

Total and Permanent Disability Discharge Application Procedures

STAGE ONE - INITIAL PHASE

	Compile all client information
	Obtain FSA Loan Summary Page as well as Loan Detail Page for each federal student loan that is currently outstanding in the client's name
	Obtain one of the following: <ul style="list-style-type: none"> ● SSA Notice of Award for SSDI or SSI stating that next scheduled disability review will be 5 to 7 years or more from the date of your last SSA disability determination ● Documentation from VA showing that the VA has determined that you are unemployable due to a service-connected disability
	If neither of the two above are available then obtain information from the client that a treating physician is willing to certify that the client is unable to engage in any substantial gainful activity by reason of a medically determinable physical or mental impairment that: <ul style="list-style-type: none"> ● Can be expected to result in death; ● Has lasted for a continuous period of not less than 60 months; or ● Can be expected to last for a continuous period of not less than 60 months.
	Complete Discharge Application
	Complete Applicant Representative Designation
	Complete TPD Application Cover Letter (remember to sign it)
	Scan all documents to PDF
	Send all documents to client by regular mail
	Calendar for 10 days to contact client in the event that all documents are not returned to your office
	Contact client in 10 days in the event that all documents are not returned to your office; calendar again and repeat as necessary

STAGE TWO - PROCESSING PHASE

	<p>Send completed TPD Application Cover Letter, Discharge Application, and Applicant Representative Designation by regular mail to:</p> <p style="text-align: center;">U.S. Department of Education TPD Servicing PO Box 87130 Lincoln, NE 68501-7130</p>
	<p>Calendar for 10 days to contact servicer at 1-888-303-7818 to confirm receipt of documents</p>
	<p>Contact servicer in 30 days in the event that we do not receive notification of decision regarding discharge; calendar again and repeat as necessary</p>