Repaying your CitiAssist Loan

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Agenda

• Loan Features
• Repayment Options
• Deferment and Forbearance
• Borrower Benefits
• Online Services
• Repayment for international borrowers
CitiAssist Loan Features

• Interest rate is based on the Prime Rate and is variable, changing quarterly
  – For current rate information go to studentloan.com
• Interest is capitalized once prior to repayment
• Your grace period is 6 months
• Graduate students have 15 years to repay the loan
• If you have more than one CitiAssist loan, you will receive one bill for all loans due
  – You can request a change of due date by calling 800-967-2400.
Repayment Options

All borrowers will receive a pre-repayment call prior to repayment from Citibank. This call is to discuss your loan, repayment options and your plans for the future.
Repayment Options

Repayment Options
• Level Repayment
  – Pay the same amount for the duration of your repayment period
• Interest-Only Repayment
  – Also known as Graduated Repayment. You pay only the monthly interest that accrues on your account, or $50.00 whichever is greater for 24 or 48 months. After this period ends your loans are automatically set up for Level Repayment Plan.
Deferment and Forbearance

Deferments – postponing payment of principal and/or interest if you return to school.

Forbearance – postpone your CitiAssist loan payments for up to 12 months if you are experiencing financial difficulty*

*Interest continues to accrue and capitalize
Deferment and Forbearance

Important Facts:

• You must apply for a deferment or forbearance – it is not automatically granted
• Apply at least 30 days in advance
• Visit studentloan.com to obtain forms
Borrower Benefits

The interest rate environment is changing!
Take advantage of these money-saving benefits:

• 0.25% rate reduction for E-ZPay. Payments are automatically withdrawn from your U.S. bank account

• 0.50% rate reduction if you make your first 48 consecutive payments on time
Online Services

- Pay Online
  - electronic statements, view balances and make payments
- Manage your account online
  - Select a repayment option, apply for deferments and forbearances
- Other
  - Repayment calculators, loan information
Repayment Info for International Students

• Pay online with your own credit card
  – No currency issues, no conversion delays
  – FREE!
  – Studentloan.com/paybycreditcard

• Offered in partnership with PayPal
  – You must use the url above
  – Monthly auto debit is not permitted
International Students with multiple loans

• If you have two account numbers with Citibank, you will receive two bills
  – Example: You applied in year one and let Citibank assign your loan number, but in year two applied with your newly issued Social Security Number

• To combine your loans into one account and receive one billing statement contact Citibank Customer Service at 800-967-2400
Repayment Info for International Students

- Sign up to manage your account online
  - Keep your address updated
- Payment at international branches only allowed in Mexico, Canada and Puerto Rico
- Citigroup works with collection agencies worldwide
- We want to work with you to maintain healthy repayment – keep in contact with us!