

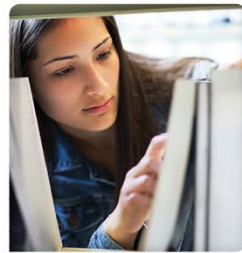
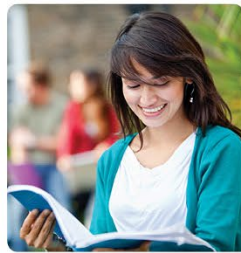
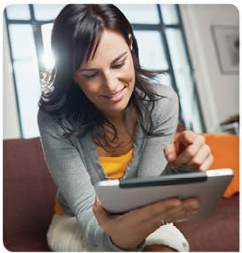
# Total and Permanent Disability (TPD)

May 14, 2015



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# Total and Permanent Disability (TPD) Discharge Overview

Carl Casey

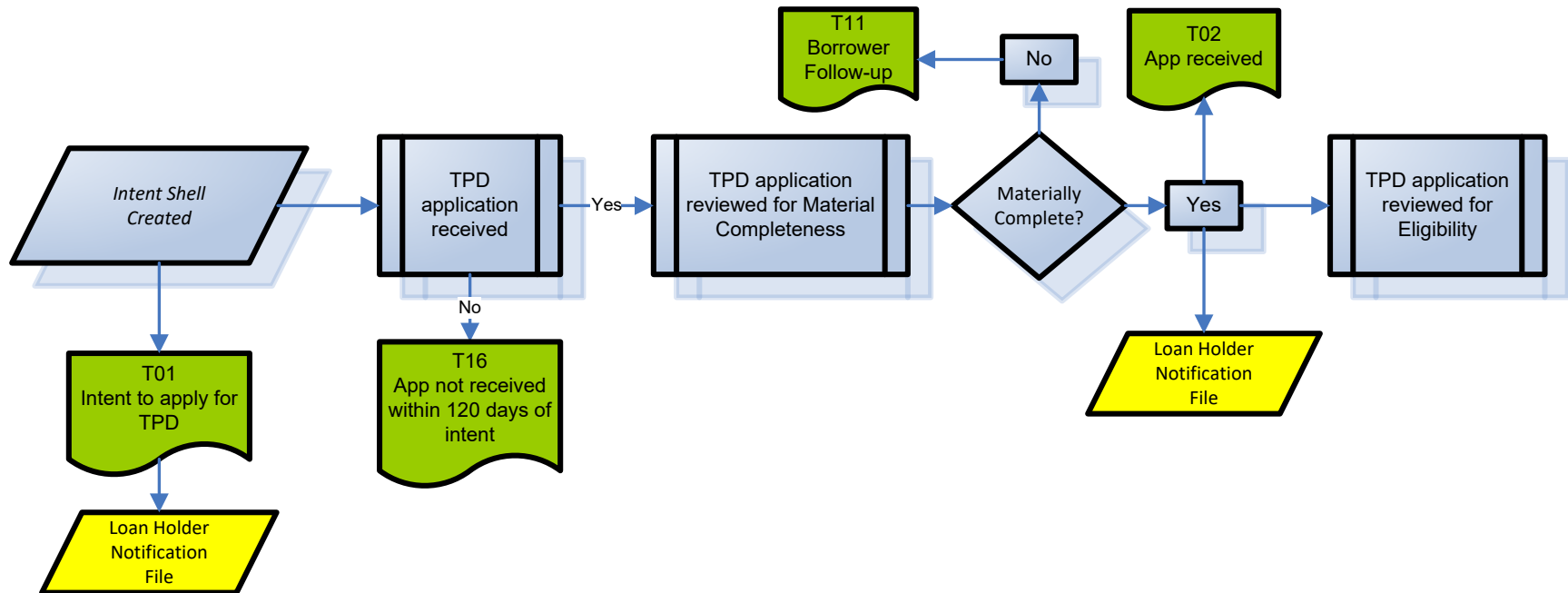


# Objective

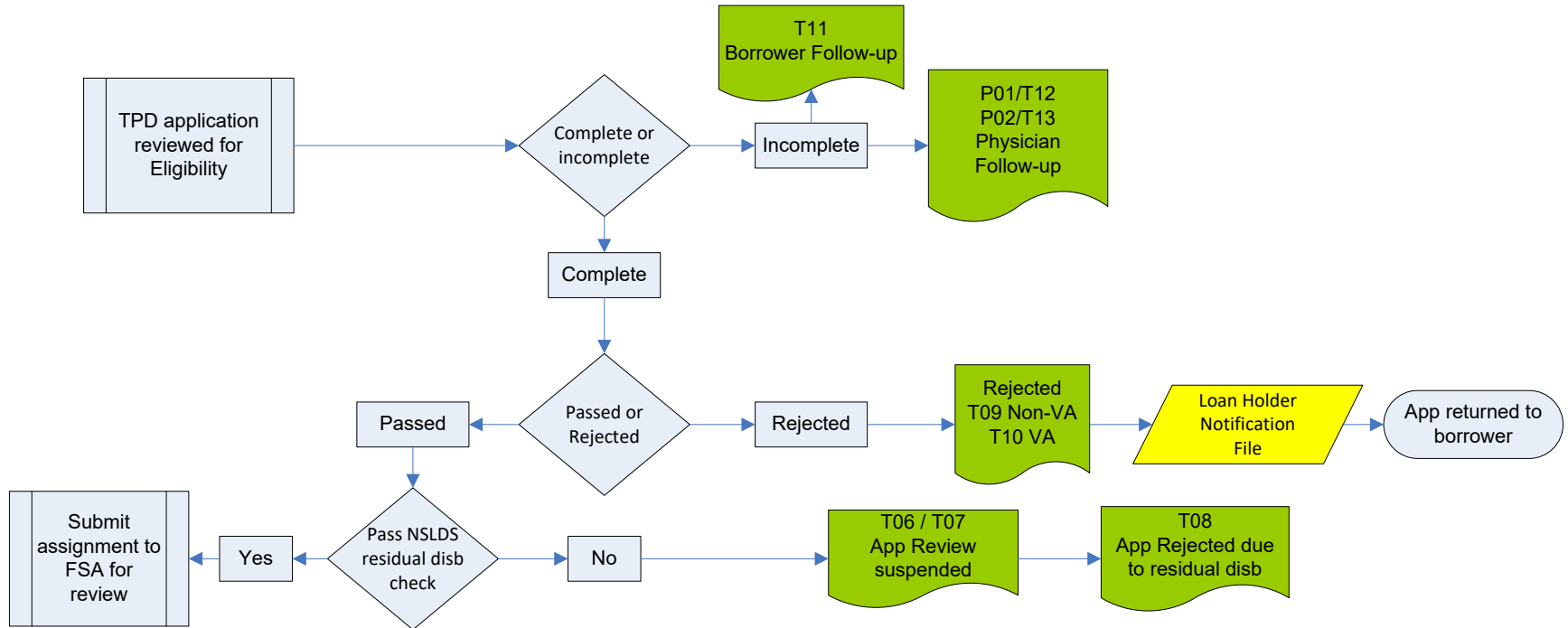
- Provide an overview of the TPD application process
  - Intent
  - Application Review
  - FSA Approval
- Communications
  - Borrower
  - Loan Holder
- Loan Holder Responsibilities
- Loan Holder Notification File
- Contact Information
- Questions



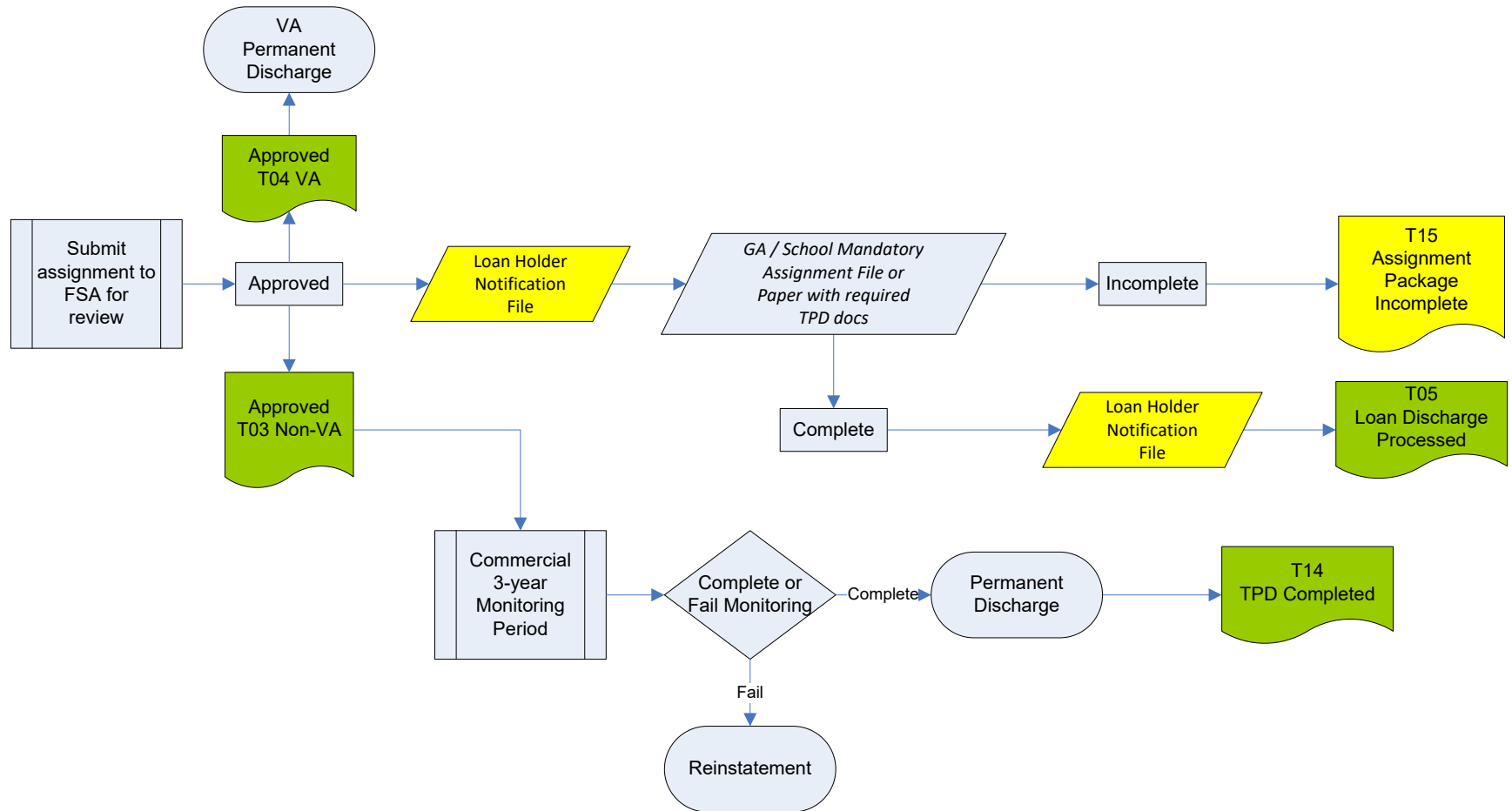
# TPD Application Process - Intent and Material Complete Review



# TPD Application Process - Eligibility Review



# TPD Application Process - FSA Approval Review



# Loan Holder Responsibilities

- Suspend Collection Activity
  - 120 Day
  - Indefinite Suspension
- FSA Approval
  - Veteran
    - Refund and write off activity
  - Non-Veteran
    - Refund and loan assignment
- Loan Holder Notification File
  - .CSV file sent via email or SAIG
  - Update contact information through NSLDS contact tables



# Loan Holder Notification File

- .csv format
  - No header information
  - Multiple borrowers/reasons for sending the LHN file

- Sample:

20150505	XXXXX1234	Steve	Jobs	19550709	800	21300	120SUSP	20150505	20150831					
20150505	XXXXX2345	Phillip	Rivers	19811113	722	136500	INDEFSUSP	20150505						
20150505	XXXXX3456	Christina	Aguilera	19591213	580	309000	APPREJ					20150505	Invalid...	
20150505	XXXXX4567	Sam	Smith	19730315	800	225900	APPAPPR			STD	20140813	20150504		
20150505	XXXXX5678	Tom	Cruise	19621010	582	393800	DISCRG							

- IFAP Electronic Announcements

- LHN File Layout
  - <http://ifap.ed.gov/eannouncements/052413TPDDITPDLHNFileforUseBeginning070113.html>
- Perkins Assignment Procedures
  - <http://ifap.ed.gov/eannouncements/attachments/PerkinsTPDDischargeAssignmentProceduresAttach.pdf>







# TPD Operations – Contact Information

- Website
  - [www.disabilitydischarge.com](http://www.disabilitydischarge.com)
- Call Center
  - 888.303.7818
  - Open 8:00AM to 8:00PM; 7 days a week
  - Email – [disabilityinformation@nelnet.net](mailto:disabilityinformation@nelnet.net)
- TPD Operations
  - Email – [tpdservicingleadership@nelnet.net](mailto:tpdservicingleadership@nelnet.net)

Questions?



#1 FEDERAL LOAN SERVICER  
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