



Student Loan Debt Collection Has Resumed and So Have the Scams—*Stay Alert!*



Dishonest companies, fraudsters, and cybercriminals are out there targeting student loan borrowers, claiming to be collection agencies collecting on your student loan debt. Be alert! These bad actors are coming after your money or personal information—or both!

Protect Yourself From a Debt Collection Scam

If you receive a phone call, text, email, or DM from a collection agency looking to collect money on your student loan debt, follow these two simple rules and protect yourself against debt collection scams.

1. Do not share any of your personal or financial information with someone claiming to be a collection agent. Do not give them anything—not your FSA ID, Social Security number, bank account number, credit card number—nothing until you verify they are legitimate!
2. Ask for the company's name and phone number, then tell them you'll contact your student loan servicer to verify their legitimacy. If your servicer confirms the company's legitimacy, proceed as needed.

Know The Rules

Although legitimate collection agencies can contact you via call, text, email, or DM, there are rules that they must follow when collecting on a debt. You have rights, too. Learn more about their rules and your rights from the Federal Trade Commission and better protect yourself from scammers.

If You Think You Have Been Targeted by a Debt Collection Scam

1. Stop all communication with the scammer immediately!
2. Follow these instructions from the Office of the Comptroller of the Currency to stop any further damage!