



Frequently Asked Questions-Standard Loan

Why do I need a User ID and Password?

To help mitigate fraud, HESAA requires all parties to the application to have their own User ID and password. Each borrower on the application must pass an authentication process in order to sign their application. The User ID and Password also enables the borrower to access their accounts with HESAA.

How do I get a user ID and Password?

To register, follow these steps:

1. Click on the "Register" button.
2. Create a HESAA user ID profile, and choose your login/user ID and a password. When finished, click submit.
3. 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, 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](#).

How do I print my application and promissory note?

- Make sure you have Adobe Acrobat Reader 8.0+ installed on your computer. If not, go to www.adobe.com to upgrade.
- Click "Print my completed loan application and promissory note" link from the welcome page (under "You Can"), and log on to NJCLASS Xpress
- Enter Borrower SSN and the loan reference number.
- Click on the Borrower button and you will see options to e-sign or print the documents.

You may see some messages asking if you want to allow pop ups (depending on your browser settings). Once you respond (yes), the loan application will be displayed in a separate window to be printed. If you have more than one type of pop-up blocking software, you may see more than one message asking if you'd like to allow pop-ups from this site.

You must disable any pop-up blocking software in order to print.

The Co-borrower, Cosigner or Joint Cosigner can also print, substitute the respective SSN and role in the instructions above.

If you are still unable to print after reviewing the printing troubleshooting section, please [contact us](#) for help.

I'm having trouble printing. What can I do to troubleshoot and resolve the problem?

- Make sure you have Adobe Acrobat Reader 8.0 or greater installed on your computer. If not, upgrade at www.adobe.com.
- We recommend using the latest version of Chrome, Firefox, Safari, or Internet Explorer 9.0+ to access and print the application. If you are using a different browser and are experiencing a problem, please try again using Internet Explorer.
- If you're 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.
- If you've followed the steps above but you don't see the document, please check to see if it is minimized or hiding behind other windows you have open.
- If you see the document on screen but can't print it, check that your printer is on, all cables are secure, and there is enough paper and ink.

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.
- Once this application has been signed electronically, you may print a copy for your records. Please do not mail a copy of the application and promissory note to NJCLASS.
- Please DO NOT hand-write your application and submit a hardcopy after you have applied on line. HESAA does not accept hardcopy applications and submitting one 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 reviewing the printing questions above, please [contact us](#) for help.

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're using a newer version of Adobe Acrobat Reader (at least 8.0, preferably 9.0 +). If you need to upgrade, go to www.adobe.com. 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+. If you are not sure, go to www.microsoft.com to check for updates or to upgrade.

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

I'm clicking on Student role and I don't see the link to print the application, why not?

Only those who are financially responsible for the loan (i.e. the Borrower, Co-Borrower, Cosigner, and Joint Cosigner) will have the links available to print the loan application.

If the Student is the Borrower, use the Borrower role to see the link to print.

Nothing happens when I click the link to apply for a loan. How can I fix this?

Make sure that javascript is enabled in your browser. If it is not, change the setting to enable it, and try again.

Can the Student be the Borrower if the student has no income?

Yes. The Student can be the Borrower, however, if the Borrower does not meet the income or credit requirements, an [eligible Co-Borrower or Cosigner](#) will be required.

Does the Student have to be the Borrower?

No, the student or a creditworthy parent may apply for NJCLASS. An eligible parent borrower is a student's biological or adoptive mother or father. The spouse of a parent is also an eligible parent borrower.

I'm confused about the terms "Co-borrower" and "Cosigner". What's the difference?

A [Co-borrower](#) is an additional party to the loan that is jointly and primarily responsible for repaying the debt. Please read the [Borrower and Co-borrower Rights and Responsibilities](#) for additional information.

A [Cosigner](#) guarantees payment of a debt. Borrowers who do not meet the income and/or credit requirements will be required to have an eligible Cosigner. Please read the [Cosigner and Joint Cosigner Rights and Responsibilities](#) for additional information.
[What to Consider When You're Considering Cosigning a Loan](#)

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

No. Each party to the application can only have one role, with the exception of a Student who may also be the Borrower.

Is a Cosigner always required?

No. If the Borrower meets both 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. The [Joint Cosigner](#) is optional.

I'm a parent and I want to be the Borrower for my student's NJCLASS loan. How do I begin?

The student page of the NJCLASS application must be completed first, and it is on that page that we ask if the student or the parent will be the borrower. That question should be answered 'Parent' if a parent wants to be the borrower on the NJCLASS Loan. Fill out the Borrower section and certify you are the student's biological or adoptive mother or father, or the spouse of a parent.

Both parents would like to be jointly responsible Borrowers (Borrower and Co-Borrower) for our student. How do we proceed?

Fill out the Student page first, and answer "No" to the question that asks if the student is the borrower. Fill out the Borrower section next.

The Borrower should indicate there will be a Co-borrower for the application when filling out the Borrower section. The other parent can then fill out the Co-borrower section of the application (the loan application reference number will be needed).

What should I enter for Academic Period of the Loan?

Most students apply for a loan that spans the fall and spring semesters, e.g. September 1st through May 25th. However, you may apply for just the fall semester, or the for spring semester and summer semester, etc. The total time period of the loan should not be more than one year. If you are unsure, please contact the Financial Aid Office at your college for advice about your particular situation.

Do not enter a time span that covers all 4 years of college.

The student is the Borrower, I'm the Cosigner. I'm ready to fill out the Cosigner section, how do I proceed?

The Borrower will provide you with the loan reference number after filling out the Borrower section of the application. Once you get this information from the Borrower, the Cosigner should enter his or her SSN, enter the loan reference number, click Cosigner, then click the first link on the right (provide or edit your information) to proceed to the Cosigner information page. When finished filling out the information, press submit. The Cosigner will be asked if there will be a Joint Cosigner, if so, the Joint Cosigner can fill out his or her page next.

How do I add a Joint Cosigner if the Cosigner page is protected/not editable?

If a loan application is not approved, and you'd like to add a joint cosigner to have the application reconsidered, click the link (use link from result page, or use Borrower SSN and click Borrower radio button for options) and follow instructions to indicate that a joint cosigner will be added. The joint cosigner should then login and provide the necessary information on the joint cosigner page. The joint cosigner will need the loan reference number to do so. The application will automatically be reprocessed and you will get a new result once the joint cosigner completes all of the information and presses "Submit" on their page.

Will I get my results faster if I fax my application documents to you?

No , since you have signed your documents electronically there is no reason to fax your application and promissory note. If you need to confirm your identity or provide other documentation you may mail or scan and upload the requested documentation and form by going to www.NJCLASS.org and clicking on "Welcome New Borrowers" and " Upload Documents" link. Uploading the information is the fastest and most secure method to send your information.

If you must mail the documents to confirm your identity you can send them to NJCLASS Originations PO Box 538 Trenton, NJ 08625-538.

Am I eligible for a NJCLASS Loan?

Eligibility information can be found [here](#).

If the student lives in NJ but is going to college out-of-state, is the student eligible for NJCLASS?

Yes, as long as they meet the other requirements. Please review the [eligibility](#) information.

If the student lives out-of-state but is attending college in NJ, is student eligible for NJCLASS?

Yes, as long as they meet the other requirements. Please review the [eligibility](#) information.

Are there loan limits for NJCLASS Loans?

Pursuant to P.L.2017 c.198, student beneficiaries first applying for a NJCLASS loan on or after August 8, 2017 will be subject to a loan limit. This is an aggregate per student loan limit, which will be increased annually for each academic year over the prior year by the regression-based index value of the Higher Education Price Index. The loan limit does not apply to students who have previously received NJCLASS loans prior to August 8, 2017 or who applied for their current loans prior to August 8, 2017.

Must I consider Federal Loans before I take out a NJCLASS Loan?

Public Law 2017 c.198 also added requirements regarding the maximum annual loan amounts for a student borrower. To determine the maximum annual loan amount the total federal subsidized Direct loan amount available to the student has always been deducted from the NJCLASS loan amount. The new law now requires HESAA to deduct the maximum amount of federal Direct Unsubsidized Loans available to the student from the available NJCLASS loan amount if the available interest rate for federal Direct Unsubsidized Loans is lower than the interest rate available to the student under the NJCLASS Loan Program. However to ensure that students do not lose federal loan benefits, including but not limited to income-based repayment (IBR), loan forgiveness and redemption programs, HESAA is requiring all federal Direct Loan amounts, subsidized and unsubsidized, to be deducted from the certified NJCLASS loan amount, regardless of the interest rate.

How much can I borrow?

Borrowers may apply for a loan up to the [cost of attendance](#), less any financial aid. The cost of attendance (which is determined by the school) includes tuition, fees, room and board, books, and other education-related expenses. Please contact your school's financial aid office if you have any questions about the amount of the NJCLASS loan for which you may apply.

Please contact the financial aid office of your college for more information if you are not sure about the amount of the loan you need. Borrow only what you need, and keep in mind that borrowing carries with it the responsibility of repayment.

How is the interest rate determined?

Unlike other alternative loans on the market, the interest rate is not dependent upon your credit-rating or the presence of a cosigner.

Are there any fees for applying for and/or receiving a NJCLASS loan?

The NJCLASS program deducts up to a 3% administrative fee from each disbursement of the approved loan amount. There are no other fees, and it costs nothing to apply. Unlike other lenders, this fee is not dependent upon your credit rating or the presence of a cosigner. This is an important consideration when comparing alternative or private loan programs

What is the Truth in Lending Act (TILA)?

This law established in 1968 is designed to protect consumers in certain credit transactions by requiring clear disclosure of key terms of the lending arrangement and all costs associated with the loan. The sole purpose of TILA is to promote the informed use of consumer credit, by requiring disclosures about its terms, and standardizing the manner in which costs associated with borrowing are calculated and disclosed. It is important to note that this law does not regulate the costs or charges associated with a loan; it just requires that this information is disclosed to the borrower in a timely fashion.

What does Usury Interest Rate mean?

The term usury rate refers to a rate of interest that is considered to be excessive as compared to prevailing market interest rates. Usury laws are state laws that specify the maximum legal interest rate at which loans can be made

What is a Private Education Self Certification Form and why do I need to complete this?

The Federal Government requires you to submit information regarding the cost of attendance and expected financial aid. You will be asked to complete a Federal Private Education Loan Applicant Self-Certification during this application process. You will need to know the cost of attendance for the period of enrollment covered by this loan and the estimated financial assistance you will be receiving. The difference between these two items is your loan amount. You can obtain this information from the Financial Aid office at your school. The purpose of this form is to ensure that the student/borrower is aware of the costs associated with attending their school, and the amount of loans that may be necessary.

What is cost of attendance?

The cost of attendance is an estimation of the total amount it will cost a student to attend a particular school for a specific period of enrollment. The cost of attendance usually includes tuition, fees, room and board, books and supplies, and other expenses.

How do I complete the Estimated Financial Assistance amount on the Private Education Self Certification Form?

Your Estimated Financial Assistance is your financial aid package before the NJCLASS loan. You should include Federal and State student aid and any scholarships you've been awarded. Your financial aid office can provide this number to you if you still unsure of your aid package.

What is period of enrollment?

This is the academic year, academic term (such as semester, trimester, or quarter) or the numbers of weeks of instructional time for which the applicant is requesting student financial assistance.

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

After we complete our review of your application documents, and have received the school's certification, we are ready to offer you the loan. Federal regulations require that lenders honor the terms and conditions of the loans they offer for 30 days. This gives borrowers time to review the loan terms and decide if they want the loan. If you want the loan, then accept the loan offer. If you've changed your mind and no longer wish to borrow, then decline the offer. If you take no action on the offer, it will expire, and the lender 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 borrower 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 borrower can rescind or cancel their loan application. If you rescind your loan, it will be cancelled. If you decide later that you need additional funds, you'll need to reapply. There is no guarantee that the terms and conditions of the original offer will be available if you reapply.

What is an APR?

The Annual Percentage Rate (APR) is the cost of credit expressed as a yearly rate including interest, and loan fees. This allows the borrower to compare loans; however the APR should not be confused with the actual note rate.

What is a pre-paid finance charge?

A pre-paid finance charge is any finance charge (other than interest) paid to the lender in cash or check or withheld from the loan proceeds used for processing and servicing the loan. The loan administrative fee that is charged to NJCLASS borrowers is a prepaid finance charge.

What is the amount financed?

The Amount Financed is the loan amount applied for less any pre-paid finance charges. For example, if the borrower's loan is for \$10,000 and the pre-paid finance charges are \$200, the amount financed would be \$9800.

What is the initial finance charge?

A finance charge is any fee or charge representing the cost of credit, or the cost of borrowing. It includes not only interest but other charges as well, such as transaction fees.

What is Capitalization?

Interest capitalization is the process of adding unpaid interest to the outstanding principal balance. In the NJCLASS program, borrowers can select from different repayment options. When borrowers elect to defer all payments while in school, interest continues to accrue but is not billed. The unpaid accrued interest is capitalized annually (added to the principal balance) and at the end of the in-school period. Interest capitalization normally results in a higher principal balance at time of repayment.

What is a Variable Interest Rate?

The interest rate on your loan can change, based upon the prime rate or some other rate known as an index. With a Variable rate loan, the interest rate on the loan will change as the index rate changes, meaning that the rate could go up or down. Because your interest rate can go up or down, your monthly payment can also go up or down.

What is LIBOR?

LIBOR (London Interbank Offered Rate) is the average interbank interest rate at which a selection of banks on the London money market are prepared to lend to one another. LIBOR comes in several maturities and in different currencies.

What is a "Private Education Loan?"

The Federal Reserve Board uses this term to broadly categorize any loan that is not a Title-IV loan. A private education loan is a student loan independently financed and administered by a nonfederal lender. A private education loan is sometimes also referred to as an alternative or supplemental loan. NJCLASS is a supplemental loan program authorized through the State Legislature.

What is Title IV aid?

Title IV is part of the Higher Education Act of 1965, as Amended. It governs the administration of federal student financial aid programs in the United States. Title IV student aid includes the Federal Pell Grant Program, the Academic Competitiveness Grant (ACG) Program, the Federal Supplemental Educational Opportunity Grant (FSEOG) Program, the Leveraging Educational Assistance Partnership (LEAP) Program, the Federal Family Education Loan Program (FFELP), the Federal Work-Study (FWS) Program, the William D. Ford Federal Direct Loan (Direct Loan) Program, the Federal Perkins Loan Program, the National Science and Mathematics Access to Retain Talent Grant (National SMART Grant) Program, and the Teacher Education Assistance for College and Higher Education (TEACH) Grant Program.

What does it mean if my loan is pre-approved?

Pre-approved means your loan has met HESAA's minimum income and credit requirements. After the lender review is completed, a school certification request will be sent to your school. Once the school certification is complete you will receive a loan offer. In order to finalize your loan and have the funds disbursed, you must accept this loan offer within 30 days. If you do not accept your loan offer, it will expire and you will have to apply again.

Why can't I eSign?

Only completed, pre-approved applications require signatures. You will not be asked to eSign your application unless you are pre-approved.

Can all parties to a loan still e-sign if their identities could not be confirmed?

Yes all parties can still e-sign their sections of the application even if their identity could not be confirmed. To confirm your identity you must sign the [NJCLASS Affidavit](#) and send it in to NJCLASS with a photocopy of a government issued photo ID containing your signature. Acceptable IDs include a current driver's license, a passport, or a school identification card. Please enlarge all copies to ensure clarity of signatures and photos. You may mail or scan and upload the requested documentation and form by going to www.NJCLASS.org and clicking on 'Welcome New Borrowers' and '[Upload Documents](#)' link.

What are the required documents I must send it in if I failed authentication?

To confirm your identity you must sign the [NJCLASS Affidavit](#) and send it in to NJCLASS with a photocopy of a government issued photo ID containing your signature. Acceptable IDs include a current driver's license, a passport, or a school identification card. Please enlarge all copies to ensure clarity of signatures and photos. You may mail or scan and upload the requested documentation and form by going to www.NJCLASS.org and clicking on 'Welcome New Borrowers' and '[Upload Documents](#)' link.

Can I Scan and email my documents to NJCLASS?

For faster results, you can scan and upload any documents directly to NJCLASS by using Mapping Xpress. Go to NJCLASS.org and click 'Welcome New Borrowers' and '[Upload Documents](#)' link. Follow the instructions and send your documents to NJCLASS using this fast and secure method.

How do I eSign?

Click continue to begin and follow and click the yellow tabs which will guide you through the process as you review the documents. You will have to select your signature style which will be used on all documents requiring your signature. Once you have adopted your style, follow the tabs that tell you where to sign. Once your signature is affixed to all documents, you must click the finish button, located at the upper right hand corner of the page. You will be returned to the status page. When all parties have completed their signatures you will be able to print copies of your documents for your records.

Does everyone on the loan application have to sign electronically?

Yes, each applicant must eSign the documents. After your application has been processed and signed by all parties you will be given the opportunity to print a copy for your records. Any printed copies are for your records only and should not be mailed to NJCLASS.

What does it mean to sign electronically?

An **electronic signature** is any legally recognized electronic means that indicates that a person agrees to the contents of an electronic message. The U.S. Code defines an electronic signature as "an electronic sound, symbol, or process, attached to or logically associated with a contract or other record and executed or adopted by a person with the intent to sign the record."

Is it secure to sign electronically?

Yes, signing electronically is a secure process. By logging into HESAA's secure environment you can be sure your information is safeguarded. When you sign electronically your data remains protected on our secure database. This is safer than printing and mailing your personal financial information.

I sign electronically can I still print a copy of my documents?

Yes, when all parties to the application have completed their electronic signatures, you will have the opportunity to download and save or print all of your loan documents. Any printed copies are for your records only and should not be mailed to NJCLASS.

How do I know if I completed the eSign ceremony correctly?

You will be guided throughout the electronic signing ceremony. When you have signed and clicked the Finish button you will return to a status page that will indicate your application has been signed and whether or not you must provide supporting documentation to authenticate your identity. Once all parties to the loan have completed their electronic signatures you will be provided an opportunity to download and save or print a copy of your signed loan documents. Any printed copies are for your records only and should not be mailed to NJCLASS.

My cosigner and I will be completing the application together, how do we both sign electronically?

Once you have completed your eSignature, you will be prompted to click the save button and log out of the application. All other parties to the application must have their own User ID and Password in order to begin the signature process.

How does everyone sign if we are not together all at once? Can we all sign electronically?

Once you have completed your eSignature, you will be prompted to click the save button and log out of the application. All other parties to the application must have their own User ID and Password in order to begin the signature process. The other borrowers on the loan can then log into the application using their SSN and the loan reference number (12-digit number, starts with an R, L, or G). They then click the button next to the role they are on the application, then click the link that says "eSign my application" and begin their signature process. Each party to the application must be authenticated before they can eSign the application and Promissory note

Can I complete all of the eSignatures for everyone on the application? How does HESAA know that each party individually eSigned?

One party on the application cannot sign for everyone. All other parties to the application must have their own User ID and Password in order to begin the signature process. In order to eSign the application your identity must be authenticated. Our eSignature process records the entire transaction from start to finish. This includes all web pages and documents that were presented, viewed, signed or accepted; how long users spent on each page, and more. The solution enables the electronic evidence to be easily presented in either electronic or paper format to a judge, regulators or an executive team for litigation if necessary.

Can I save my application and return later to eSign?

Yes, you can save and finish your loan application later but it will be made inactive if you do not return and sign your application 35 days after your loan application has been pre-approved.

What is a signature authorization code?

When an individual is authenticated they receive a signature authorization code to enter when signing NJCLASS loan applications and promissory notes. It is a 6 digit number that begins with the letter E. Entering this code lets the NJCLASS know that you have been authenticated. Please retain this code and do not share it with anyone. If you provide this code to another person you are authorizing that person to sign all NJCLASS loan applications and promissory notes on your behalf.

How will I get the money?

The school determines the loan disbursement dates and amounts during the certification process.

The proceeds may be sent to the school by check or EFT.

- Electronically transferred to your school.
 - If the school participates in NJCLASS-EFT, all proceeds will be electronically sent to the school, regardless of whether the student or the parent is the borrower.
- Student Borrower Check - Issued as a check made payable to the school and mailed to the school address on file.
- Parent Borrower Check- Issued as a check made payable to the parent and mailed directly to the parent borrower at the address on file.

When do I start repayment?

The repayment start date depends on the repayment option selected. For immediate repayment of principal and interest, a bill statement is generally sent out within 30 days of the loan disbursement. For interest-only payments, an interest bill is generally sent out within 30 days of the loan disbursement. For deferred payments, no bill is sent until the student graduates, withdraws from school, or the student's enrollment falls to less than half-time. In these cases, the first bill is generally sent out within 30-45 days of the enrollment status change.

May I make payments on a loan while in school?

Yes. Borrowers who select immediate repayment of principal and interest, or interest-only payments are required to make payments while the student is enrolled in school. Payments received in these cases are applied first to outstanding accrued interest, then to reduce outstanding principal.

Borrowers who select a deferred repayment option are not required to make payments while the student is enrolled in school; but, if they are able to afford to do so, HESAA encourages borrowers to make payments. In the case of a deferred repayment option, payments are applied to reduce outstanding principal.

How are payments applied?

In cases where borrowers are being billed for principal and interest repayment, or interest-only payments, payments that are received are applied first to outstanding accrued interest, then to reduce outstanding principal. Additional payment amounts equal to or greater than the monthly payment amount will be posted first to any outstanding accrued interest, then to reduce principal. These types of payments will not move ahead the next payment due date.

Will I be suspended for repeatedly making payments with insufficient funds?

Customers whose payments are returned for insufficient funds and not successfully resubmitted prior to the due date for two consecutive months will lose the privilege of using the HESAA online bill pay feature for a period of 6 months from the second month in which this occurred. Customers whose payments are repeatedly returned for insufficient funds and not successfully resubmitted will lose the privilege of using the HESAA online bill pay feature permanently.

What are the consequences if I default on my NJCLASS?

Defaulting on your NJCLASS loan has very serious consequences. If you default, HESAA will initiate collection activity against you until the loan has been repaid in full. Defaulting may result in any or all of the following:

- You will be required to pay interest on this loan accruing after default. All past due interest may, to the extent permitted by law, be capitalized and treated as part of the outstanding principal balance.
- Report of the default to all national credit bureaus (also known as consumer reporting agencies). Adverse credit reports can affect your ability to obtain financing and can increase the cost of credit if you are approved.
- Report of default to the NJ State Treasury, causing state tax refunds to be withheld and applied to the loan balance.
- Loss of other state payments.
- Garnishment of wages.
- Assignment of loan to a collection agency.
- Possible charge of up to 25% of your principal balance in collection costs necessary to collect the debt.
- Loss of eligibility for further assistance from any NJ State grant or scholarship and for NJCLASS loans.

- Loss of eligibility for repayment options, deferments and interest benefits as described on the promissory note.
- Suspension of professional licenses in New Jersey.
- Lawsuit.
- Liability for court/legal expenses.

Is information about my loans reported to the credit bureaus (also known as consumer reporting agencies)?

Yes. Following the first disbursement of a NJCLASS loan, HESAA reports the status of the loan each month to the consumer reporting agencies. The loan status is reported on both borrowers and cosigners. HESAA will continue to report information about the loan and the payment history to the consumer reporting agencies until the loan is paid in full.

Other questions? Contact us.

Before you call or email, please see if your question has been answered in the [Frequently Asked Questions](#) above, and check the [Things You Should Know](#) section of the NJCLASS Xpress welcome page for definitions and other information.

To email us, go to www.hesaa.org and click on [Contact Us](#). Select the Financial Aid Questions link.

Phone 800-792-8670 (M-Th. 8am-8pm; Fri. 8am-5pm).

Please **include your loan application reference number** with all correspondence.

If you are contacting us about a printing problem, please tell us what browser (Internet Explorer, Firefox, Chrome, Safari, etc.) & version you're using, and what version of Adobe Reader you're using.