

### Telephone Hours

For questions regarding loans in the Federal Family Education Loan Program, the North Carolina Extra Loan Program or the Carolina Computing Initiative (CCI), you may speak with a repayment counselor in our Default Recovery Department by calling toll-free at **1-800-544-1644** Mondays through Fridays from 8:00 AM to 5:00 PM (holidays excluded).

For questions regarding service cancellation or cash repayment of State-funded scholarship-loan programs, you may call our Repayment Services Department toll-free at **1-800-700-1775** Mondays through Fridays from 8:00 AM to 5:00 PM (holidays excluded).

We strongly encourage you to stay in touch with us in order to avoid problems or additional expenses that may otherwise arise with your account.