

The Work Number

Public Service Loan Forgiveness

Frequently Asked Questions for Employers

April 20, 2023

What is the Public Service Loan Forgiveness Program (PSLF)?

The PSLF Program can forgive the remaining balance on your Direct Loans after you have made 120 qualifying monthly payments under a qualifying repayment plan while working full-time for a qualifying employer.

What counts as a qualifying organization for the PSLF program?

Qualifying employers include governmental employers and many not-for-profit organizations. Further information about qualifying government and not-for-profit organizations can be found at <https://studentaid.gov/pslf/>

What counts as a government employer and qualifying not-for-profit?

Any U.S. federal, state, local, or tribal government agency is considered a government employer for the PSLF Program. This includes employers such as the U.S. military, public elementary and secondary schools, public colleges and universities, public child and family service agencies, and special governmental districts (including entities such as public transportation, water, bridge district, or housing authorities).

Eligible not-for-profit organizations include:

- an organization that is tax-exempt under section 501(c)(3) of the Internal Revenue Code, and
- an organization that is not tax-exempt under section 501(c)(3) of the Internal Revenue Code, but that provides a qualifying service, such as emergency management, public education, public health, public safety, and many other services.

Further information about qualifying government and not-for-profit organizations can be found at <https://studentaid.gov/pslf/>

How does the PSLF service work?

The PSLF form fulfillment feature leverages employment data employers contribute to populate the form, allowing the employee to self-service pull the form quicker typically without the need to engage their employer, depending on what required data elements are within your data feed. To help ensure your data feed is set up for utmost efficiency and automation, please reach out to workforcessolutionsupport@equifax.com.

Is there an implementation required? What's needed to get the feature enabled?

An implementation process is not required to have PSLF form fulfillment feature enabled for your organization. Once this feature is enabled, the employer admin or agent will be prompted to configure a form template for every Federal Employment Identification Number (FEIN) that is a qualifying FEIN for PSLF with your organization. Until this configuration is completed, employers and employees will not be able to access the PSLF form. It is imperative that the form is configured as soon as the PSLF form fulfillment feature is activated.

How do I ensure the right configurations are set up beforehand?

Once your account is set up with the PSLF form fulfillment feature, we recommend logging into The Work Number Employer Portal and completing the necessary configuration steps. If the PSLF form needs configuration, you will see "configuration needed" on the PSLF section in the Letters Center. To start the configuration process, you will be asked to add all necessary Federal Employer Identification Numbers (FEIN) associated with your organization, and you'll be required to fill out all necessary fields in sections 3 and 4. Once configurations are published, the form will be accessible to both you and employees.

How will PSLF form fulfillment benefit my HR Team and employees?

PSLF form fulfillment feature leverages your payroll feed which helps save time and can eliminate the back and forth between your HR team and employees. Employees can self-service access to the pre-populated form through The Work Number Employee Portal once enabled at any time.

How can an employee access the PSLF form through The Work Number?

Once logged into The Work Number Employee Portal through theworknumber.com or employees.theworknumber.com, employees can self-service access the PSLF form by navigating to *The Letters Center* and clicking the PDF Icon next to *Public Service Loan Forgiveness*. For any employer that has more than one Federal Employer Identification Number (FEIN), the employee will choose the appropriate FEIN from a list of all FEINs configured by the employer. Employee's

In most cases are able to easily identify the correct FEIN through a recognizable "friendly name" assigned by the employer. From there, the employee will review their personal data that was prepopulated in five simple steps. Once personal information is validated, the employee can then download and print the form.

Is there a reason I would need to manually sign the printed form after uploading my signature within The Employer Portal?

The PSLF form fulfillment feature leverages your payroll feed to help prepopulate employee's employment. Depending on what is included in your data feed, there may be times when data is not populated for certain fields and/or an employee decides to alter pre-populated fields when validating their information. When this occurs, the employer's signature will be removed from the form.

This helps ensure the employer is aware of any data altered before certifying information is truthful and correct via signature. Your signature will be removed and will require a manual signature when the following fields are added or edited by an employee:

- First name and last name
- Social security number
- Employment status
- Average hours worked

To ensure your payroll feed is set up for utmost efficiency, please reach out to workforcesolutionsupport@equifax.com to help ensure you are providing the above data elements via your file feed for all applicable employees.

An employee will need to re-engage their employer in order to obtain a physical signature on a PSLF form that is altered.

If an employee is not full-time with one organization but is across two organizations together, will their combined employment be considered full time?

Yes, typically as long as the combined number of hours across both jobs and employers equals at least 30 hours per week and each employer is a qualifying employer for the PSLF program.

Where can I find out more information about the Public Service Loan Forgiveness program?

Further information about the Public Service Loan Forgiveness (PSLF) program can be <https://studentaid.gov/pslf/>