



**Student Loan
Ombudsman Services**

Connect With Us

DC Department of Insurance, Securities and Banking
1050 First Street NE, Suite 801, Washington, DC 20002
202.727.8000 • DCLoanHelp@dc.gov

EMPOWER. PROTECT. ADVANCE.

NEED HELP WITH STUDENT LOANS? CONTACT THE DC DEPARTMENT OF INSURANCE, SECURITIES AND BANKING

The Bowser Administration is committed to providing information about student loans to District borrowers and their parents as they prepare for college. The Student Loan Ombudsman ensures that student loan servicers comply with the law and treat borrowers fairly. The Ombudsman collaborates with the District of Columbia Public Schools, District of Columbia Human Resources, the Office of the State Superintendent of Education and the Deputy Mayor of Education to educate District residents about their student loan and repayment plan options.

CONTACT THE DISB STUDENT LOAN OMBUDSMAN TODAY!

The Ombudsman conducts outreach events and offers one-on-one office appointments to address your student loan concerns.

202.727.8000 | DCLoanHelp@dc.gov
disb.complaints@dc.gov | DISB.dc.gov/studentloanhelp

THE STUDENT LOAN OMBUDSMAN HELPS DISTRICT RESIDENTS:

- ▶ Understand available resources
 - Sources of college funding
 - Public Service Loan Forgiveness Program
 - Student loan consolidation opportunities
 - Student loan repayment options
- ▶ Avoid student loan default
- ▶ Identify and report scams
- ▶ Resolve complaints with student loan servicers

DISB.dc.gov



 GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR