

# School contact and resource information



## For

### 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

### Assistance with

- Ordering private credit and financial literacy materials/brochures
- Industry insights and best practice recommendations
- Private loan product questions
- Training and presentation requests

### 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, downloadable military benefit brochure, forms for servicemembers, and military FAQs

### Borrower customer service

### OpenNet® web loan delivery

Certify applications, make loan changes, pull disbursement rosters, process refunds, create custom reports, and view loans in servicing, including borrower repayment information.

### Financial literacy: College planning

The suite of college planning info and offerings on Salliemae.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.

## Contact

### School Assist<sup>SM</sup>

Phone: 844-8-ASSIST (844-827-7478) toll-free  
Email: [schoolassist@salliemae.com](mailto:schoolassist@salliemae.com)  
Hours of operation: Monday – Friday 9:00 a.m. to 6:00 p.m. ET  
Secure document upload: [upload.salliemae.com](https://upload.salliemae.com)

Direct line: 855-534-2668  
Hours of operation: Monday – Friday 8 a.m. to 8 p.m. ET  
Website: [salliemae.com/military](https://salliemae.com/military)  
Fax: 855-756-0010  
If dialing internationally, please call 877-224-9408.

Phone: 800-472-5543 (800-4-SALLIE)  
Website: [salliemae.com/login](https://salliemae.com/login)

Website: [opennet.salliemae.com](https://opennet.salliemae.com)

Websites: [salliemae.com/college-planning](https://salliemae.com/college-planning)

# 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:	Overnight address:
Sallie Mae	Sallie Mae
Disbursement Returns	Disbursement Returns
P.O. Box 6048	300 Continental Drive
Wilmington, DE 19804-0648	Newark, DE 19713

### Borrower payments

Mailing address:	Overnight address:
Sallie Mae	Sallie Mae
P.O. Box 8459	300 Continental Drive
Philadelphia, PA 19101	Newark, DE 19713

### Cosigner payments

*Note: Direct payments for a cosigned loan to this address for fast payment processing.*

Sallie Mae  
P.O. Box 8377  
Philadelphia, PA 19101

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