

Overview of Public Service Loan Forgiveness for City Employees



Department of Social Services
March 20, 2024

NYC Consumer and
Worker Protection



Speakers



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NYC Department of Consumer and Worker Protection (DCWP) protects and enhances the daily economic lives of New Yorkers to create thriving communities.



What is the Public Service Loan Forgiveness (PSLF) Program?

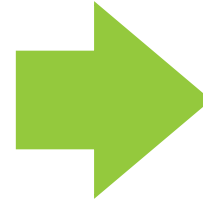
The [PSLF program](#) is a federal student loan forgiveness program if a borrower:

- Is employed by a public service employer (*spoiler alert!*)
- Has Direct Loans (or has consolidated other federal student loans in a Direct Loan)
- Is paying under an eligible income-driven repayment plan



How Does PSLF Work?

- ✓ Make 120 payments (approx. 10 years of qualifying payments)
- ✓ Be employed by a public service employer



\$ Your remaining balance will be forgiven!

\$ To date, the average amount for NYS resident is over \$61,000!



Do My Loans Qualify?

Eligible Loans	Ineligible Loans
Direct Subsidized Loans	Federal Family Education Loan (FFEL)*
Direct Unsubsidized Loans	Federal Perkins Loan (Perkins Loan)*
Direct PLUS Loans	Direct PLUS Loans to parents*
Direct Consolidation Loans	Student loans from private lenders

Visit studentaid.gov to access your account to see which loans you have.

*Consolidation options are available.



Which Employers & Payments Qualify?

Qualifying employers: U.S. federal, state, local, or tribal government or not-for-profit organization (federal service includes U.S. military service)

Qualifying payments:

- ✓ A **monthly payment** while you were employed full-time by a **qualifying employer** after 10/1/2007;
- ✓ Under a **qualifying repayment plan** (IDR or other Temporary Expanded PSLF); AND
- ✓ Full amount due on the borrower's bill OR accepted deferment or forbearance (including COVID-19/CARES period)
- ✓ Payments do not need to be consecutive or to the same employer.



What is the IDR Account Adjustment?

- Any time a borrower has spent in repayment and many periods of forbearance or deferment can now be counted toward the 10-year PSLF.
- The IDR Waiver one-time account adjustment will occur automatically (no application needed) by July 1, 2024.
 - Twelve months of consecutive forbearance (or more) or 36 months of total forbearance (or more) now count toward forgiveness.
 - Any time spent in repayment (or qualifying periods of forbearance or deferment) now counts toward forgiveness, even if you consolidate.
- Consolidation: More than four million borrowers could receive total forgiveness if they consolidate before the deadline.
 - **To qualify, some borrowers (with commercially managed FFEL, Perkins, or Health Education Assistance Loan (HEAL) Program loans – before 2019) must consolidate their loans before April 30, 2024.**



How Can I Apply

- You can visit Federal Student Aid to use the [PSLF Help Tool](#) or download and complete the [PSLF form](#) which takes ***less than 30 minutes and is the best first step!***
- You must still be working for a qualifying employer at the time you submit your form for forgiveness.
- The PSLF Help Tool has 5 steps (i.e., Employment History, Loan Tips, Application Details, Personal Information, and Review & Save) and must be completed in a single session.
- Employer(s) will need to certify the form for you to qualify for loan forgiveness, which happens after 120 qualifying payments.



PSLF Help Tool (Landing Page)

An official website of the United States government. Help Center English | Español

Federal Student Aid

UNDERSTAND AID APPLY FOR AID COMPLETE AID PROCESS MANAGE LOANS

Public Service Loan Forgiveness (PSLF) Help Tool

The PSLF Help Tool will help determine whether you work for a qualifying employer for the PSLF or Temporary Expanded PSLF (TEPSLF) programs, suggest actions you can take to become eligible, and guide you through the submission process.

Using the PSLF Help Tool

You can use the PSLF Help Tool to search for a qualifying employer, learn what actions you may need to take to be eligible for PSLF or TEPSLF, and generate the form you need. Each time you submit a form, we will evaluate your eligibility for forgiveness, and provide that forgiveness to you if you are eligible. After you submit your form, if you have Direct Loans and work for a qualifying employer, you will receive a count of the number of qualifying payments you have made toward both PSLF and TEPSLF from FedLoan Servicing.

Learn more about [PSLF](#) and [TEPSLF](#).

Start

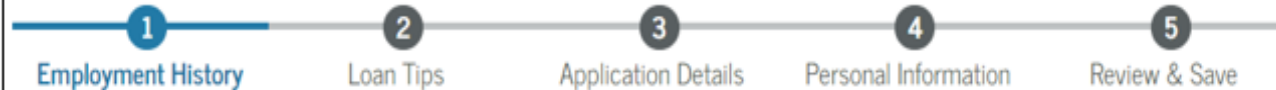
The PSLF Help Tool Landing Page

- The PSLF Help Tool takes between 15-30 minutes to complete.
- Make sure that you have all the required information ready since you cannot save an existing application once you start.



PSLF Help Tool (Employment History)

Public Service Loan Forgiveness (PSLF) Help Tool



My Employers

Add your past and current employers below to determine whether they qualify for PSLF and TEPSLF during the time of your employment.

Notes: 1) Previous or current employment information will only be provided below if you have used the PSLF Help Tool to submit a form in the past. You do not need to submit a new form for employment that has already been certified.

2) This PSLF Help Tool was created before the COVID-19 relief measures and the limited PSLF waiver period began, so it was not designed address those flexibilities. We are working to incorporate the limited PSLF waiver changes in the near future. As you go through this tool, pay special attention to alerts about information that may no longer apply to you due to these changes.

- Double check that you do not include any overlapping employment periods.
- Keep your date formats (XX/XX/XXXX) consistent throughout the process.



PSLF Help Tool (Employment History)

Public Service Loan Forgiveness (PSLF) Help Tool

Progress bar: 1 Employment History (active), 2 Loan Tips, 3 Application Details, 4 Personal Information, 5 Review & Save

Search for Employer ?

Employer Identification Number (EIN)

[How do I find my EIN?](#)

☐ This is my current employer

Employment Start Date To Employment End Date

- You will need your most recent W-2 from your employer or your employer's Federal Employer Identification Number (EIN).
- For City of New York employees, the EIN is **136400434**.





PSLF Help Tool (Employment History)

13-6400434

☐ RITA PLUSH
22041 KINGSBURY AVE OAKLAND GDNS, NY 11364 US

✓ Eligible ?

13-6400434

☒ The City of New York
No address on file

✓ Eligible ?

13-6400434

☐ The City of New York - All Employees
No address on file

✓ Eligible ?

Is your employer not listed? [Manually add your employer](#)

< Previous

1

Next >

Previous

Continue

- You may need to scroll through several pages to find the right one for you.



PSLF Help Tool (Employment History)

PSLF Help Tool Search Results No Employer

In the end, if this happens to you, don't fret. We will review your submission and use your submission to add your employer to our database when our review is complete. We recommend two things when doing your manual entry:

1. Enter your employer name exactly as it appears on your W-2.
2. Upload a copy of your W-2 when prompted to upload documentation (this will save us—and you—a lot of time in our review).

- You WILL find the City of New York, but you may not find a previous public service employer...
don't panic, you can include a manual entry.



PSLF & TEPSLF Certification & Application



PUBLIC SERVICE LOAN FORGIVENESS (PSLF) & TEMPORARY EXPANDED PSLF (TEPSLF) CERTIFICATION & APPLICATION William D. Ford Federal Direct Loan (Direct Loan) Program

OMB No. 1845-0110
Form Approved
Exp. Date 08/31/2023
PSFAP - XBCR

WARNING: Any person who knowingly makes a false statement or misrepresentation on this form or on any accompanying document is subject to penalties that may include fines, imprisonment, or both, under the U.S. Criminal Code and 20 U.S.C. 1097.

SECTION 1: BORROWER INFORMATION

Please enter or correct the following information.

☐ Check this box if any of your information has changed.

SSN
Date of Birth
Name
Address
City State Zip Code
Telephone - Primary
Telephone - Alternate
Email

For more information on PSLF, visit [StudentAid.gov/publicservice](https://studentaid.gov/publicservice). To apply online, visit [StudentAid.gov/PSLF](https://studentaid.gov/PSLF).

SECTION 2: BORROWER REQUEST, UNDERSTANDINGS, AND CERTIFICATION

I request (1) that the U.S. Department of Education (the Department) determine whether I qualify for PSLF or TEPSLF, and discharge any qualifying loans that I have, and (2) if none of my loans qualify for PSLF or TEPSLF when I submit this form, determine how many qualifying payments I have made towards PSLF and TEPSLF.

☐ I just want to find out how many qualifying payments I have made or if my employer is a qualified employer.

☐ I believe I qualify for forgiveness under PSLF or TEPSLF right now.

☐ If I indicated that I believe I qualify for forgiveness now, I want a forbearance while my application is being processed, but understand that periods of forbearance do not count towards forgiveness.

I understand that:

- To qualify for forgiveness, I must have made 120 qualifying payments on my Direct Loans while employed full-time by a qualifying employer. Neither the 120 qualifying payments nor employment have to be consecutive.
- To qualify for forgiveness, I must be employed full-time by a qualifying employer when I apply for and get forgiveness.
- By submitting this form, my student loans held by the Department may be transferred to MOHELA.
- If the Department determines that I appear to be eligible for forgiveness, the Department may contact my employer before granting forgiveness to ensure that I continue to work for the employer.
- If I am eligible for forgiveness, the amount forgiven will be the principal and interest that was due on my eligible Direct Loans when I made my final qualifying payment. Any amount that I pay on those loans after I have made my final qualifying payment will be treated as an overpayment. I must continue to make payments on any of my other loans.
- If I am not eligible for forgiveness, I will be notified of the determination, why it was made, and how many qualifying payments I have made towards PSLF and TEPSLF.

I certify that all of the information I have provided on this form and in any accompanying document is true, complete, and correct to the best of my knowledge and belief and that if I cease to be employed by a qualifying employer after I submit this application, but before forgiveness is granted, I will notify the Department (see Section 7) immediately.

☐ Check this box if you cannot obtain certification from your employer because the organization is closed or because the organization has refused to certify your employment. The Department will follow up to assist you in getting documentation of your employment. **Complete Section 3, but do not complete Section 4.**

Borrower's Signature

Date

Best Practices

- Fill out the form completely. Any blank space should be filled in "NA".
- Sign and date!
- Turn in the form every year of qualifying employment.
- Certify with qualifying employers when changing employment.
- Have an official from your agency's human resources department fill the form:
- Follow up with your employer about filling out their part.
- Keep copies for your own records.
- Check the updated qualifying payments after the PSLF Form has been submitted.



DSS-HRA-DHS Employment Verification

If you meet the employment requirements for PSLF, you must still certify your employment. Once you reach Section 4, request verification and employer signature via email from the **Employment Verification Unit (EVU)** at DSS Human Resources Solutions (HRS):

Employment Verification Unit:
evu@dss.nyc.gov



In your email, you must include:

- Your name and EIN
- The name of the form



Turnaround Time:
Up to two weeks depending on
current requests and other work
volume in the unit.



PSLF & TEPSLF Certification & Application

Borrower Name Borrower SSN

SECTION 3: EMPLOYER INFORMATION (TO BE COMPLETED BY THE BORROWER OR EMPLOYER)

1. Employer Name:

2. Federal Employer Identification Number (FEIN)

3. Employer Address:

4. Employer Website (if any):

5. Employment Begin Date:

6. Employment End Date:

OR
☐ Still Employed

7. Employment Status: ☐ Full-Time ☐ Part-Time

8. Hours Per Week (Average)
Include vacation, leave time, or any leave taken under the Family Medical Leave Act of 1993.

9. Is your employer a **governmental** organization?
A governmental organization is a Federal, State, local, or Tribal government organization, agency, or entity, a public child or family service agency, a Tribal college or university, or the Peace Corps or AmeriCorps. Federal service includes military service.
☐ Yes - Skip to Section 4.
☐ No - Continue to Item 10.

10. Is your employer tax-exempt under Section 501(c)(3) of the Internal Revenue Code (IRC)?
If your employer is tax-exempt under another subsection of 501(c) of the IRC, such as 501(c)(4) or 501(c)(6), check "No" to this question.
☐ Yes - Skip to Section 4.
☐ No - Continue to Item 11.

11. Is your employer a **not-for-profit** organization that is **not** tax-exempt under Section 501(c)(3) of the Internal Revenue Code?
☐ Yes - Continue to Item 12.
☐ No - Your employer does not qualify.

12. Is your employer a partisan political organization or a labor union?
☐ Yes - Your employer does not qualify.
☐ No - Continue to Item 13.

13. Which of the following services does your employer provide? Check all that apply and then continue to Section 4. If you check "None of the above", do not submit this form.
☐ Emergency management
☐ Military service (See Section 6)
☐ Public safety
☐ Law enforcement
☐ Public interest legal services (See Section 6)
☐ Early childhood education (See Section 6)
☐ Public service for individuals with disabilities
☐ Public service for the elderly
☐ Public health (See Section 6)
☐ Public education
☐ Public library services
☐ School library services
☐ Other school-based services
☐ None of the above - the employer does not qualify.

SECTION 4: EMPLOYER CERTIFICATION (TO BE COMPLETED BY THE EMPLOYER)

By signing, I **certify** (1) that the information in Section 3 is true, complete, and correct to the best of my knowledge and belief, (2) that I am an authorized official (see Section 6) of the organization named in Section 3, and (3) that the borrower named in Section 1 is or was an employee of the organization named in Section 3.
Note: If any of the information is crossed out or altered in Section 3, you must initial those changes.

Official's Name Official's Phone

Official's Title Official's Email

The Help Tool allows you or your employer to electronically sign the forms.

The U.S. Department of Education will email your employer to request the electronic signature, and they'll have 60 days to complete the request (but note that the employer must respond with the login information within 24 hours—keep that in mind for submitting on a Friday or Saturday!).

Acceptable signatures:

- Hand drawn from a signature pad, mouse, or finger
- Scanned photo of a signature that was hand-drawn on paper
- A wet signature that was drawn in ink and sent us in its original format (old-fashion pen and paper)

Please note: Generally, DSS does not complete the employer verification via electronic signature. Please follow the email instructions in the previous slide.



What To Expect From Your Loan Servicer

After you submit a [PSLF Form](#) and the PSLF servicer (**MOHELA**) confirms you have a qualifying employer and qualifying loans.

The PSLF servicer determines how many qualifying payments you made during the employment period on your form.

You'll receive a letter telling you the number of qualifying payments you have made. The number of qualifying payments you have made will be updated **only** when you submit another PSLF form that documents a new period of qualifying employment.

Once your cumulative total of qualifying payments reaches 120, the PSLF servicer will confirm your eligibility and forgive your remaining balance.

You can find out how many qualifying payments you've made by logging in to your account with the [PSLF servicer](#) and viewing your loan details or by looking on your most recent billing statement.



NYC Financial Empowerment Center counselors can help you lower monthly payments, explore loan forgiveness, create a budget and more! Book an appoint for FREE one-on-one professional, financial counseling TODAY!

nyc.gov/TalkMoney | 311



Additional Resources

General Student Loan Information

[Federal Student Aid](#)

[NYC Student Loan Page](#)

PSLF

[Federal Student Aid PSLF Form](#)

[PSLF Help Tool](#) (use to help certify employment and apply for forgiveness)

[PSLF Tool Kit](#) (provides detailed info on PSLF including how to sign up and FAQs)

[MOHELA](#) (account-specific inquiries)

- [855-265-4038](#)

IDR Plans

[Federal Student Aid IDR Plans](#)

[SAVE Plan](#) (newest IDR plan)

Fresh Start

[Federal Student Aid Fresh Start](#)

Student Borrower Protection Center (SBPC)

[protectborrowers.org](#)





Contact Information

DCWP's Office of Financial Empowerment

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