FORGIVABLE EDUCATION LOANS FOR SERVICE PROGRAM (FELS)

CASH REPAYMENT

You made a commitment to repay this loan when you signed the promissory note and accepted funding from the SEAA. If you cannot repay the loan through loan forgiveness, then you must repay it in cash within ten (10) years of graduation, completion, or withdrawal from the FELS program. You may repay the loan in one lump sum or remit monthly installment payments. Please contact Repayment Services for a payoff amount should you decide to repay the loan in one lump sum. If you opt to repay the loan in monthly installments, you will be billed monthly by the SEAA.

Payments are due on the first day of each month and should be mailed to:

SEAA - Repayment Services  
P.O. Box 14002  
RTP, NC 27709-4002

When is my first monthly payment due?

Your first billing statement will be mailed on the next billing cycle after the expiration your one-hundred and eighty (180) days grace period. Payments are due on the first day of each month and will be mailed to the current address on record. It is your responsibility to notify the SEAA promptly of any name or address change.

What is the mailing address for cash repayment?

SEAA - Repayment Services  
P.O. Box 14002  
RTP, NC 27709-4002

Please include your SEAA Personal Identification Number (PID) on checks or money orders to ensure accurate credit to your account.

When does interest begin to accrue on the FELS loan?

Interest at the rate of eight percent (8.0%) begins to accrue at disbursement and continues until the loan is paid in full.
Is there a penalty for prepayment of this loan?

There is no prepayment penalty should you decide to pay off this obligation early. Please contact Repayment Services at (919) 549-8614, ext 4654 or (800) 700-1775, ext 4654 for the correct payoff amount.

What to do if I cannot remit a payment when due?

If you cannot remit a scheduled payment when it is due, you are responsible for contacting the SEAA prior to the due date for assistance. You may be eligible to temporarily postpone or delay payments; however, you must submit a Postponement of Payments form to the SEAA for approval. See FELS Program Rules for eligible deferments. You must continue to remit your scheduled payment until you receive deferment approval from the SEAA.

Does interest continue to accrue during periods of approved deferment?

Yes. Interest at the rate of eight percent (8%) will continue to accrue during periods of approved deferment.

Are there other options available to me if I am experiencing financial difficulty and do not qualify for deferment?

Yes. You may apply for a temporary payment reduction by submitting a Financial Statement to the SEAA for approval. You must continue to remit your scheduled monthly payment until you receive approval from the SEAA.

Can I consolidate my FELS loan?

No. Consolidation is an option available for federal loan borrowers. The FELS loan is funded by the State of North Carolina.

Can I cease making cash payments if I become eligible for loan forgiveness?

You may cease making cash payments once you qualify for loan forgiveness. Click on the FELS Loan Forgiveness link for information on how to apply for loan forgiveness.

I am disabled and unable to work or pay the loan in full. What options are available to avoid default?

If your disability is permanent and total, you may be eligible to have your loan cancelled. You must complete a Disability Request Form and have your disability certified by a licensed physician. Your disability request must be approved by SEAA.

What are the consequences of default?

The SEAA will pursue collection actions to collect the balance due on your account should you fail to repay your FELS loan as promised. You also will lose the eligibility to receive future North Carolina State funded education assistance and derogatory credit.
information may be reported to national credit reporting agencies. Collection actions may include the following:

- Refer your account to an external collection agency;
- Seize your North Carolina State tax refunds;
- Contact your employer, if you are a North Carolina State employee, for wage garnishment up to 10% of your disposable income;
- Refer your loan to the State Attorney General’s Office for collection/legal action.

**Whom should I contact if I have additional questions concerning my FELS loan?**

Additional information is available in the FELS Program Rules or you may contact Repayment Services at the address and telephone numbers below between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday.

SEAA - Repayment Services  
P.O. Box 14002  
RTP, NC 27709-4002  

(919) 549-8614, ext 4654  
(800) 700-1775, ext 4654 (Toll Free)

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