

MARYLAND STUDENT LOAN BORROWER'S BILL OF RIGHTS



1. **You may not be subjected** to conduct that is intended to mislead you or otherwise treat you in an unfair, abusive or deceptive way.
2. **You have the right** to accurate and transparent information about your loan. Your Student Loan Servicer (“Servicer”) must provide you with all material information regarding the servicing of your loan. This includes, but is not limited to:
 - Fees and payments you may owe.
 - Your loan obligations and the terms and conditions of your loan.
 - Available repayment options (including all available information to assess the appropriateness of such options).
3. **You may not be induced** to relinquish your property through misrepresentations or omissions of material facts.
4. **You have the right** to direct your Servicer (in writing or electronically) on how your payments are to be allocated, if you make payments that are more or less than the required amount.
5. **Your payments must** be accurately applied and Servicers must correct misapplied payments.
6. **You have the right** to have your student loan information accurately reported to consumer or credit reporting agencies, including the correction of information that may have been previously reported inaccurately. Additionally, if your Servicer regularly reports information to a consumer or credit reporting agency, it must report any of your favorable loan history at least once a year.
7. **You have the right** to make a written designation of an authorized representative to communicate with the Servicer on your behalf.
8. **You have the right** to timely acknowledgment (within 10 days of receipt) of any written inquiry and/or complaint you or your authorized representative submit to your Servicer. If a Servicer’s initial response does not address your inquiry, the Servicer must provide that response within 30 days of receipt. If your written inquiry or complaint relates to your account balance, the response provided by the Servicer must clearly state that your balance has been corrected or otherwise provide an explanation as to why the Servicer believes your account balance is correct.
9. **You have the right** to request documents about your loan and, if the Servicer has those documents in its possession and control, the Servicer must provide them to you within 30 days of your request.
10. **You may submit a complaint to the Student Loan Ombudsman** [www.labor.maryland.gov/forms/frslombudcomp.pdf] if you have reason to suspect that a student loan servicer has violated your rights. The Ombudsman will mediate your complaint and may refer it for further investigation to the Office of Financial Regulation or the Maryland Attorney General – both offices have authority to investigate and enforce alleged violations of your rights and other loan servicer misconduct.

Office of Financial Regulation
Maryland Department of Labor
100 S. Charles Street, Tower 1, Suite 5300
Baltimore, MD 21201
410-230-6077 | Toll-free: 1-888-784-0136
studentloan.ombudsman@maryland.gov



Visit us at
www.labor.maryland.gov/finance

Wes Moore, *Governor*
Aruna Miller, *Lt. Governor*
Portia Wu, *Secretary,*
Maryland Department of Labor
Antonio P. Salazar,
Commissioner of Financial Regulation