

## Frequently Asked Questions

### Why should I refinance my student loans?

Refinancing student loan debt may not be the answer for everyone. You should refinance your student loans if you are looking to make one payment to one lender at a lower interest rate than you are currently paying. While the NJCLASS ReFi+ Loan does not permit Federal/Direct Stafford or Graduate PLUS Loans to be refinanced, Federal Parent PLUS Loans can be included. In addition, you can include your Private Educational Loans in the NJCLASS ReFi+ Loan, if they were certified by your school as Educational Loans.

If you plan to include Federal Parent PLUS Loans, you may lose eligibility for certain federal loan benefits, including but not limited to income-based repayment (IBR), loan forgiveness, and loan redemption programs that are currently, or prospectively might be, offered to eligible federal student loan borrowers.

### Am I eligible for a NJCLASS ReFi+ Loan?

**NJ Nexus Requirement:** (all underlying loans being refinanced by a NJCLASS ReFi+ Loan must have a NJ Nexus.)

All NJCLASS Loans meet the NJ Nexus Requirement

- Because only private education refinance or consolidation loans comprised solely of NJCLASS loans are eligible for ReFi+, these loans meet the NCLASS nexus.

If you would like to include your Federal Parent PLUS and/or Private Educational Loans in your NJCLASS ReFi+ Loan, the student beneficiary of each underlying loan must meet at least one of the following criteria:

- Is currently a NJ resident;
- Was a NJ resident at the time of each underlying Federal Parent PLUS and Private Educational Loan included in this refinance was obtained; or
- Attended a NJ school with the proceeds of each Federal Parent PLUS and Private Educational Loan being refinanced.

**School Certification Requirement:** (all underlying loans being refinanced by a NJCLASS ReFi+ Loan must be a certified Educational Loan)

All NJCLASS and Federal Parent PLUS Loans are certified Educational Loans.

- Because only private education refinance or consolidation loans comprised solely of NJCLASS loans are eligible for ReFi+, these loans meet the NCLASS nexus and do not require a school certification.
- For each Private Educational Loan to be refinanced, except private education refinance loans, you must obtain a copy of the school certification from your previously attended school's financial aid office containing the following information;
  - School Name and/or Federal School Code Number
  - Academic Loan Term
  - Academic Grade Level
  - Enrollment Status (Full-Time, Half-Time)
  - Anticipated Graduation Date
  - Disbursement Amounts/Dates (optional)
  - School Private Loan Certified \$ Amount and Date Certified
  - Name of School Official who certified the Private Loan or the School's Federal Code Number

## Borrowers

- Must be the borrower on each underlying loan included in the refinance
- Must be at least 18 years old
- Must be a US Citizen or eligible Non-Citizen
- Must meet credit and income requirements, or a coborrower/cosigner will be required
- Must not be delinquent or in default on a Federal or State student loan

## Cosigners

- Must be at least 18 years old
- Must be a US Citizen or eligible Non-Citizen
- Must meet credit and income requirements
- Must not be delinquent or in default on a Federal or State student loan

## Additional criteria

- All loans included in the NJCLASS ReFi+ Loan must be in monthly repayment of principal and interest and be current.

## What is the difference between the NJCLASS ReFi+ and NJCLASS Consolidation Loan Programs?

The NJCLASS Consolidation Loan is designed to assist borrowers who need lower monthly payments by combining multiple NJCLASS Loans into one single payment over a longer payment term. The NJCLASS ReFi+ Loan assists borrowers who want to lower the total amount spent on repaying their student loans by combining multiple loans into one single payment with a lower interest rate.

	<b>NJCLASS Consolidation Loan</b>	<b>NJCLASS ReFi+ Loan</b>
Loans Included	NJCLASS	NJCLASS, Federal Parent PLUS, Private Educational Loans
Repayment Term	25 years for balances between \$30,000 and \$60,000 30 years for balances of \$60,000 or more	10 or 15 years
Interest Rate	Weighted average of underlying loans. Check the website for other discounts that may be available.	Based on credit score. Check the website for the most current interest rates available.

## What is a Direct Consolidation Loan?

A Direct Consolidation loan is a Federal loan that allows you to combine multiple Federal Education loans into one payment. For more information regarding a Direct Consolidation loan, visit: [www.studentloans.gov](http://www.studentloans.gov).

## Will I lose my Federal Benefits if I refinance my Federal loans?

Yes. Any Federal loans included in an NJCLASS ReFi+ loan are no longer eligible for any Federal Loan Benefits. Those individuals that work in the public sector or are eligible for federal debt relief programs such as income-based repayment (IBR) or public service forgiveness need to consider that if they refinance their federal loans these types of programs are not available for non-federal loans, and they will lose these benefits. For additional information on these benefits visit [www.ed.gov](http://www.ed.gov)

I have an NJCLASS ReFi+ Loan and my credit has improved, can I refinance my NJCLASS ReFi+ Loan to get a lower interest rate?

Yes, you can refinance an existing NJCLASS ReFi+ Loan.

Can I refinance a loan I previously consolidated with NJCLASS or a Direct Consolidation Loan?

Yes, you can include a NJCLASS Consolidation in your NJCLASS ReFi+ Loan; however, you are not permitted to include any Federal Consolidation Loans.

Must I have graduated to be eligible for a NJCLASS ReFi+ Loan?

No, graduation is not required.

Can I include NJCLASS and all of my Federal Loans in my NJCLASS ReFi+ Loan?

The NJCLASS ReFi+ will allow you to include NJCLASS, Federal Parent PLUS and School Certified Private Educational Loans as long as you are the borrower on the underlying loans. You cannot include any other Federal Loans in your NJCLASS ReFi+ Loan.

Can I include my Federal Student Loans in the NJCLASS ReFi+ Loan?

**No, the following Federal or Direct Student loans are excluded from the NJCLASS ReFi+ Loan Program:**

- Stafford Subsidized and Unsubsidized
- Grad PLUS
- Perkins Loans
- FFELP and Direct Consolidation Loan

You can include Federal Parent PLUS Loans in your NJCLASS ReFi+ Loan, however, you may lose eligibility for federal loan benefits, including but not limited to income-based repayment (IBR), loan forgiveness, and loan redemption programs that are currently, or prospectively might be, offered to eligible federal student loan borrowers.

Can I include Private Educational Loans in my NJCLASS ReFi+ Loan?

Yes, private student loans can be included in your NJCLASS ReFi+ Loan provided a School Certification was required to receive the Private Student Loan. All NJCLASS and Federal Parent PLUS Loans are certified Educational Loans.

For each Private Educational Loans to be refinanced you must obtain a copy of the school certification from your previously attended school's financial aid office containing the following information;

- School Name and/or Federal School Code Number
- Academic Loan Term
- Academic Grade Level
- Enrollment Status (Full-Time, Half-Time)
- Anticipated Graduation Date
- Disbursement Amounts/Dates (optional)
- School Private Loan Certified \$ Amount and Date Certified
- Name of School Official who certified the Private Loan or the School's Federal Code Number

Can I include my existing NJCLASS Loans in my NJCLASS ReFi+ Loan?

Yes, you can include your existing NJCLASS Loans (including your NJCLASS Consolidation Loans and NJCLASS ReFi+ Loans) in your NJCLASS ReFi+ Loan as long as you are the borrower on each of the underlying loans.

Can I include a Federal or Direct Parent PLUS Loan that is in my name in my NJCLASS ReFi+ Loan?

Yes, you can include a Federal or Direct Parent PLUS Loan that is in your name in your NJCLASS ReFi+ Loan.

Can I include a Federal or Direct Parent PLUS Loan that is in my parent's name in my NJCLASS ReFi+ Loan?

No, you cannot include a Federal or Direct Parent PLUS Loan that is in your parent's name in your NJCLASS ReFi+ Loan. To include a loan in the NJCLASS ReFi+, you must be the borrower on that underlying loan.

Can I include a Private Educational Loan that is in my name in my NJCLASS ReFi+ Loan?

Yes, you can include a Private Educational Student Loan that is in your name in your NJCLASS ReFi+ Loan.

Can I include another Educational Refinance Loan that is in my name in my NJCLASS ReFi+ Loan?

Yes, you may include another Educational Refinance Loan that is in your name only if that private educational refinance or consolidation loan is comprised solely of NJCLASS loans.

Can I include a Private Educational Loan that is in my parent's name in my NJCLASS ReFi+ Loan?

No, you cannot include a Private Educational Loan that is in your parent's name in your NJCLASS ReFi+ Loan. To include a loan in the NJCLASS ReFi+, you must be the borrower on that underlying loan. However, parents can refinance any Private Educational Loans where they are the borrower and the student beneficiary meets the NJ Nexus and other requirements. See 'Am I Eligible for a NJCLASS ReFi+ Loan?'

Can I include both my spouse's loans and my loans in my NJCLASS ReFi+ Loan?

No, you cannot include both your spouse's and your loans in one NJCLASS ReFi+ Loan. A NJCLASS ReFi+ Loan can only include loans that are in the borrower's name. However, you and your spouse can apply separately and be Co-Borrowers on each prospective NJCLASS ReFi+ Loan.

What information will I need to fill out the NJCLASS ReFi+ Loan Application?

You will need:

- Social Security Number;
- Alien Registration Number, if applicable;
- Total Annual Income (you need not disclose alimony, child support, public assistance aid or separate maintenance if not using it as a basis for repayment);
- Monthly rent or mortgage amount;
- Employer name, address, telephone number, and length of employment, if applicable;
- Driver's License Number;
- A copy of your monthly billing statement for each loan that you would like to include in the NJCLASS ReFi+ Loan. (You do not need to provide billing statements for your NJCLASS Loans.);
- Your email address, and if you are applying with a co-borrower or cosigner their email address; and
- If the Borrower is applying with his/her spouse or another person as a co-obligor, that person will also need to provide the information listed above.

- For any Private Educational Loans to be refinanced, except private education refinance or consolidation loans\*, you must obtain a copy of the school certification from your previously attended school's financial aid office containing the following information;
  - School Name and/or Federal School Code Number
  - Academic Loan Term
  - Academic Grade Level
  - Enrollment Status (Full-Time, Half-Time)
  - Anticipated Graduation Date
  - Disbursement Amounts/Dates (optional)
  - School Private Loan Certified \$ Amount and Date Certified
  - Name of School Official who certified the Private Loan or the School's Federal Code Number

\*Because only private education refinance or consolidation loans that consist solely of NJCLASS loans are eligible to be refinanced under the NJCLASS ReFi+ program, HESAA already has school certifications for the underlying loans.

### What is the difference between a Co-Borrower, a Cosigner, and a Joint Cosigner?

A Co-borrower is an additional Borrower whose income is added to the Borrower's to qualify for the loan and who, along with the Borrower, is jointly and primarily responsible for repaying the debt. Co-borrowers are responsible for the entire amount of the loan, regardless of their obligation to the original, underlying loans that are being refinanced. Please read the Loan Terms and Conditions for additional information.

A Cosigner guarantees payment of a debt and is responsible for the entire amount of the loan. Borrowers who do not meet the income and/or credit requirements will be required to have an eligible Cosigner. Please read the Loan Terms and Conditions for additional information.

A Joint Cosigner's income is added to the Cosigner's income to qualify for the loan. The Joint Cosigner has the same obligations as the Cosigner.

### Is a Cosigner always required?

No, if the Borrower meets the income, and credit requirements, then a Cosigner is optional.

### Is a Co-borrower required?

No, the Co-borrower is optional.

### Is a Joint Cosigner required?

No, a Joint Cosigner is optional.

### Can the same person be both Co-borrower AND Cosigner?

No, each party to the application can only have one role. Please refer to the questions above for additional information on the difference between a Co-Borrower and a Cosigner.

### What is required in order to be approved for a NJCLASS ReFi+ Loan?

In order to be approved for a NJCLASS ReFi+ Loan the borrower(s)/cosigner(s) must:

- Meet the minimum credit score;
- Meet the minimum income; and
- Meet the NJ Nexus requirement (the student on the underlying loan is a current NJ Resident, was a NJ Resident at the time of the underlying loans, or used the underlying loans to attend a NJ school.) All NJCLASS Loans meet the NJ Nexus.

- For each Private Educational Loans to be refinanced you must obtain a copy of the school certification from your previously attended school's financial aid office containing the following information;
  - School Name and/or Federal School Code Number
  - Academic Loan Term
  - Academic Grade Level
  - Enrollment Status (Full-Time, Half-Time)
  - Anticipated Graduation Date
  - Disbursement Amounts/Dates (optional)
  - School Private Loan Certified \$ Amount and Date Certified
  - Name of School Official who certified the Private Loan or the School's Federal Code Number

**Do I have to be employed or meet a minimum income to qualify for a NJCLASS ReFi+ Loan?**

The NJCLASS ReFi+ Loan has a minimum income requirement.

**Is there a minimum and maximum amount that I can borrow with a NJCLASS Refi+ Loan?**

Yes. The NJCLASS ReFi+ minimum loan amount is **\$5,000.00**. The maximum loan amount is the total amount owed on the loans being refinanced.

**Are there a minimum number of loans I must include in order to refinance?**

No, you can refinance one loan as long as that loan meets the minimum loan amount of \$5,000.00.

**Is there an Administrative Fee charged on a NJCLASS ReFi+ Loan?**

No. The NJCLASS ReFi+ Loan does not have any Administrative Fees.

**What is a "Loan Offer" and why must I accept my loan within 30 days?**

After HESAA completes its review of your application documents, you will be offered the loan.

The Loan Offer gives borrowers time to review the loan terms and decide if they want to accept the loan. If you want the loan, then accept the Loan Offer. If you've changed your mind and no longer wish to borrow the money, then decline the offer. If you take no action on the offer, it will expire after 30 days, and HESAA is no longer required to honor the terms and conditions contained in the original Loan Offer.

**What is the purpose of the three-day right to rescind and how will it affect my loan?**

The three-day right to rescind provides the borrowers with a final opportunity to evaluate their need for the loan after acceptance and prior to the funds being disbursed. It is during this period that the borrowers can rescind or cancel their loan application. If you rescind your loan, it will be cancelled. If you decide later that you want to refinance your loans, you will need to reapply. There is no guarantee that the terms and conditions of the original Loan Offer will still be available if you reapply.

**How is the interest calculated on my NJCLASS ReFi+ Loan?**

Since HESAA does not charge an Administrative Fee for this loan, your interest rate will be the same as the Annual Percentage Rate (APR). The interest on this loan is a fixed rate. Interest is not subsidized, and will accrue during all periods of repayment, deferment, and forbearance, except for during approved periods of temporary total disability of the student borrower. Interest shall accrue daily on the unpaid principal balance at the rate stated on the Pre-Disbursement Disclosure Statement from the date of the loan disbursement until the date the Note is paid in full. Interest will be calculated based on the actual number of days in the year and the actual number of days elapsed, including holidays and days on which HESAA is not open.

## What is an APR?

The Annual Percentage Rate (APR) is the cost of credit, expressed as a yearly rate, including interest, and loan fees. The APR allows the borrower to compare loans with varying interest and fee structures. For the NJCLASS ReFi+ Loan the APR is the same as the actual note rate because HESAA does not charge an Administrative Fee for this loan.

## How are the underlying loans in this refinance paid off?

After your NJCLASS ReFi+ Loan has been approved and you have accepted your Loan Offer, you will be instructed to contact your non-HESAA lender(s) to obtain a payoff amount and a payoff amount good through date that is the same for all loans. This amount will need to be good for at least 15 days. Once you have all of your payoff information you will visit HESAA's website and upload your payoff information. When the payoff information is received, a Pre-Disbursement Disclosure Statement will be sent to all parties on the loan prior to funding. There is a 3-day right to rescind period that must expire before the loan is funded.

## When can I stop making my monthly payments on the loans I am including in this refinance?

You should continue to make your monthly payments until your previous servicer shows a zero balance for your account(s). This would indicate that they have received and processed the payoff check sent by HESAA. By continuing to make your payment(s), you can avoid any late fees in the event your former servicer(s) did not receive or process the payoff check(s) promptly.

## Is there a grace period on NJCLASS ReFi+ Loans?

No. There is no grace period for the NJCLASS ReFi+ Loan. The repayment term is 10 or 15 years and the repayment term begins on the NJCLASS ReFi+ Loan disbursement date. Authorized periods of deferment and forbearance do not extend the repayment term. The first monthly installment is due on the date designated on the billing statement, which is no more than 60 days following the disbursement date.

## Is there a pre-payment penalty with a NJCLASS ReFi+ Loan?

No, there is no prepayment penalty on a NJCLASS ReFi+ Loan.

## What kinds of deferments or forbearances are available on this NJCLASS ReFi+ Loan?

If you are experiencing financial difficulties, and you can't make your monthly payment, you should contact HESAA's Servicing Department immediately at 1-800-792-8670. We may be able to temporarily reduce the monthly payment amount on your loan. There are no provisions for a full deferment of principal and interest, *except for during approved periods of temporary total disability of the student borrower*. It is important to remember that obtaining forbearance will not extend the repayment term for the NJCLASS ReFi+ Loan.

## Can my loan be discharged if I become disabled or am deceased?

If any party to the loan other than the student *beneficiary* dies or becomes totally and permanently disabled while any amount due under the Note remains unpaid, the other borrowers/cosigners on the Note will remain obligated to repay the Note in full. If there are no other obligors on the Note, the unpaid balance is forgiven upon notification and submission of acceptable proof in accordance with N.J.A.C. 9A:10-6.17 (b) or (c). If the student *beneficiary* dies or becomes totally and permanently disabled, *the repayment responsibility is discharged for all remaining parties to the loan*. In a NJCLASS ReFi+ loan where a parent borrower refinances underlying loans for more than one student into one new loan, if one of the students dies or becomes totally and permanently disabled, the remaining portion of the original underlying loans associated with the deceased/disabled student will be discharged. The borrower remains responsible for repaying the remaining balance of the loan associated with the underlying loans for the other students.

Applications for discharge due to the total and permanent disability of the student *beneficiary* must include the Authority's application form and a written statement from a physician who is a doctor of medicine or osteopathy

and is legally authorized to practice, certifying that the student beneficiary is totally and permanently disabled. For applications for discharge due to the death of the student *beneficiary*, applicants must submit a certified copy of the *student's* death certificate to the Authority.

### Will my NJCLASS ReFi+ Loan be sold or transferred to another company for servicing?

No, your NJCLASS ReFi+ Loan will not be sold or transferred to another company for servicing. After your refinance is complete, HESAA will collect your payments and service your loan.

### Where can I check the status of my NJCLASS ReFi+ Loan?

To check the status of your loan or to make a payment, you can log into HESAA's secure website at [www.hesaa.org](http://www.hesaa.org)

### Why do I have a small balance left on my loan with my current lender?

While HESAA makes every effort to ensure that the loan payoff(s) made to your lender(s) are accurate, there are many factors outside our control that may cause a small balance to remain on your loan. Examples include your lender's processing times, application of payments, calculation of interest, and rounding. This is one reason why it is important to continue to make on-time payments to your current lenders until they notify you that the loan has been paid in full. Even if you have received confirmation from HESAA that funds have been disbursed to your lender, you must also confirm with your lender that they have received the disbursement and that it has paid your loan in full. If your lender notifies you of a small balance due, you are responsible for paying it to them directly. If you believe there should not be a balance, you should contact your lender's customer service department for an explanation and to have any of your questions answered.

### Why did I receive a refund from my current lender?

While HESAA makes every effort to ensure that the loan payoff(s) made to your lender(s) are accurate, there are many factors outside our control that may result in a small overpayment on your loan. Examples include your lender's processing times, application of payments, calculation of interest, and rounding. This is one reason why it is important to continue to make on-time payments to your current lenders until they notify you that the loan has been paid in full. Even if you have received confirmation from HESAA that funds have been disbursed to your lender, you must also confirm with your lender that they have received the disbursement and that it has paid your loan in full. If you receive a small refund check from your lender, you should deposit those funds into your checking account. If you want to apply the overpayment funds back to your NJCLASS ReFi+ Loan, you can simply make an extra payment in the same amount to HESAA after you deposit the refund check. Some lenders may send overpayments directly back to HESAA. If this happens, we will credit the funds to your NJCLASS ReFi+ Loan and you will see your balance adjusted accordingly on your invoice. If you believe you received a refund in error, you should contact your lender's customer service department for an explanation and to have any of your questions answered.



## How do I print my application and promissory note?

### **First, disable any pop-up blocking software.**

To print:

- Click "Print my completed loan application and promissory note" link from the welcome page (under "You can"), and log on.
- Enter Borrower (or co-borrower, cosigner or joint cosigner if applicable) SSN and the loan reference number.
- Click on the Borrower (or co-borrower, cosigner or joint cosigner if applicable) button and then click "Print loan application and promissory note" to launch the document (Adobe PDF).

You may see some messages asking if you want to allow the system to print (depending on your browser settings). Once you respond, the loan application will be displayed in a separate window to be printed.

You may get both a blank screen and the form with your data. Move the blank screen aside to get to the form that you want to print.

### **I am having trouble printing. What should I do to troubleshoot and resolve the problem?**

- We recommend using the latest version of Chrome, Firefox, Safari, or Internet Explorer 9.0+ to the complete the application.
- If you are using any pop-up blocking software, please turn it off. You may have more than one pop-up blocker installed, so check that all are turned off.
- Make sure you have Adobe Acrobat Reader 8.0 or greater installed on your computer. If not, upgrade free at [www.adobe.com](http://www.adobe.com).
- If you see the document on screen but can't print, check that your printer is on, all cables are secure, and there is enough paper and ink.

If you have followed the steps above but you do not see the form, please check to see if the form is minimized or hiding behind other windows you have open. If you double click the print link, sometimes the top window will hide the pop-up form.

### **Reminders:**

- It may take several minutes for your application data to display and be ready to print, especially if you are using a slower type of internet connection.
- If you opted not to eSign, please have each party to the loan sign the application and sign the promissory note before mailing it to HESAA for final processing. Be careful to have each party sign in the proper places, your name will print below the lines where you should sign.
- Please **DO NOT** hand-write your application after you have applied on line. Doing so will cause a delay in processing. Please include your loan reference number on all correspondence (including email) so that we can assist you.
- If you are still unable to print after having upgraded to the newest version of Adobe and reviewing the [printing questions](#) above, please [contact us](#) for help. Be sure to include your application reference number if you are sending us an email.

When I try to print, I get an error that says, "File is damaged and cannot be repaired" what should I do?

Please make sure you are using a newer version of Adobe Acrobat Reader (at least 8.0, preferably 9.0+). If you need to upgrade please go to [www.adobe.com](http://www.adobe.com) (it's free). Also, if you are using a slow internet connection, you may experience difficulty.

We recommend using the latest version of Chrome, Firefox, Safari, or Internet Explorer 9.0+ to complete the application.

If you are still unable to print after having checked your software and reviewing the [printing questions](#) above, please [contact us](#) for help.

How do I get a user ID and password?

To register, follow these steps:

- Click "Register" button.
- Create a HESAA user ID profile, and choose your login/user ID and a password. When finished, click submit.
- Return to login page and enter your login/user id and password.

I forgot my password. What should I do?

- Click "Forgot Password or Forgot User ID".
- Enter User ID and click "send request". An email will be sent to the email address that you used at the time you created the registration.
- Click the link provided in the email and you will be prompted to enter the new password twice.
- Return to login page and enter your login/user id and password.

I got an error that said the user ID already exists. What should I do?

If you press the "Save" button twice (while waiting for a response) or accidentally double click on it, you may see this message. Your user ID will be created with the first press of the "Save" button, so the second click during the save process causes this error to be displayed. If you believe this is the case, please try to log in with the user ID and password you created.

If you are sure you only pressed "Save" one time, then the user ID may have been chosen by a different person. Please choose a different ID and try again. If you are still having difficulty, please [contact us](#).

Other Login/User ID and Password issues:

We recommend using the latest version of Chrome, Firefox, Safari, or Internet Explorer 9.0+ to access the system. If you are still having trouble, please [contact us](#).