

# **STUDENT LOAN EXIT COUNSELING INSTRUCTIONS**

Exit Counseling must be completed when student borrowers graduate, leave school, or drop below half-time enrollment. Contact your loan servicer for instructions on how your current loan can remain in deferment while you continue your education.

## **To complete Exit Counseling, you will need:**

- 20-30 minutes of uninterrupted time to complete the session.
- Your Federal Student Aid PIN (if you do not have a Federal Student Aid PIN, visit [www.pin.ed.gov](http://www.pin.ed.gov)). You must sign in using your own Federal Student Aid PIN to complete counseling, as use of another person's PIN constitutes fraud.
- Name(s) of the school(s) you wish to notify of counseling completion.
- Any details on your income, financial aid, and living expenses. Some of this information can be found in your student account information.
- The names, addresses, e-mail addresses, and phone numbers for your next of kin, two references who live in the US, and your future employer (if known). This information is needed because at the end of the exit counseling session, this information is collected that will be included as part of your federal student loan records. Note: You may not list the same person as both your Next of Kin and a Reference.

## **Begin your Exit Counseling session on StudentLoans.gov**

- Sign in to the StudentLoans.gov Web site (You will need your Federal Student Aid PIN.)
- Select the Complete Counseling link under the Counseling section of the left navigation pane.
- Select the Start button within the Exit Counseling section of the page.

### Select Your Schools to Notify

- Indicate the schools you wish to notify of your Exit Counseling session in the Select Schools to Notify section. You may select up to 3 schools you wish to notify of your counseling completion, being sure to click the “Add School” button. Once you do this, the School Name and Address appear with a check box next to it. If you do not click the "Add School" button then this school will not be notified.
- Select the Continue button at the bottom of the page to proceed to the next step of the counseling session.

## **Complete Your Exit Counseling Step 1 – Understand Your Loans**

- The “Understand Your Loans” step displays a customized breakdown of the student’s loans and also covers basic loan terminology, the most effective ways to pay for School, and the different types of student loans.
- The total amount of loans that you must repay will display. To view your loans, click the plus sign (+). To add any student loans that are not listed, click “Add Loan”.
- Answer all “Check Your Knowledge” questions correctly and click Continue before proceeding

to the next step. Each “Check Your Knowledge” question is contained in a purple box to distinguish it from other items on the page. If you receive the “There are one or more errors on this page” message, then look for any “Answer Required” error messages on the page and answer these questions or you will not be able to proceed to the next step.

- Select the Continue button at the bottom of the page to proceed to Step 2.

### **Complete Your Exit Counseling Step 2 – Plan to Repay**

- The “Plan to Repay” step has the tools to help students navigate their repayment and forecast post-graduation loan commitments.
- Complete both tabs on the page. You must complete the “Your Monthly Loan Payment” tab. Then, select and complete the “Estimate Your Monthly Income” tab. Based on the information you entered on both tabs, the approximate monthly payment will display, and you can view different repayment plans. If you receive the “You must complete all tabs before continuing to the next topic” error message, then be sure that the following values on the page are NOT \$0: Projected Loan Balance, Projected Annual Income.
- Answer all “Check Your Knowledge” questions correctly and click Continue before proceeding to the next step. Each “Check Your Knowledge” question is contained in a purple box to distinguish it from other items on the page. If you receive the “There are one or more errors on this page” message, then look for any “Answer Required” error messages on the page and answer these questions or you will not be able to proceed to the next step.
- Select the Continue button at the bottom of the page to proceed to Step 3.

### **Complete Your Exit Counseling Step 3 – Avoid Default**

- The “Avoid Default” step helps students understand how to avoid delinquency and default, postpone or lower their payments, and the terms of loan forgiveness and cancellation.
- Answer all “Check Your Knowledge” questions correctly and click Continue before proceeding to the next step. Each “Check Your Knowledge” question is contained in a purple box to distinguish it from other items on the page. If you receive the “There are one or more errors on this page” message, then look for any “Answer Required” error messages on the page and answer these questions or you will not be able to proceed to the next step.
- Select the Continue button at the bottom of the page to proceed to Step 4.

### **Complete Your Exit Counseling Step 4 – Make Finances a Priority**

- The “Make Finances a Priority” step is designed to teach students about their income and taxes, how to protect their credit and identity, and how to develop a sound financial plan.
- Answer all “Check Your Knowledge” questions correctly and click Continue before proceeding to the next step. Each “Check Your Knowledge” question is contained in a purple box to distinguish it from other items on the page. If you receive the “There are one or more errors on this page” message, then look for any “Answer Required” error messages on the page and answer these questions or you will not be able to proceed to the next step.

- Select the Continue button at the bottom of the page to proceed to Step 5.

### **Complete Your Exit Counseling Step 5 – Repayment Information**

- The “Repayment Information” step collects information about you, your references, and your preferred repayment plan.
- Input your permanent address, personal contact information, your employer information (if known), and contact information for your next of kin in the Borrower Information section, then input the contact information for two references in the Reference Information section. Note that you may not use the same person as both a Next of Kin and a Reference.
- Select a Repayment plan from the Repayment Plan for Students dropdown.
- Once you have completed all the sections on the page, click the Submit Counseling button at the bottom of the page to submit the Exit counseling session.

Troubleshooting Tip: If you do not answer a question during the Knowledge Check, you will receive the following error: “There are one more errors on this page.” You MUST read the material and answer all the “Check Your Knowledge” questions.

After submitting the Exit Counseling session, a Summary page will display with useful information and the list of schools that will be notified about your successful counseling completion.