

# The Work Number

## Public Service Loan Forgiveness

Frequently Asked Questions for Employers

April 20, 2023

### **What is the Public Service Loan Forgiveness Program (PSLF)?**

The PSLF Program can forgive the remaining balance on your Direct Loans after you have made 120 qualifying monthly payments under a qualifying repayment plan while working full-time for a qualifying employer.

### **What counts as a qualifying organization for the PSLF program?**

Qualifying employers include governmental employers and many not-for-profit organizations. Further information about qualifying government and not-for-profit organizations can be found at <https://studentaid.gov/pslf/>

### **What counts as a government employer and qualifying not-for-profit?**

Any U.S. federal, state, local, or tribal government agency is considered a government employer for the PSLF Program. This includes employers such as the U.S. military, public elementary and secondary schools, public colleges and universities, public child and family service agencies, and special governmental districts (including entities such as public transportation, water, bridge district, or housing authorities).

Eligible not-for-profit organizations include:

- an organization that is tax-exempt under section 501(c)(3) of the Internal Revenue Code, and
- an organization that is not tax-exempt under section 501(c)(3) of the Internal Revenue Code, but that provides a qualifying service, such as emergency management, public education, public health, public safety, and many other services.

Further information about qualifying government and not-for-profit organizations can be found at <https://studentaid.gov/pslf/>

### **How does the PSLF service work?**

The PSLF form fulfillment feature leverages employment data employers contribute to populate the form, allowing the employee to self-service pull the form quicker typically without the need to engage their employer, depending on what required data elements are within your data feed. To help ensure your data feed is set up for utmost efficiency and automation, please reach out to [workforcessolutionsupport@equifax.com](mailto:workforcessolutionsupport@equifax.com).

## How can an employee access the PSLF form through The Work Number?

- Once logged into The Work Number Employee Portal through [theworknumber.com](https://theworknumber.com) or [employees.theworknumber.com](https://employees.theworknumber.com)
- Navigate to "The Letters Center"
- Click the PDF Icon next to *Public Service Loan Forgiveness*.
- Choose the appropriate FEIN from a list of all FEINs configured by the employer.
- Review personal data that was prepopulated in five simple steps. Once personal information is validated, the employee can then download and print the form.

## Is there a reason I would need to manually sign the printed form after uploading my signature within The Employer Portal?

The PSLF form fulfillment feature leverages your payroll feed to help prepopulate employee's employment. Depending on what is included in your data feed, there may be times when data is not populated for certain fields and/or an employee decides to alter pre-populated fields when validating their information. When this occurs, the employer's signature will be removed from the form.

This helps ensure the employer is aware of any data altered before certifying information is truthful and correct via signature. Your signature will be removed and will require a manual signature when the following fields are added or edited by an employee:

- First name and last name
- Social security number
- Employment status
- Average hours worked

## Where can I find out more information about the Public Service Loan Forgiveness program?

Further information about the Public Service Loan Forgiveness (PSLF) program can be <https://studentaid.gov/pslf/>