

The New to Navient checklist

Next month, after your loans move to Navient, be sure to...

Make note of your new 10-digit account number	<input type="checkbox"/>	We'll provide a new Navient 10-digit account number in your welcome letter. This will replace your current ACS account number(s). In addition, the primary borrower's billing statement will include a 16-digit loan group number for payment purposes.		
Save Navient's contact information	<input type="checkbox"/>	Phone number: 844-364-9903	<p>Borrower payment address: P.O. Box 9000 Wilkes-Barre, PA 18773-9000</p> <p>Cosigner Payment address: P.O. Box 9988 Wilkes-Barre, PA 18773-9988</p> <p>Correspondence address: P.O. Box 9640 Wilkes-Barre, PA 18773-9640</p>	
Create your online account	<input type="checkbox"/>	Visit Navient.com and save to your <i>Favorites</i> today. Please wait to create an online account until your loans are officially with us. If you create an account too early, no loan information will be available.		
Go paperless	<input type="checkbox"/>	When creating your Navient.com account, you can choose to receive communications from us via email. It's fast, easy, and keeps you in the know.		
Update the way you manage your payments	<input type="checkbox"/>	If you're currently not required to make payments on your loans, there's nothing else you need to do. If you're already making payments, please review the information below for simple changes. If you currently pay through...	Here's what you'll need to do... Don't worry about making any updates. Your monthly payment destination will automatically switch to Navient and be reflected on your bank statement. (If you have other loans that are already serviced by Navient, they will remain on their current method of payment.) Establish Navient as the new payee using the new 16-digit loan group number located on the primary borrower's billing statement and the appropriate mailing address referenced above. Remember to cancel future payments to ACS. Create an account at Navient.com to make payments quick and easy. Send payments to Navient's payment address. Primary borrowers should include the remittance slip from their monthly statement. Discontinue using your existing ACS coupon book. Primary borrowers will be sent a monthly statement from Navient.	
Primary borrowers - look for your next bill		<input type="checkbox"/>	Soon after your loans move, the primary borrower will be sent their first Navient billing statement as a reminder of any payments needed.	

Please note: After your loans move, all future payments must be sent to Navient. ACS will only forward payments to us for a limited amount of time.