

WORKING WITH OUR STUDENT LOAN ADVOCATE



As a member of the Commerce Department's Enforcement Division, the Student Loan Advocate is here to assist borrowers by attempting to resolve complaints in collaboration with institutions of higher education, student loan servicers, and other participants in student loan lending.

What we do

- Receive and review complaints related to student loan borrowing and servicing
- Provide outreach and education to Minnesota residents on student loan issues
- Work to resolve student loan borrower complaints through a variety of avenues
- Follow up with consumers regarding their complaints
- Report to the legislature on issues related student loan lending

We cannot

- Advise on financial aid or financial aid packaging. If you have questions about financial aid, please contact your college or university
- Provide academic advising or advice on picking a college
- Assit you in completing or submitting the FAFSA
 - * For help with your FAFSA, contact your high school guidance counselor or your college or university's financial aid office
 - * You can also contact Federal Student Aid at 800-433-3243, or by email at studentaid@ed.gov

File a complaint



If you have any questions or comments, feel free to contact Student Loan Advocate, Jabra Kawas jabra.kawas@state.mn.us

Contact Us

Disclaimer: The Department of Commerce does not provide student loan borrowers with legal advice, nor should this information be construed as legal advice. Borrowers are encouraged to consult their legal counsel for advice based upon their specific facts and the law.