perform all due diligence requirements with respect to the cosigner prior to attempting assignment to the Department.

Note: See CFR 34, Section 674.49 of the Perkins regulations and Volume 6, Chapter 4 ("Bankruptcy discharge") of the Federal Student Aid Handbook for more specific information about bankruptcy.

Organize all Loans and Prepare for Mailing

All loans being packaged and submitted for TPD assignment should be organized by borrower, in alphabetical order by last name, and paper- clipped or stapled. For example, a package of loans to be mailed should include:

- One school certification's page, completed and signed
- The manifest for all loans included in the packet according to the manifest instructions
- A completed Assignment Form-Borrower and Loan Information (OMB 1845), followed by the rest of the required loan documentation for each borrower listed on the manifest in the submission package. (For loans missing promissory notes, include written explanation and alternative documentation that meets the criteria as described above under the section What to do if you have missing or defective documentation or other extenuating circumstances.)

The school must email a copy of the assignment manifest and institutional certification form to the TPD Servicer in a password-protected .zip file (and provide the password in a separate email) at disabilityinformation@nelnet.net. The copy can be in .pdf or MS Word compatible formats (.doc, .docx, .rtf, .txt, etc.).

Mailing Instructions

Due to a history of damaged packages shipped via private carriers and the U.S. Mail, the Department requires additional safeguards related to packages that contain Personally Identifiable Information (PII):

Schools must double package all sensitive documents in opaque materials that are approved by the shipping agent of the school (DHL, FedEx, UPS, USPS, etc.). Both the "TO" and "FROM" addresses must be included on both the inner and outer packages. Shipping agents must have the capability of tracking the shipment's status and must require signatures upon receipt (certified or registered mail). The package should not identify the sensitivity of the contents.

Send by registered or certified mail to:

U.S. Department of Education
121 South 13th Street, Suite 201
Lincoln, NE 68508

Fax: 303-696-5250

Schools should fax time-sensitive documents, call the TPD Servicer to notify of the fax, and mail the original documents to the address above.

Resubmission Procedures

If it is necessary for a school to resubmit an account, corrections can be made directly on the returned Perkins Assignment Form, or on a photocopy or school-produced version of the Perkins Assignment Form. Corrections should be made using blue or black ink. (DO NOT USE RED INK). Each change must bear the initials of the staff member making the change. Corrections must be clear and legible.

Alternatively, a school may prepare a new form. If a new Perkins Assignment Form is prepared, a school should not resubmit the old Perkins Assignment Form. If the account is resubmitted more than 45 days after its date of return to the school, the certification date and interest due must be changed. If an account is rejected due to a problem with any of the dates appearing on the Perkins Assignment Form, a school should ensure that all correlating dates are correct before resubmitting the assignment. For example, if a school corrects Item 22 "Date Last Grace Period Ended," the institution should ensure that Item 23 "Date of Default" is still correct. "Resubmission" must be clearly written on the form and the envelope.

The resubmission package must include:

- All documentation (supporting documentation, and, if applicable, payment information) originally submitted
- A new assignment manifest

Similar to the original submission, the school should email a copy of the assignment manifest and institutional certification form to the TPD Servicer in a password-protected .zip file (and provide the password in a separate email) at disabilityinformation@nelnet.net. The copy can be in .pdf or MS Word compatible formats (.doc, .docx, .rtf, .txt, etc).

Reporting: Credit Bureau, NSLDS, and FISAP

After the Department's TPD Servicer has officially accepted the TPD loan assignment, the school must update information with the credit bureaus and NSLDS as well as on the Fiscal Operations Report and Application to Participate (FISAP).

Credit Bureau Reporting

Non-defaulted loan held by the School: The school reports Status Code "05" and the Payment Rating that is consistent with the current or delinquent status of the account on the date a school submits a disability assignment to the Department (i.e., 0, 1, 2, 3, 4, 5 or 6). Status Code 05 is defined as "Account transferred to another office" and the Payment Rating indicates that the payment for this month was current or delinquent.

Status Code 05 is considered a "final" status; no further reporting by the school would be required.

A school should retain a Payment History Profile Grid that represents the accurate account history.

Defaulted loan (previously reported by the school as Status Code 93 – Collection): The school reports Status Code "05", Payment Rating "G" and Special Comment Code "AL." Status Code 05 is defined as "Account transferred to another office." Payment Rating G indicates that the account was a Collection prior to the transfer, and Special Comment Code AL indicates "Student loan – permanently assigned to government."

Status Code 05 is considered a "final" status; no further reporting by the school would be required

A school should retain all collection history already reported for historical credit reporting purposes.

NSLDS Reporting

Once a loan is **officially accepted** for assignment by TPD, the school or its servicer must update the loan in NSLDS to show that it is "transferred for assignment". This is done by using the transfer code "AE" in Field Code #263. (This will release the loan and enable the Department to report on it.)

When reporting loans as transferred to the Department “AE”, the Date of Loan Status field (Field Code #262) should match the loan “certification date” used on the assignment form (Certification, Section B, Item 12).

IMPORTANT: Once the loan is reported with the “AE” transfer code, the school or its servicer should not report on that same loan again.

A note about the transfer process in NSLDS: Although loan transfer codes use the loan status code field (Field Code #263) on the Database Extract File, they are NOT loan status codes and do not update the loan status code fields in NSLDS. Instead, they indicate that the loan was assigned, was accepted and is now in transit to the Department. The loan is officially transferred when the Department’s servicer reports on the loan. If the previous data provider (the school) reports the loan with a non-transfer loan status before the Department reports on the loan, NSLDS will assume that the transfer request was incorrect, and the loan would be retained by the previous data provider (the school).

It is both the “AE” transfer code and the correct “certification date” as the Date of Loan Status, that when reported correctly during the update to NSLDS, allows for a seamless transfer of the loan from the school to the Department. Once notified of successful reporting, the school or its servicer must stop reporting the loan to NSLDS. Whoever does the reporting to NSLDS for the school should be familiar with these reporting requirements as well as the Perkins Data Provider Instructions posted on the [FSA Partner’s Knowledge Center website](#) to ensure any errors that are reported are being corrected by the originating data provider.

FISAP Reporting

If the Department determines that the borrower is total and permanently disabled, the school must assign the loan to the Department and report the assignment, and any associated refunds, as instructed on the "Fiscal Operations Report and Application to Participate (FISAP)."

Payments Received after Assignment

Any payments received by a school or its servicer after the loan has been accepted for assignment should be returned to the sender. This includes payments from a borrower or involuntary payments (e.g., Administrative Wage Garnishment).

Note: Borrowers wishing to satisfy their debts once their loans have been accepted for assignment should be directed to the Department’s TPD Servicer.

Contact Information

Questions regarding the assignment process for TPD Discharge or questions about loans after they have been assigned due to TPD should be directed either in writing or by phone to the Department’s TPD Servicer at:

U.S. Department of Education
P.O. Box 87310
Lincoln, NE 68501-7130

Telephone: 1-888-303-7818 **Note:** If a user is hearing-impaired, he or she may web chat with a representative by visiting <https://disabilitydischarge.com> and clicking “Chat Now”.

Email: disabilityinformation@nelnet.net

For general questions the Federal Perkins Loan Program or about the FISAP, contact the COD School Relations Center at 1-800-848-098 or by email at CODSupport@ed.gov.