

Common Manual Policy Proposal Batch 221 Transmittal

April 16, 2020

#	Subject	Summary of Change to <i>Common Manual</i>	Type of Update	Effective Date
1332	Cancer Treatment Deferment	<p>11.1.D Payment of Interest during Deferment Figure 11-1 Deferment Eligibility Chart 11.4 Cancer Treatment Deferment Figure 11-2 Forbearance Eligibility Chart 11.22.A Loans Ineligible for Cancer Treatment Deferment</p> <p>Revised policy incorporates the new cancer treatment deferment per a change to the HEA and corresponding guidance.</p>	Federal	<p>Direct loans made on or after September 28, 2018, or FFELP or Direct loans in repayment on or before September 28, 2018. FFELP or Direct loans in-school or in grace on September 28, 2018 are not eligible for the deferment.</p>

Batch 221 (Approved)

COMMON MANUAL - FEDERAL POLICY PROPOSAL

Date: April 16, 2020

	DRAFT	Comments Due	
	FINAL	Consider at GB meeting	
X	APPROVED	No Changes	04/16/2020

SUBJECT: Cancer Treatment Deferment

AFFECTED SECTIONS: 11.1.D Payment of Interest during Deferment
Figure 11-1 Deferment Eligibility Chart
11.4 Cancer Treatment Deferment
Figure 11-2 Forbearance Eligibility Chart
11.22.A Loans Ineligible for Cancer Treatment Deferment

POLICY INFORMATION: 1332/Batch 221

EFFECTIVE DATE/TRIGGER EVENT: Direct loans made on or after September 28, 2018, or FFELP or Direct loans in repayment on or before September 28, 2018. FFELP or Direct loans in-school or in grace on September 28, 2018 are not eligible for the deferment.

BASIS: Public Law 115-245, signed into law on September 28, 2018; HEA Sections 427(a)(2)(C), 428(b)(1)(M), and 428H(e)(2); Electronic Announcement issued by the Department on August 22, 2019; private letter guidance from Ian Foss (FSA) dated December 20, 2019, and from Jon Utz (FSA) dated March 3, 2020; industry-developed CTD Fact Sheet distributed by NCHER.

CURRENT POLICY: Current policy does not include information about the cancer treatment deferment.

REVISED POLICY: Revised policy incorporates the new cancer treatment deferment per a change to the HEA and corresponding guidance.

REASON FOR CHANGE: Amendments to the HEA through Public Law 115-245, signed into law on September 28, 2018.

PROPOSED LANGUAGE - COMMON MANUAL: Revise Subsection 11.1.D, column 1, page 4 as follows.

Payment of Interest during Deferment

If a subsidized Stafford loan, Consolidation loan, or any portion of a Consolidation loan is eligible for federal interest benefits, the borrower is not responsible for paying the interest that accrues on the loan or subsidized portion of the loan during eligible deferment periods and post-deferment grace periods. Except for borrowers with unsubsidized Stafford loans receiving a cancer treatment deferment (see Subsection 11.4), if the borrower is not entitled to interest benefits, the borrower is responsible for paying interest that accrues during periods of deferment and making arrangements with the lender to pay the interest in installments or to have it capitalized (see Subsection 10.9.D).
[§682.210(a)(3); §428(b)(1)(M); §428H(e)(2)]

Revise Figure 11-1, Deferment Eligibility Chart – see attached.

Insert new Subsection 11.4, column 1, page 9 as follows.

11.4 Cancer Treatment Deferment

A cancer treatment deferment is available to a borrower who is receiving cancer treatment, as certified by a Doctor of Medicine or Osteopathy who is legally authorized to practice medicine, for up to one year at a time. In addition, the borrower is eligible for a six-month post-treatment deferment at the end of cancer treatment.

[§428(b)(1)(M); Electronic Announcement dated August 22, 2019]

11.4.A Eligibility Criteria—Cancer Treatment Deferment

The deferment is available for Direct loans made on or after September 28, 2018, or FFELP or Direct loans that were in repayment on or before that date. Loans that were in grace or in-school status on September 28, 2018, are not eligible for the deferment and will not become eligible for the deferment upon entering repayment.

To qualify for this deferment, a borrower must request it and provide the lender with a statement from a Doctor of Medicine or Osteopathy certifying the borrower is or was receiving, or is scheduled to receive, cancer treatment under the Doctor’s care and the dates of when the treatment began (or will begin) and end (or is expected to end).

The deferment is loan-based and not borrower-based. As a result, a borrower may have a mix of qualifying and non-qualifying loans. The borrower may request forbearance on the non-qualifying loans. See Subsection 11.22 for more information.

[Electronic Announcement dated August 22, 2019]

11.4.B Deferment Documentation—Cancer Treatment Deferment

If a borrower requests a cancer treatment deferment, the lender should forward the borrower the following common deferment form:

CTD

Cancer Treatment Deferment Request

As an alternative to completing Section 2: Physician’s Certification on the deferment form, the Doctor of Medicine or Osteopathy may provide the following:

- Verification that the borrower is or was in the doctor’s care for cancer treatment.
- The begin and end dates of the cancer treatment, if known. If the end date has not been determined, an appropriate notation, such as “unknown” or blank is acceptable.
- The name and title of the individual providing certification (i.e., MD or DO).
- The address and phone number of the doctor.

[Electronic Announcement dated August 22, 2019; industry-developed CTD Fact Sheet]

11.4.C Length of Deferment—Cancer Treatment Deferment

The deferment begins on the date the cancer treatment began or will begin but not earlier than September 28, 2018. It may be granted in one-year increments with no limit on how many years it can be granted. The borrower is also eligible for a post-treatment deferment period of six months following the end of each cancer treatment. If the physician is unable to certify an end date (e.g., end date is blank, or indication that the date is “unknown,” or “unable to be determined”) the deferment may be granted for 18 months (i.e., one year followed by a six-month post-treatment deferment period), until a

more accurate end date is certified by the physician.
[§428(b)(1)(M); Electronic Announcement dated August 22, 2019]

11.4.D Interest Benefits

The following loan types are eligible to receive an interest subsidy during the cancer treatment deferment:

- Federal Subsidized Stafford Loans
- Federal Unsubsidized Stafford Loans*
- Federal Subsidized Consolidation Loans
- Direct Subsidized Loans
- Direct Unsubsidized Loans
- Direct PLUS Loans made to students
- Direct PLUS Loans made to parents
- Direct Subsidized Consolidation Loans
- Direct Unsubsidized Consolidation Loans
- Direct PLUS Consolidation Loans

*While Federal Unsubsidized Stafford Loans are eligible, the law does not permit the Department to reimburse lenders for interest subsidy.

The following loan types will not receive an interest subsidy during the cancer treatment deferment:

- Federal PLUS Loans made to students
- Federal PLUS Loans made to parents
- Federal Unsubsidized Consolidation Loans
- Supplemental Loans for Students (SLS)

[§427(a)(2)(C)(v); §428(b)(1)(M); §428H(e)(2); Electronic Announcement dated August 22, 2019]

11.4.E Simplified Deferment Processing

A lender may grant an eligible borrower a cancer treatment deferment based on information that the borrower has been granted a cancer treatment deferment by another FFELP loan holder or the Department (for a Direct loan) for the same time period. The borrower must request the deferment either verbally or in writing but does not have to provide a completed cancer treatment deferment form or the other required documentation listed in Subsection 11.4.B.

In granting the deferment in this manner, the lender may rely in good faith on the information obtained from another FFELP loan holder, the Department, or an authoritative electronic database maintained or authorized by the Department, unless the lender has information indicating that the borrower does not qualify for the cancer treatment deferment. The lender must resolve any discrepant information before granting a cancer treatment deferment in this manner.

If the lender grants a cancer treatment deferment using this simplified process, it must notify the borrower that the deferment has been granted and that the borrower has the option to pay the interest on a FFELP loan that is not subsidized during the cancer treatment deferment or to cancel the deferment and continue to make payments on the loan.

Renumber current Subsections 11.4 through 11.20 accordingly.

Revise Figure 11-2, Forbearance Eligibility Chat – see attached.

Renumber Subsection 11.21 accordingly.

Insert new Subsection 11.22.A, column 2, page 42 as follows.

11.22.A Cancer Treatment Discretionary Forbearance

A borrower with loans that are not eligible for the cancer treatment deferment may request discretionary forbearance. The forbearance request is built-in to the *Cancer Treatment Deferment Request* form (CTD) and is applied automatically by the lender unless the borrower indicates on the form that he or she does not want forbearance applied to loans that are not eligible for the cancer treatment deferment.

The forbearance begins on the later of:

- September 28, 2018.
- The date the borrower began receiving cancer treatment as certified by a Doctor of Medicine or Osteopathy.
- The borrower's delinquency date.

The forbearance will continue through the earlier of six months after the completion of the borrower's treatment as certified by a doctor or one year. The lender does not have to consider this type of discretionary forbearance to count against its maximum allotment for discretionary forbearance.

Payment of interest is not required during the cancer treatment discretionary forbearance but may be made by the borrower during the forbearance period. The lender may capitalize any unpaid interest into the loan principal at the expiration of the borrower's cancer treatment deferment.

[\$682.211(c); Electronic Announcement dated August 22, 2019; industry-developed CTD Fact Sheet]

Renumber current Subsections 11.22 through 11.24 accordingly.

PROPOSED LANGUAGE - COMMON BULLETIN:

Cancer Treatment Deferment

The *Common Manual* has been updated to include information about the cancer treatment deferment that became part of the Higher Education Act (HEA) in 2018, through Public Law 115-245, and implemented by the Department in 2019.

GUARANTOR COMMENTS:

None

IMPLICATIONS:

Borrower: Borrowers who have or are receiving treatment for cancer under a physician's care will be able to defer student loan payments on eligible loans. Borrowers who have unsubsidized Stafford loans will not be charged interest during the deferment period.

School: Schools will be able to direct borrowers who have questions about deferment options while under a physician's care for cancer to consider the cancer treatment deferment.

Lender/Servicer: Lenders and servicers must grant the cancer treatment deferment to eligible borrowers. Lenders and servicers may not charge interest that accrues during the deferment period to borrowers who have unsubsidized Stafford loans.

Guarantor: Guarantors will be able to direct borrowers who have questions about deferment options while under a physician's care for cancer to consider the cancer treatment deferment.

U.S. Department of Education: The Department will be able to direct borrowers who have questions about deferment options while under a physician's care for cancer to consider the cancer treatment deferment.

To be completed by the Policy Development and Maintenance Contractor (PDMC)

POLICY CHANGE PROPOSED BY:

PDMC

DATE SUBMITTED TO POLICY DEVELOPMENT AND MAINTENANCE CONTRACTOR:

October 1, 2018

DATE SUBMITTED TO CM GOVERNING BOARD FOR APPROVAL:

April 9, 2020

PROPOSAL DISTRIBUTED TO:

CM Governing Board

CM Guarantor Designees

Interested Industry Groups and Others

Comments Received from:

Evidens Group, MDHEWD, MOHELA, Navient, NCHER, Nelnet, PHEAA, PPSV, UHEAA, VSAC

Responses to Comments

COMMENT: One commenter suggested revising the Effective Date/Triggering Event to clarify that loans in school and in grace on September 28, 2018 are not eligible for the deferment:

Direct loans made on or after September 28, 2018, or FFELP or Direct loans in repayment on or before September 28, 2018. FFELP or Direct loans in-school or in grace on September 28, 2018 are not eligible for the deferment.

Response: The PDMC agrees.

Change: The Effective Date/Triggering Event has been revised as suggested.

COMMENT: One commenter suggested revising the qualifier that was added to sentence 2 in subsection 11.1.D :

Payment of Interest during Deferment

. . . Except for a unsubsidized Stafford loan ~~certain borrowers~~ receiving a cancer treatment deferment (see Subsection 11.4), if the borrower is not entitled to interest benefits, the borrower is responsible for paying interest that accrues during periods of deferment and making arrangements with the lender to pay the interest in installments or to have it capitalized (see Subsection 10.9.D).

Response: The PDMC agrees, but with a slight modification to keep the focus on borrowers and not the loan.

Change: The proposed change to 11.1.D, sentence 2, has been revised as follows:

Payment of Interest during Deferment

. . . Except for ~~certain borrowers~~ with unsubsidized Stafford loans receiving a cancer treatment deferment (see Subsection 11.4), if the borrower is not entitled to interest benefits, the borrower is responsible for paying interest that accrues during periods of deferment and making arrangements with the lender to pay the interest in installments or to have it capitalized (see Subsection 10.9.D).

COMMENT: One commenter suggested revising sentence 2 of paragraph 1 in subsection 11.4.A Eligibility Criteria – Cancer Treatment Deferment as follows:

... Loans a borrower has that were in grace or in-school status on September 28, 2018, are not eligible for the deferment and will not become eligible for the deferment upon entering repayment.

Response: The PDMC agrees.

Change: The sentence has been revised as suggested.

COMMENT: Multiple commenters suggested changing bullet 2 in paragraph 2 of 11.4.B Deferment Documentation to read:

As an alternative to completing Section 2: Physician’s Certification on the deferment form, the Doctor of Medicine or Osteopathy may provide the following:

- ...
- The begin and end dates of the cancer treatment, if known. If the end date has not been determined, an appropriate notation, such as “unknown” ~~must be provided~~ or blank is acceptable.

The commenters provided private letter guidance from Ian Foss (FSA), dated December 20, 2019, where he responded to an industry-developed processing assumptions document as support for the suggested change. One of the commenters also requested that the private letter guidance be added to the Basis section of the proposal.

Response: The PDMC agrees.

Change: Subsection 11.4.B Deferment Documentation has been revised to read as suggested, and reference to the private letter guidance has been added to the Basis.

COMMENT: Multiple commenters suggested an addition to paragraph 2 of 11.4.C Length of Deferment – Cancer Treatment Deferment:

If the physician is unable to certify an end date (e.g., end date is blank, or indication that the date is “unknown,” or “unable to be determined”) the deferment may be granted for 18 months (i.e., one year followed by a six-month post-treatment deferment period), until a more accurate end date is certified by the physician.

The commenters provided private letter guidance from Ian Foss (FSA), dated December 20, 2019, where he responded to an industry-developed processing assumptions document as support for the suggested change.

Response: The PDMC agrees.

Change: Subsection 11.4.C Length of Deferment – Cancer Treatment Deferment has been revised to read as suggested.

COMMENT: Two commenters suggested revising sentence 3 of paragraph 1 in Subsection 11.4.C Length of Deferment – Cancer Treatment Deferment to clarify there is no limitation on the number of post-treatment deferments a borrower may receive.

The borrower is also eligible for a post-treatment deferment period of six months following the end of each cancer treatment.

Response: The PDMC agrees.

Change: The sentence has been revised as suggested.

COMMENT: Several commenters requested revising sentence 1 of paragraph 1 in subsection 11.22.A Cancer

Treatment Discretionary Forbearance to clarify that a borrower with only ineligible loans may request forbearance from the lender.

A borrower with ~~some loans that are eligible for the cancer treatment deferment and some loans that are not eligible~~ for the cancer treatment deferment may request discretionary forbearance for those ineligible loans.

The commenters stated that as written the text requires the borrower to have ineligible and eligible loans to qualify for the discretionary forbearance. They further explained that FSA clarified in its August 22, 2019 Electronic Announcement that a borrower with only ineligible loans may request forbearance from the lender.

Response: The PDMC agrees, with a slight modification for grammar. With the removal of “some loans that are ineligible for the cancer treatment and some loans...” there is no longer the need to have “for those ineligible loans” at the end of the sentence.

Change: Subsection 11.22.A Cancer Treatment Discretionary Forbearance has been revised as follows:

A borrower with ~~some loans that are eligible for the cancer treatment deferment and some loans that are not eligible~~ for the cancer treatment deferment may request discretionary forbearance ~~for those ineligible loans.~~

COMMENT: One commenter asked to change “deferment” to “forbearance” in sentence 1 of paragraph 4 in subsection 11.22.A Cancer Treatment Discretionary Forbearance:

Payment of interest is not required during the cancer treatment discretionary forbearance but may be made by the borrower during the ~~deferment~~ forbearance period.

Response: The PDMC agrees.

Change: Subsection 11.22.A Cancer Treatment Discretionary Forbearance has been revised as suggested.

COMMENT: Two commenters recommended changes to the last sentence of footnote 14 on Figure 11-1 Deferment Eligibility Chart. One commenter suggested adding “are” and another suggested adding “each” as noted below:

¹⁴ This is a loan-based deferment. For loans that entered repayment on or before September 28, 2018, and borrower is or was receiving cancer treatment certified by a Doctor of Medicine or Osteopathy, or is scheduled to receive treatment. Granted in one-year increments with no aggregate limit. Borrowers are eligible for 6-month post-treatment deferment period following the end of each cancer treatment.

Response: The PDMC agrees.

Change: The Deferment Eligibility Chart has been revised as suggested.

COMMENT: Several commenters asked to revise the Borrower and Lender/Servicer Implication statements to add “Stafford” as noted below:

Borrower: Borrowers who have or are receiving treatment for cancer under a physician’s care will be able to defer student loan payments on eligible loans. Borrowers who have unsubsidized Stafford loans will not be charged interest during the deferment period.

Lender/Servicer: Lenders and servicers must grant the cancer treatment deferment to eligible borrowers. Lenders and servicers may not charge interest that accrues during the deferment period to borrowers who have unsubsidized Stafford loans.

The commenters stated that lenders and servicers can continue to charge interest that accrues during the deferment period to borrowers who have other unsubsidized loans (PLUS parent, PLUS student, and Consolidation).

Response: The PDMC agrees.

Change: The Borrower and Lender/Servicer Implication statements have been revised as suggested.

Deferment Eligibility Chart

Figure 11-1

See [Section H.4](#) for information about a statutory or regulatory waiver authorized by the [HEROES Act](#) that may impact these requirements.

Form	Deferment Type	Time Limit	Stafford and SLS Loans			PLUS Loans					Consolidation Loans	
			Pre 7/1/87 Borrower	New ¹ Borrower 7/1/87 to 6/30/93	New ² Borrower 7/1/93	Loans Before 8/15/83	Pre 7/1/87 Borrower	New ¹ Borrower 7/1/87 to 6/30/93	New ² Borrower 7/1/93	New ^{3,7} Loans 7/1/08	Pre 7/1/93 Borrower ⁹	New Borrower 7/1/93 ¹⁰
SCH	In-School: Full Time	None	•	•	•	•	•	•	•	•	•	•
	In-School: Half Time ⁸	None		•	•			•	•	•	•	•
	Post-Enrollment Deferment ⁷	6 Months							•			
GFL	Graduate Fellowship	None	•	•	•	•	•	•	•		•	•
RHT	Rehabilitation Training for Borrower	None	•	•	•	•	•	•	•		•	•
**	Rehabilitation Training for Dependent Student for whom Parent PLUS was Borrowed	None				•	•	•				
**	Teacher Shortage	3 Years		•								
**	Internship/ Residency Training	2 years	•	•		•						
TDIS	Temporary Total Disability ⁴	3 Years	•	•		•	•	•			•	
**	Armed Forces or Public Health Services ⁵	3 Years	•	•		•						
	National Oceanic and Atmospheric Administration Corps ⁵	3 Years		•								
	Peace Corps, ACTION Program and Tax-Exempt Organization Volunteer	3 Years	•	•		•						
UNEM	Unemployment	2 years	•	•		•	•	•			•	
	Unemployment	3 Years			•				•			•
**	Parental Leave ⁶	6 Months	•	•								
**	Mother Entering/ Reentering Work Force	1 Year		•								
HRD	Economic Hardship	3 Years			•				•			•
PLUS ³	In-School: Full Time	None						•		•		
	In-School: Half Time	None						•		•		
	Post-Enrollment Deferment ⁷	6 Months							•			

MIL	Military Service ¹¹	None	•	•	•	•	•	•	•	•	•
	Post-Active Duty Student ¹²	13 Months ³	•	•	•	•	•	•	•	•	•
CTD	Cancer Treatment ¹⁴	None	•	•	•	•	•	•	•	•	•

** No OMB approved form for these deferments. Borrower must provide lender with request for the deferment, documentation certifying each of the eligibility criteria for the deferment, and any supporting documentation required by the applicable regulations.

- ¹ "New Borrower" 7/1/87 to 6/30/93: A borrower whose first FFELP loan was made on or after July 1, 1987, and before July 1, 1993, or who had an outstanding balance on a loan obtained on or after July 1, 1987, and before July 1, 1993, when he or she obtained a loan on or after July 1, 1993, or who had no outstanding balance on a Federal Consolidation loan made before July 1, 1993, that repaid a loan first disbursed before July 1, 1987.
- ² "New Borrower" 7/1/93: A borrower whose outstanding FFELP loans were all made on or after July 1, 1993, and when his or her first FFELP loan was made on or after July 1, 1993, had no outstanding FFELP loans that were made before July 1, 1993.
- ³ Deferment for parent borrower who received a loan(s) between July 1, 1987, and June 30, 1993, during which the student for whom the parent obtained the PLUS loan(s) meets the conditions required for an in-school deferment. Upon request, a parent borrower may defer repayment on a parent PLUS loan(s) that was first disbursed on or after July 1, 2008, during the period in which the student for whom the parent obtained the PLUS loan(s) meets the conditions required for an in-school deferment.
- ⁴ A deferment may be granted during periods when the borrower is temporarily totally disabled or during which the borrower is unable to secure employment because the borrower is caring for a dependent (including the borrower's spouse) who is temporarily totally disabled.
- ⁵ Borrowers are eligible for a combined maximum of 3 years of deferment for service in NOAA, PHS, and Armed Forces.
- ⁶ A parental leave deferment may be granted to a borrower in periods of no more than 6 months each time the borrower qualifies.
- ⁷ A Grad PLUS borrower whose loan(s) was first disbursed on or after July 1, 2008, may receive a 6-month post-enrollment deferment beginning on the day after he or she no longer meets the conditions required for an in-school deferment. Upon request, a parent PLUS borrower may defer repayment on a parent PLUS loan(s) that was first disbursed on or after July 1, 2008, for a 6-month period that begins on the day after the parent or the student for whom the parent obtained the PLUS loan(s) no longer meets the conditions required for an in-school deferment.
- ⁸ A borrower who received a Federal Consolidation loan before July 1, 1993, that repaid a loan made before July 1, 1987, or who had an outstanding balance on a FFELP loan obtained prior to July 1, 1987, when the Federal Consolidation loan was obtained, is eligible for in-school deferment only if the borrower attends school full time.
- ⁹ A borrower with a Federal Consolidation loan made before July 1, 1993, or a borrower who receives a Consolidation loan on or after July 1, 1993, who has any outstanding FFELP loan(s) at the time of consolidation that was first disbursed before July 1, 1993.
- ¹⁰ A borrower who receives a Federal Consolidation loan made on or after July 1, 1993, who has no outstanding FFELP loans at the time of consolidation that were made on or before July 1, 1993.
- ¹¹ A deferment may be granted to a borrower who is serving on active duty during a war or other military operation or national emergency (including qualifying National Guard duty). The borrower's military service must begin on or after October 1, 2007, or include that date.
- ¹² A deferment may be granted to a borrower called to active National or State duty who is a member of the National Guard or Reserves (including retired members) and who was enrolled at least half time at an eligible school at the time of, or within 6 months prior to, being activated. The borrower's military service must begin on or after October 1, 2007, or include that date.
- ¹³ A post-active duty student deferment may be granted to a borrower for a period of no more than 13 months each time the borrower qualifies. There is no limit to how many deferments of this type a borrower may receive. If a borrower is also eligible for a military service deferment, the 13-month period must run concurrently with the 180-day post-military mobilization period.
- ¹⁴ This is a loan-based deferment. For loans that entered repayment on or before September 28, 2018, and borrower is or was receiving cancer treatment certified by a Doctor of Medicine or Osteopathy, or is scheduled to receive treatment. Granted in one-year increments with no aggregate limit. Borrowers are eligible for 6-month post-treatment deferment period following the end of each cancer treatment.

TYPE	LENGTH
Discretionary¹¹	
Financial difficulties due to personal problems when the borrower is unable to make regularly scheduled payments ¹	The period established in the terms of the forbearance agreement (not to exceed 12-month increments); no maximum
Reduced-Payment Forbearance ¹	
Cancer Treatment Forbearance ¹³	
Mandatory¹²	
Medical or Dental Internship/Residency ^{2, 3}	12-month increments (or a lesser period equal to actual period during which the borrower is eligible); no maximum
Department of Defense Student Loan Repayment Programs ³	
National Service ^{2, 3}	
Active Military State Duty ^{2, 3, 9}	
Student Loan Debt Burden ^{4, 5}	12-month increments; 3 years maximum
Teacher Loan Forgiveness ^{2, 3}	Period while borrower maintains forgiveness eligibility. 12-month increments
Mandatory Administrative	
Local or National Emergency ⁷	Period specified by the Department or guarantor plus 30 days following the period
Military Mobilization ⁸	
Designated Disaster Area ⁷	
Repayment Accommodation	3-year maximum for variable interest rate; 5-year maximum for income-sensitive repayment
Death	Date lender receives reliable notification of death to date lender receives death certificate or other acceptable documentation, not to exceed 60 days
Teacher Loan Forgiveness ^{2, 6}	<p>The period while the lender is awaiting a completed loan forgiveness application, not to exceed 60 days</p> <p>Date lender receives a completed loan forgiveness application to date lender receives either a denial or the loan forgiveness amount from the guarantor</p>
Borrower Defense to Repayment	12-month increments or for a period designated by the Department until the FFELP loan is either consolidated or the lender is notified by the Department to discontinue the forbearance.
Administrative	
Borrower Ineligible for Deferment ⁶	Beginning date to ending date of the ineligible deferment
Delinquency before a Deferment or Forbearance ⁶	First date of overdue payment to the day before the beginning date of deferment or other forbearance type

Delinquency under Income-Based Repayment (IBR) ⁶	First date of overdue payment to the date the new calculated monthly payment amount is determined
Forgiveness under Income-Based Repayment ⁶	60 days for lender to collect and process documentation to determine a borrower's eligibility
Late Notification of Out-of-School Dates ⁶	Date borrower should have entered repayment to date first or next payment was established
Bankruptcy Filing ⁶	The earlier of the first date of overdue payment or receipt of reliable information that the borrower has filed bankruptcy to date of discharge determination or repurchase
Total and Permanent Disability	Date the Department includes in its notification to the lender that the borrower intends to apply for a TPD loan discharge application. Forbearance extends for not more than 120 days. Date the Department includes in its notification to the lender that it has received the borrower's TPD loan discharge application and extends until the Department approves or denies the application.
Spouses and Parents of Victims of September 11, 2001 ⁶	60 days from date application sent to borrower if application is not received by lender, and from date guarantor receives documentation to date of determination
Repurchase of a Non-Bankruptcy Claim ⁶	The period that the loan was held by the guarantor due to a claim purchase
Death	Date after mandatory administrative forbearance due to reliable notification of death ends to date lender receives death certificate or other acceptable documentation, not to exceed 60 days
Closed School	Period of unofficial closure notice as specified by guarantor
Closed School or False Certification ⁶	60 days from date application sent to borrower if application is not received by lender, and from date guarantor receives documentation to date of determination
False Certification—Identity Theft ⁶	Date eligibility requirements sent to individual to date request and documentation returned, not to exceed 60 days; and from date guarantor receives documentation to date of determination
Delinquency after Deferment or Mandatory Forbearance ⁶	Deferment or mandatory forbearance end date to establishment of next payment due date
Documentation Collection and Processing ⁶	Date borrower requests deferment, forbearance, change in repayment plan, or loan consolidation to date supporting documentation is processed by lender, not to exceed 60 days
Unpaid Refund Discharge	60 days from date application sent to borrower if application is not received by lender, and from date guarantor receives documentation to date of determination The period during guarantor review and ending on the date lender receives the guarantor's determination for a borrower who requests a review of a denial determination
Unpaid Refund ⁶	End date of initial 60-day mandatory administrative forbearance to receipt of completed discharge request, and during period of determination of discharge eligibility
New Out-of-School Dates after Conversion ⁶	Original repayment start date to adjusted start date
Loan Sale or Transfer ⁶	First date of delinquency to date loan is sold or transferred, if the loan is less than 60 days delinquent

Ineligible Summer Bridge Extension ⁶	Day after expiration of borrower's last in-school deferment to the 30th day after fall classes begin
Cure ⁶	Date of earliest unexcused violation to date lender receives a full payment or new signed repayment agreement
Natural Disasters, Local or National Emergency, Military Mobilization ⁶	From date borrower affected, not to exceed 3 months for each occurrence
Repayment Alignment-SLS/Stafford ⁴	First payment due date to last day of the longest applicable Stafford loan grace period
Repayment Alignment-PLUS/Stafford ¹⁰	Until end of in-school deferment or post-enrollment deferment on PLUS loan disbursed on or after July 1, 2008, or until end of grace on Stafford loan

Figure 11-2

Note: For detailed information about each forbearance situation, refer to the applicable subsection.

- ¹ Lender must document the borrower's request, the reason for the forbearance, and the terms of the forbearance agreement.
- ² For borrowers only.
- ³ A request and supporting documentation from the authorized official(s) indicating the beginning and ending dates, and a verbal or written agreement are required.
- ⁴ A request is required.
- ⁵ A request and supporting documentation of monthly income and monthly payments on Title IV education loan obligations, and a verbal or written agreement are required.
- ⁶ Lender must notify the borrower (or individual or endorser, if applicable) and document the beginning and ending dates and reason for the forbearance in borrower history record.
- ⁷ Notice from the Department or guarantor is required.
- ⁸ Documentation showing borrower is subject to a military mobilization is required.
- ⁹ For military service that begins on or after October 1, 2007, or includes that date.
- ¹⁰ Lender must notify borrower forbearance has been granted; notice must inform borrower of option to cancel forbearance and continue paying on the PLUS loan.
- ¹¹ ED issued a General Forbearance Request form, which a borrower must complete to request a discretionary forbearance, unless for cancer treatment that is facilitated using CTD deferment form.
- ¹² There are three OMB-approved forbearance request forms in this category: SERV, SLDB, and TLFF. Each is addressed in the applicable subsection of this chapter.
- ¹³ For borrowers receiving a cancer treatment deferment with loans that are not eligible for the deferment. Request included as part of the CTD deferment form.