

As the world continues to navigate the effects of COVID-19, we at ZuntaFi are working to provide you with the information needed to make important personal financial decisions about your student loans serviced at ZuntaFi. Please take a moment to review a few important details regarding your student loans. As always, do not hesitate to contact our office with any questions.

## FAQ

### **Q: What assistance is available if I have been impacted by COVID-19?**

**A:** If you have been affected by COVID-19, we are here to help you understand the different repayment options available. Most loan programs allow for a national emergency forbearance if your loan is not in default. The forbearance provides temporary assistance due to financial difficulty resulting from COVID-19 related issues including temporary medical conditions or the inability to access normal cash flow because of employment related circumstances. Please contact your account manager to discuss the specific details of your account.

### **Q: How can I reach my account manager?**

**A:** Employee safety and business continuity is the highest concern for ZuntaFi. In response to directives from global and federal healthcare authorities, ZuntaFi is implementing “social distancing” safeguards to protect employees and customers. ZuntaFi is prepared to operate business as usual with minimal interruption to borrower support. You may continue to access your account online 24/7 at [www.zuntafi.com](http://www.zuntafi.com) or contact your account manager Monday – Friday from 8AM – 5PM, CST using their direct contact information or one of the following:

- Email: [service@zuntafi.com](mailto:service@zuntafi.com)
- Phone: (800) 592-1270

### **Q: What if I was not impacted by COVID-19, but need assistance?**

**A:** If you are experiencing financial difficulty you may be eligible for reduced monthly payments or forbearance assistance depending upon your loan program. The following is a list of potential options for qualified borrowers:

- Forbearance to temporarily postpone payments.
- Alternative repayment options:
  - Graduated Repayments – Your monthly payment is greater than or equal to the monthly interest accrual followed by a gradual increase in the payment amount. The graduated repayment option is a good option if you need lower payments now and expect to make more money in the future.
  - Income Sensitive Repayment – Monthly payments are based on your gross monthly income, but no less than the monthly interest accrual. Income verification is required.

### **Q: President Trump announced he wants to waive interest on federal student loans, why isn't the interest waived on my loans serviced at ZuntaFi?**

**A:** Your loans serviced at ZuntaFi are private student loans and have different requirements than federal student loans. As interest rates are adjusted by the Federal Reserve, your private student loan interest rates will be adjusted according to the terms and conditions of your promissory note.

