



MARYLAND OFFICE OF FINANCIAL REGULATION CONSUMER ADVISORY



September 26, 2024

Two Programs Assisting Student Loan Borrowers End September 30, 2024

*Corrected Version (this version supersedes and restates the Advisory issued on
September 26, 2024)*

The Office of Financial Regulation (OFR) is providing this guidance to help Maryland student loan borrowers understand how the end of two Federal Student Aid programs – the Fresh Start Program and the On-Ramp Transition Program – will impact their student loan repayments. Both programs are ending September 30, 2024*.

* **NOTE: The September 26, 2024 Advisory has been updated. The Fresh Start deadline was extended to Wednesday, October 2, 2024 at 2:59am ET. Borrowers can apply online, on the phone or by mail: https://studentaid.gov/help-center/answers/topic/repaying_loans/article/how-apply-for-fresh-start**

What is the Fresh Start Program?

The Fresh Start Program allows borrowers with student loans in default to have their loans placed back in repayment and apply for one of the income driven repayment plans. Borrowers in an income driven repayment plan may earn credit toward, or apply for, forgiveness programs such as Public Service Loan Forgiveness. This program ends September 30, 2024.

studentaid.gov/articles/fresh-start-now-benefits-loans-default

What is the On-Ramp Transition Program?

When the Covid-19 payment pause ended in October 2023, Federal Student Aid created a one year On-Ramp Transition Program to prevent negative credit reporting for missed payments. Payments remained due and interest continued to be added to loans, but a borrower's credit score was not impacted if they missed a payment. This program also ends September 30, 2024.

studentaid.gov/manage-loans/repayment/prepare-payments-restart

What should I do now that these programs are ending?

If you cannot afford your payment, in most cases you should still apply for an income driven repayment plan. Payments can be as low as \$0 for low-income borrowers. Additionally, borrowers should review their credit report regularly to confirm the information is correct. You can get a free copy of your credit report from Experian, Equifax and Transunion at AnnualCreditReport.com.

If you have a complaint or concern about your student loan servicer, you can [file a complaint online](#) with the Maryland Student Loan Ombudsman or send an email to studentloan.ombudsman@maryland.gov or call 410-230-6077.

The Office of Financial Regulation, a division of the Maryland Department of Labor, is Maryland's consumer financial protection agency and financial services regulator. For more information, please visit our website at www.labor.maryland.gov/finance.



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