

GSFC Services Directory



Technical Help Desk

800-505-4732 ext. 9339 or 770-724-9339
Email: helpdesk@gsfc.org
Fax: 770-724-9370

Provides technical assistance to school officials and lenders who use GSFC's online systems SURFER, STARS, GSFAApps, Transcript Exchange, ScholarNet, GAcollge411, or GSFC.org

Financial Aid Operations

800-505-4732 ext. 3500 or 770-724-9000
Email: info@gsfc.org
Fax: 770-724-9205

Financial Aid Operations is responsible for two main areas: Origination Services and Customer Service.

Contact Financial Aid Operations for issues regarding:

- ▶ Information on planning, applying and paying for college (GAcollge411)
- ▶ Status of new or recent student loan, consolidation loan, scholarship or grant application, and disbursements
- ▶ Repayment status of your GSFA Stafford, PLUS, Consolidation, or GSFA Service Cancelable Loan
- ▶ Repayment options including making payments or deferment and forbearances
- ▶ Assistance with default loans

Client Services

800-505-4732 ext. 9071 or 770-724-9071
Email: clientservices@gsfc.org. For issues relating to GAcollge411: GAcollge411@gsfc.org
Fax: 770-724-9099

Provides outreach services to colleges, middle and high school parents, students and counselors and civic organizations. Also responsible for the marketing of GAcollge411. In addition, Client Services also oversees the administration of GAcollge411. GAcollge411 is the place to go for information on planning, applying and paying for college. Georgians can find information on almost every college in Georgia, as well as determine their career interests and match them to a major offered at a college or university in the state and apply to that institution through the site. The site even has an "Ask an Expert" feature that you can use to ask questions specific to your interest about college, careers, or financial aid.

Contact Client Services for issues regarding:

- ▶ Loans, scholarships, grants and other financial aid programs offered by GSFC
- ▶ Scheduling a training workshop or default prevention workshop for your staff
- ▶ Scheduling a presentation relating to GAcollge411.org
- ▶ Outreach services offered by GSFC
- ▶ Marketing of GAcollge411
- ▶ Assistance with MY 411 account, School Counselor account and College Administrator account creation or problems
- ▶ To inquire about having your College or University included on the site
- ▶ Recommend site enhancements and/or improvements

Loan Servicing / Collections

PRE-DEFAULT COLLECTIONS monitors and resolves past due accounts and collects outstanding balances on defaulted accounts for the Georgia Student Finance Authority.

888-414-2692 or 770-724-9400

Contact Pre-Default Collections if:

- ▶ You would like to make a payment or payment arrangements
- ▶ You need a deferment or forbearance
- ▶ You have questions regarding your account (continued)

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Loan Servicing / Collections (continued)

POST-DEFAULT COLLECTIONS monitors and resolves past due accounts and collects outstanding balances on defaulted accounts for the Georgia Higher Education Assistance Corporation.

800-505-4732 ext. 9155 or 770-724-9155

Contact Post-Default Collections if:

- ▶ You would like to make a payment or payment arrangements
- ▶ You have questions regarding your account

Compliance

800-505-4732 or 770-724-9041

Email: complianceteam@gsfc.org

Fax: 770-724-9098

Ensures Compliance with state and federal regulations and laws that affect GSFC and its customers.

Contact Compliance for issues regarding:

- ▶ Ombudsman issues
- ▶ Possible fraud issues
- ▶ Scheduling an on-site Compliance review

Learning Resources

770-724-9026

Email: LearningResources@gsfc.org

Fax: 770-724-9069

The Office of Learning Resources is responsible for facilitating training programs for postsecondary schools and organizations. Most training is provided through instructor-led or through distance learning courses. An individual, school, or agency should contact our office if one or more of the following services are needed:

Contact Learning Resources for issues regarding:

- ▶ Information on training events/workshops sponsored by GSFC
- ▶ To request training for school officials on the services, products and student financial aid programs administered by GSFC
- ▶ To request training for school officials on Federal Student Aid Programs
- ▶ To arrange collaborative informational and training events with other agencies and organizations on the subject matter of student financial aid

Internal Auditor

770-724-9012

Email: RichardH@gsfc.org

Reporting to the President and Board of Directors, the Internal Auditor provides financial and operational internal control assessment, coordinates external audit reviews and ensures compliance with agency, state and federal policies and procedures through a quality assurance process.