



American Education Services

American Education Services
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Toll-free 1-800-233-0557 • TDD 717-720-2354
Fax 717-720-3931 or 717-720-2774
www.aesSuccess.org • International 717-720-3500

DEAR CUSTOMER:

This letter is to advise you of the conditions under which our office may grant a forbearance to your XPRESS educational loan(s). Enclosed is a forbearance form that includes two alternative repayment options; Economic Hardship Forbearance and Temporary Hardship Forbearance. Forbearance is normally granted in increments of six months for a maximum of twenty-four monthly installments for the life of the loan(s).

If you would like to apply for Economic Hardship Forbearance or Temporary Hardship Forbearance, please read the information carefully, complete the form, and return it to our office promptly. If you are applying for an Economic Hardship Forbearance please be sure to include all required documentation. You will be notified by mail of the approval or denial of your request. You may also check the status of your loan(s) online at www.aesSuccess.org.

If you have any questions, you may contact us at the address or telephone number shown above. Loan counselors are available to discuss your account, Monday through Friday, 7:30 a.m. to 9 p.m., ET. To quickly access current account information, send an email to our office, make a payment, or download forms, you may visit our website at www.aesSuccess.org.

Shelly K. Bowman
Assistant Vice President
American Education Services

Enclosure(s)

