

## STUDENT LOAN ACCOUNTS OFFICE

### IMPORTANT INFORMATION FOR MANAGING YOUR LLU/ECSI STUDENT LOANS

#### TO LOMA LINDA UNIVERSITY CAMPUS BASED STUDENT LOAN BORROWERS:

##### IMPORTANT INFORMATION TO PRINT

We want to make sure you are aware of important information on your Campus Based Student Loan(s). Please visit our web page at <https://home.llu.edu/campus-and-spiritual-life/student-services/financial-life/student-finance/student-loan-collections?resource=www.llu.edu/students/student-loan-collections/> read, print, and keep in your records the following documents that apply to the student loans you received from LLU:

**Loma Linda University campus based student loan summary sheet** – If you received campus based student loan(s)  
**Federal Perkins Rehabilitation instructions** – If you received Federal Perkins Loan(s)  
**Federal Perkins loan cancellation information** – If you received Federal Perkins Loan(s)  
**How to apply for residency deferment on LLU private loans-** If you received campus based student loan(s)  
**How to dispute a negative credit item reported on my student loan** – If you received campus based student loan(s)  
**How to contact the Department of Education Ombudsman's Office** – If you received Federal Perkins Loan(s)  
**How are student loans and other Title IV aid being reported to the National Student Loan Database System (NSLDS)** – If you received Federal Perkins Loan(s)

##### FEDERAL PERKINS LOAN CANCELLATION:

You can print the Federal Perkins loan cancellation information sheet from the LLU web page listed above. Please check this information sheet to see if your profession qualifies for loan cancellation and also call Heartland ECSI if you have any questions. The cancellation form that must be submitted can be printed from the Heartland ECSI web page at <https://heartland.ecsi.net/> and select **Download Forms**. If after reviewing the Federal Perkins cancellation information sheet you still have questions or need further assistance, you may contact Heartland ECSI at 1-888-549-3274.

**LOAN REPAYMENT PROGRAMS** To learn more about these loan repayment programs and find out if you are eligible please go to the following web pages:

**National Health Svcs Corps:** <http://nhsc.hrsa.gov/loanrepayment/> (Fully trained and licensed Primary Care Medical, Dental and Mental and Behavioral Health providers)  
**Nurse Corps:** <https://bhw.hrsa.gov/loansscholarships/nursecorps/lrp> (Nursing Students only)  
**Faculty Loan Repayment** <https://bhw.hrsa.gov/loansscholarships/flrp> (Health Profession faculty from disadvantaged backgrounds)

##### HEARTLAND ECSI LOAN SERVICING INFORMATION

If you have any questions regarding your loan account(s), please contact our billing servicer, Heartland ECSI at **1-888-549-3274**. You may also visit their web site at [www.heartlandecsi.com](http://www.heartlandecsi.com) to make payments online, sign up for automatic payment withdraw, **update your address and phone number(s)** and much more. Payments should be sent to address #1. All correspondence, requests for deferments, forbearance, cancellation forms, name and/or address changes to address #2. Make check payable to Loma Linda University and make sure to put your ECSI loan account number(s) on all your checks, money orders, and correspondence.

(1) Loma Linda University  
c/o ECSI  
PO Box 718  
Wexford PA 15090-0718

(2) Loma Linda University  
c/o ECSI  
PO Box 1278  
Wexford PA 15090-1278

Please do not mail correspondence or payments to the Loma Linda University, Student Loan Accounts Office as **they will be forwarded to Heartland ECSI resulting in a delay** in processing. **Please Note:** You may print various forms that you may need for managing your student loans like the **Federal Perkins Loan cancellation, deferment, forbearance, and economic hardship** forms from the Heartland ECSI web page under the Download Forms tab.

##### **STUDENT LOANS ARE REPORTED TO THE CREDIT BUREAU**

Please note it is Loma Linda University's policy not to change or delete any credit reporting unless the University has reported in error. Failure to receive a bill does not relieve you of your obligation to make timely monthly payments and/or file requests for deferments, forbearances or cancellations on time.

##### **DO NOT DEFAULT ON YOUR STUDENT LOANS!**