



Millions of borrowers. Billions of dollars. And one single, reliable source of student loan information.

BACK ON TRACK

Four million Californians have student loan debt and DFPI is here with resources and support to help them navigate that debt. At DFPI, our job is helping Californians take the stress out of student loans. Here's an overview of what we're doing to help student borrowers get Back On Track.

What borrowers should know

Preparing for the end of COVID Student Loan Payment Pause:

- Here are four steps to make sure everyone is prepared for student loan payments to resume:
 - Update contact information in profile on loan servicer's website and in your [StudentAid.gov](https://studentaid.gov) profile
 - Get information about your next payment and enroll in auto-debit
 - Check out the [FSA Loan Simulator](#) to find a repayment plan that meets individual needs
 - Consider applying for an income-driven repayment (IDR) plan. An IDR plan can make payments more affordable, depending on income and family size
 - Find more information here:
<https://studentaid.gov/announcements-events/covid-19>

The California Student Borrower Bill of Rights

- Official State Assembly Bill 376 (also known as Assembly Bill 376) that:
 - Prohibits abusive acts or practices by servicers
 - Prevents servicers from taking advantage of borrower's lack of understanding
 - Prohibits servicers from engaging in unfair or deceptive practices
 - Establishes special protections for military borrowers, borrowers working in public service, older borrowers, and borrowers with disabilities
 - *Applies to student loan servicers doing business in California, including state-licensed servicers as well as banks doing servicing*
- To file a complaint against your student loan servicer visit <https://dfpi.ca.gov/file-a-complaint/>

About Department of Financial Protection and Innovation (DFPI)

Every borrower, loan and dream is different, so we fight to protect the rights of our state's student borrowers in many ways. Here's a quick overview of what we're about and how we can help you:

- License student loan servicers in CA
- Investigate student loan servicers acting unlawfully
- Conduct education & outreach to enhance consumer awareness
- Protect borrowers from fraud
- Help borrowers understand your loans, options and rights

Email newsletter signup

Keep on top of the latest in loans.

Student loans are in the news like never before. Keep on track of new policies and legislation, forgiveness programs, repayment options and more by signing up for "In Your Interest," our new student loan e-newsletter.



Questions? Looking for a guiding hand?

Please contact the Student Loan Ombudsperson:
Celina Damian at Celina.Damian@dfpi.ca.gov.

