

School contact and resource information

For	Contact
General questions on • Sallie Mae private loan originations or any loan serviced by Sallie Mae • Account-level specifics, including three-way calls with Sallie Mae, the borrower and school on the line • Private loan certification and disbursement processing • Enrollment updates and forms processing • OpenNet® support • Password resets	School AssistSM Phone: 844-8-ASSIST (844-827-7478) toll-free If dialing internationally, please call 877-456-6221. Email: schoolassist@salliemae.com Hours of operation: Monday – Friday 9:00 a.m. to 6:00 p.m. ET Secure document upload: upload.salliemae.com
Assistance with • Ordering private credit and financial literacy materials/brochures • Industry insights and best practice recommendations • Private loan product questions • Training and presentation requests	Jonathan Looney Phone: 423-429-5747 Email: Jonathan.Looney@salliemae.com
Military benefits • Automated phone support available 24/7 • Military service direct line and specialized military customer service representatives available • Dedicated website that includes military benefits overview, forms for service members, and military FAQs	Direct line: 855-534-2668 If dialing internationally, please call 877-224-9408. Hours of operation: Monday – Thursday 8 a.m. to 8 p.m. ET, Friday 8 a.m. to 5 p.m. ET Website: salliemae.com/military Fax: 855-756-0010
Borrower customer service	Phone: 800-4-SALLIE (800-472-5543) Website: salliemae.com/login
OpenNet® Certify applications, make loan changes, pull disbursement rosters, process refunds, create custom reports, make real-time loan status inquiries, submit student enrollment updates, and view loan increase eligibility.	Website: opennet.salliemae.com
Loan information Students can log into their Sallie Mae account, easily and securely. Check their loan balance, make a payment, review statements, and more all in one place.	Website: salliemae.com/manage-your-loans
Financial literacy: College planning The suite of college planning info and offerings on sallie.com feature free videos, guides, and tools to help students and families make a plan to pay for college with confidence—from scholarships and grants, to completing the FAFSA®, understanding student loans, and more.	Website: sallie.com

Mailing information

Where do I send	Send to	
Borrower/cosigner correspondence and identity documents	Sallie Mae P.O. Box 3320 Wilmington, DE 19804-3320	
Borrower/cosigner correspondence	Sallie Mae P.O. Box 3319 Wilmington, DE 19804	
Return of funds (refunds/reissues)	Mailing address: Sallie Mae Disbursement Returns P.O. Box 6048 Wilmington, DE 19804-0648	Overnight address: Sallie Mae Disbursement Returns 300 Continental Drive Newark, DE 19713
Borrower payments	Mailing address: Sallie Mae P.O. Box 8459 Philadelphia, PA 19101	Overnight address: Sallie Mae 300 Continental Drive Newark, DE 19713
Cosigner payments <i>Note: Direct payments for a cosigned loan to this address for fast payment processing.</i>	Sallie Mae P.O. Box 8377 Philadelphia, PA 19101	