



## Public Service Loan Forgiveness (PSLF) Changes

The Public Service Loan Forgiveness (PSLF) Program is an important—but largely unmet—promise to provide debt relief to support borrowers serving their communities by cancelling loans after 10 years of public service. The US Department of Education (ED) [has announced](#) the following actions to improve the program.

**Implement a Limited PSLF Waiver to count all prior payments made by student borrowers toward PSLF, regardless of loan program.** This will apply to Direct Loans, loans consolidated into the Direct Loan Program, and other types of federal student loans (including the Federal Family Education Loan (FFEL) Program) taken out by students who submit a consolidation application while the waiver is in effect (through October 31, 2022).

**Simplify what it means for a payment to qualify for PSLF.** ED will automatically adjust PSLF payment counts for payments made on or before October 31, 2021 for borrowers with payments that did not previously count toward PSLF due to technical requirements around borrowers' choice of payment plan, timing, and amount of the payment. Borrowers who have not yet applied for PSLF forgiveness or certified employment but do so by October 31, 2022 will benefit from these temporary rules as well.

**Eliminate barriers for military service members to receive PSLF.** ED will allow months spent on active duty to count toward PSLF, even if the service member's loans were on a deferment or forbearance rather than in active repayment.

**Automatically help service members and other federal employees access PSLF.** Next year, ED will begin automatically giving federal employees credit for PSLF by matching their data with information held by other federal agencies about service members and the federal workforce.

**Review denied PSLF applications and correct errors in PSLF processing.** ED will complete a review of all denied PSLF applications and PSLF processing practices to identify and address errors. Borrowers who believe there have been errors in processing their PSLF application after ED first conducts their reviews will be able to use an interim reconsideration process to receive a second individual review next year.

**Improve outreach and communication with PSLF-eligible borrowers.** Starting this fall, ED will begin an outreach campaign to ensure that all potentially eligible borrowers are aware of the improvements to PSLF and tools available.

**Simplify the PSLF application process.** In the coming year, FSA will create a smoother application process by working with local governments, state education agencies, school districts, labor unions, and others to improve FSA's database of qualifying employers and creating an option to digitally sign PSLF applications.

**Make long-term improvements to PSLF through rulemaking.** In addition to the executive actions outlined here, ED plans to continue transforming PSLF through the negotiated [rulemaking process](#). ED's regulatory proposal includes changes that would make it easier for borrowers to make progress toward forgiveness, including simplifying qualifying payment rules and allowing certain types of deferments and forbearances to count toward PSLF.

**What Borrowers Should Know:** ED will roll out these improvements in groups over the coming months. For more information, please visit [StudentAid.gov/PSLFWaiver](https://StudentAid.gov/PSLFWaiver). Borrowers should also ensure their contact information on file is accurate by registering for an FSA ID at [StudentAid.gov/create-account](https://StudentAid.gov/create-account) or updating their StudentAid.gov contact information by logging in and visiting [StudentAid.gov/settings](https://StudentAid.gov/settings).

Please reach out to Morgan Polk ([mpolk@nul.org](mailto:mpolk@nul.org)) and Susie Feliz ([sfeliz@nul.org](mailto:sfeliz@nul.org)) with additional questions.