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 Student Loan Borrower Assistance

## [A Resource for Borrowers, their Families and Advocates](#)

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### Not Sure What Type You Have?

- - [Home](#)
  - [Get Answers](#)
  - [Find A Solution](#)
  - [Understanding Student Loans](#)
    - [Federal Loans](#) The site displays information on loan and grant amounts, outstanding balances, loan statuses, and disbursements.
    - [Private/Alternative Loans](#)
    - [Consolidation Loans](#) You can also call the Federal Student Aid Information Center, 1-800-4-FED-AID, TDD 1-800-730-8913. The Center's counselors can help you figure out what types of loans you have. There is a Direct Loan service center specifically for Direct Loan borrowers at 1-800-848-0979 (1-800-557-7392 for Direct Consolidation Loans).
    - [Not Sure What Type You Have?](#)
  - [Repayment](#)
  - [Loan Cancellation](#)
  - [Default and Delinquency](#) These are very useful resources for federal loans only. There is no central data base for private student loan information. You should contact your lenders or loan holders to get more information.
  - [Student Loans & Bankruptcy](#)
  - [Collections](#)
  - [Where to Go for Help](#)
  - [Policy & Legal Issues](#)
  - [Glossary](#)
  - [About Us](#)

#### **Federal vs. Private Loans: How to Tell the Difference**

It is often confusing to spot the differences between federal loans and private loans. The same lenders are often involved, schools sometimes put their name on a private loan, and many borrowers do not realize which they have until they enter repayment.

#### **Tips**

1. If you are trying to figure out what type of loan you have after you have already signed for the loan, visit [the National Student Loan Data System](#), described above.
2. Federal loan promissory notes and applications will state the name of the federal loan program (Stafford, PLUS, Perkins, FFEL, William D. Ford Direct Loan Program, etc.) at the top of your monthly bill, and loan contract.

#### **Examples:**

Federal Loans:

[Federal Direct Consolidation Loan Application and Promissory Note](#)

[Federal Consolidation Loan Application and Promissory Note \(FFEL\)](#)

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- [Login](#)

[Direct Stafford Master Promissory Note](#)

[Federal Stafford Loan Master Promissory Note](#)

[Federal Perkins Master Promissory Note](#)

Compare to private loans:

[Career Loan Promissory Note](#) (Key Bank USA, N.A.)

3. Most private student loans will have a disclosure statement similar to the information that is included on mortgage loans and car loans. This is because most private loans are covered by the Truth in Lending Act while federal loans are not.

[Consumer Purchase - Installment Note and Disclosure Statement](#)

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