

**Student
Debt
Solutions**

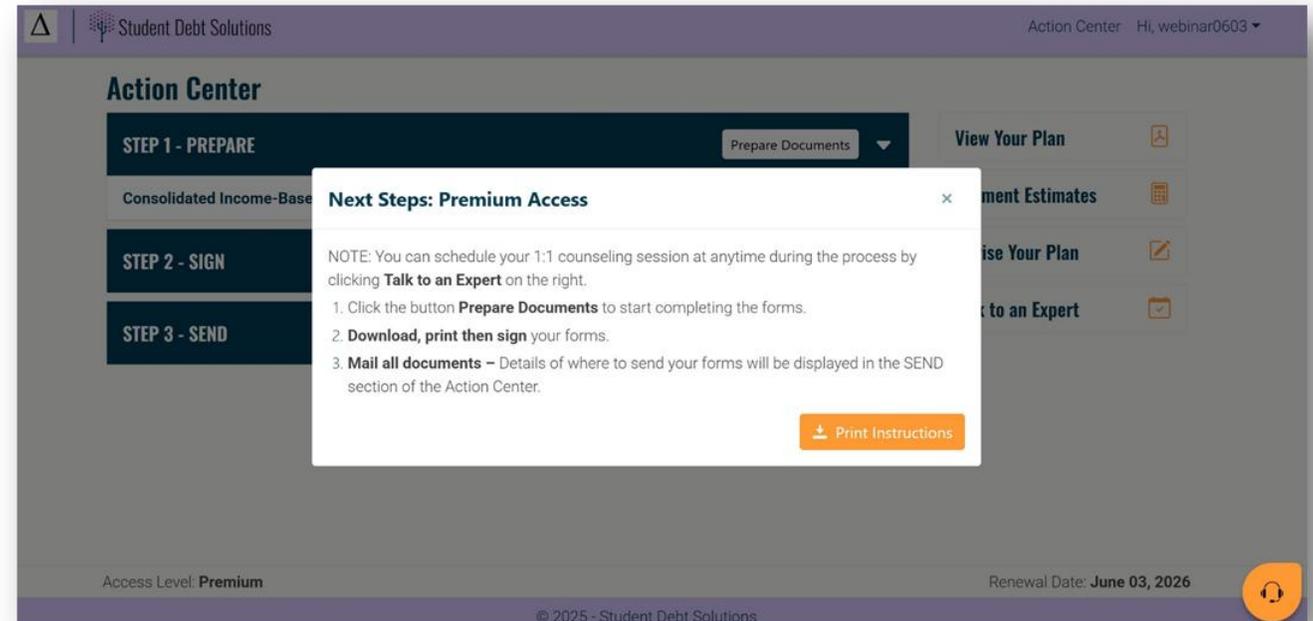
Navigating the Student Debt Solutions Action Center



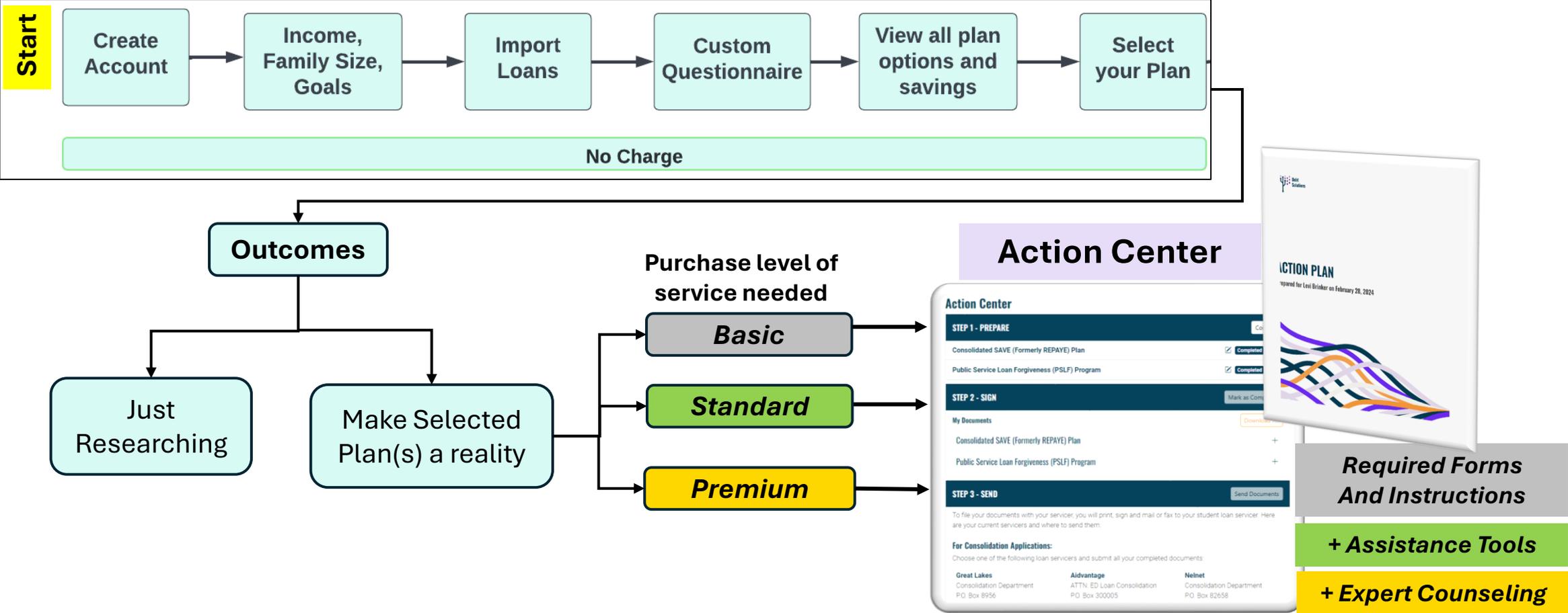
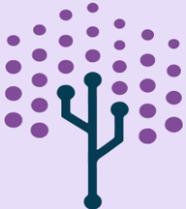
Webinar Objectives

Goals:

- Demonstrate SDS tools for borrowers to apply their plan
- Help Agency Users understand how each section works most effectively for their clients
- Unlock the ability to track and understand borrower progress from your Agency Portal



The SDS Process



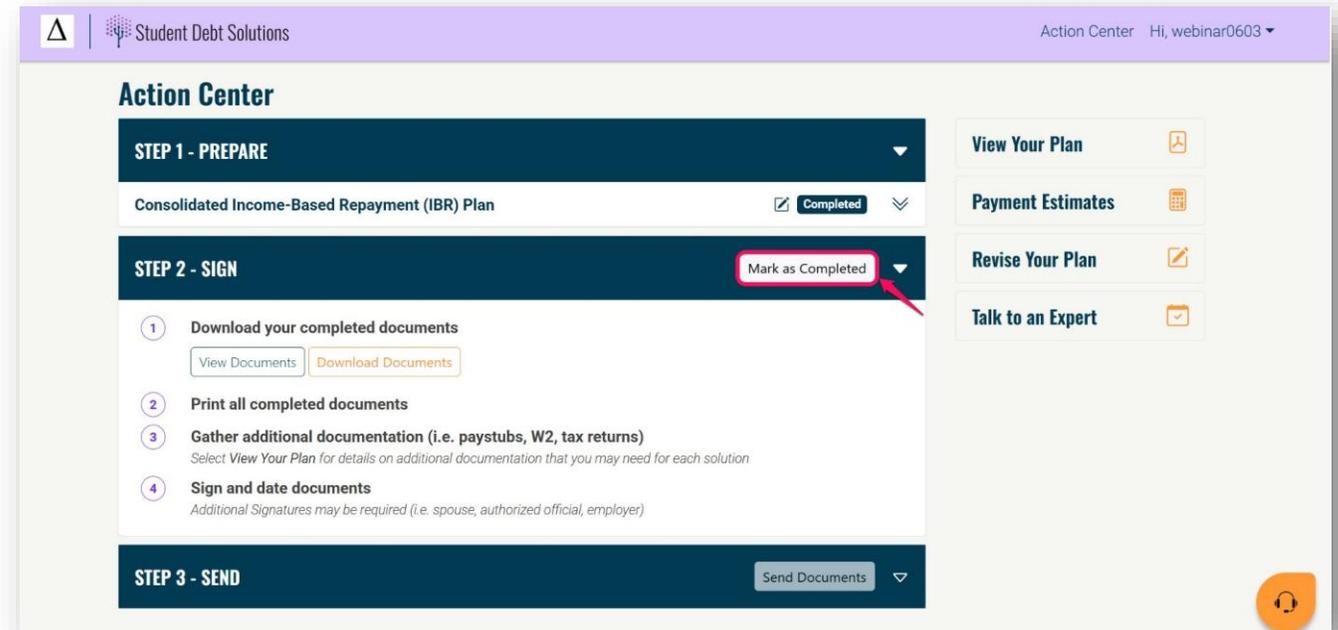
Step 1: Prepare

- **Objective:** Begin preparing repayment plan documents
- **Highlighted Plan:** *Income-Contingent (ICR) Repayment Plan*
 - Status indicator: “Not Started”
- **Action Button:** “Prepare Documents”
- **Document Preview:** “Income Driven Repayment Plan Request Form 2025”
- **Pro Tip:** Click “View PDF” under “View Your Plan” (right sidebar) to understand the instructions and documents needed

The screenshot displays the 'Student Debt Solutions' Action Center. The main header shows 'Action Center' and the user 'Hi, webinar0603'. The primary section is 'STEP 1 - PREPARE' with a 'Prepare Documents' button. Below this, a 'Consolidated Income-Based Repayment (IBR) Plan' is highlighted with a 'Not Started' status. Two documents are listed: 'Income Driven Repayment Plan Request Form 2025' and 'Federal Direct Loan Consolidation Application'. A right sidebar contains links for 'View Your Plan', 'Payment Estimates', 'Revise Your Plan', and 'Talk to an Expert'. A modal window titled 'Consolidated Income-Based Repayment (IBR) Plan' is open, showing a 'Document Preparation' progress bar at 100%. The message reads: 'Congratulations, you have completed all your documents. Please continue to Step 2 to download, print, and sign your documents.' with an 'Ok' button. The bottom of the interface shows 'STEP 3 - SEND' with a 'Send Documents' button, 'Access Level: Premium', 'Renewal Date: June 03, 2026', and a copyright notice for 2025 - Student Debt Solutions.

Step 2: Sign

- **Objective:** Finalize documents for submission
- **Actions:**
 - **Download Completed Documents**
 - Click “View Documents”
 - **Print All Documents**
 - **Gather Supporting Documents**
 - Examples: paystubs, W-2s, tax returns
 - Refer to “View Your Plan” for specific requirements
 - **Sign and Date Documents**
 - Note: May require additional signatures (e.g., spouse, employer)
- **Action Button:** “Mark as Completed” once all steps are done



Step 3: Send

- **Objective:** Submit completed and signed documents
 - Reference provided servicers for where and how to send complete, signed forms and documentation.
 - Mailing addresses provided- more than one if there is a different destination for specific form applications.
- **Action Button:** “Send Documents”

The screenshot displays the 'Action Center' for 'Student Debt Solutions'. The interface is divided into three main steps: STEP 1 - PREPARE, STEP 2 - SIGN, and STEP 3 - SEND. STEP 1 and STEP 2 are marked as 'Completed'. STEP 3 - SEND is the active step, with a 'Send Documents' button highlighted by a red box and a red arrow. Below this, there is a section for 'For Consolidation Applications' with three mailing address options: HESC/Edfinancial, Aidvantage, and Mohela. The footer shows 'Access Level: Premium' and 'Renewal Date: June 03, 2026'.

Student Debt Solutions

Action Center Hi, webinar0603

Action Center

STEP 1 - PREPARE Completed

Consolidated Income-Based Repayment (IBR) Plan Completed

STEP 2 - SIGN Completed

STEP 3 - SEND Send Documents

To file your documents with your servicer, you will print, sign and mail or fax to your student loan servicer. Here are your current servicers and where to send them:

For Consolidation Applications:
Choose one of the following loan servicers and submit all your completed documents:

Servicer	Mailing Address
HESC/Edfinancial	c/o Aidvantage LCP - E1140 P.O. Box 300008 Greenville, TX 754033008
Aidvantage	ATTN: ED Loan Consolidation P.O. Box 300005 Greenville, TX 754033005
Mohela	c/o Aidvantage LCP - E1140 P.O. Box 300006 Greenville, TX 754033006

Access Level: Premium

Renewal Date: June 03, 2026

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Pro Tips for Borrowers

- Always save copies of downloaded and signed forms
- Use “Payment Estimates” to evaluate various financial scenarios
- Seek expert guidance for complex questions or changes
- Complete and send documents in a timely fashion

Right Sidebar: View Your Plan

- The Student Debt Solutions (SDS) Action Plan is a personalized strategy created based on the borrower's selections within the SDS software.
 - Loan Overview
 - Repayment Strategy
 - Step-by-Step Guide
 - Required Documents and Links
 - Payment Projections

The screenshot displays the 'Action Center' interface for Student Debt Solutions. The main content area shows a progress bar with three steps: 'STEP 1 - PREPARE' (Completed), 'STEP 2 - SIGN' (Completed), and 'STEP 3 - SEND'. Below this, there is a section for 'For Consolidation Applications' with two options: 'HESC/Edfinancial' and 'Aidvantage', each with a location pin icon and address details. A 'View Your Plan' sidebar is highlighted with a red box, containing the text 'View or download your plan instructions along with links to the documents you will need' and a 'View PDF' button. Below the sidebar, there is a 'Payment Estimates' section with a 'Download as PDF' button. The bottom of the interface shows the 'ACTION PLAN' document, prepared for Webinar Demo0603 on June 03, 2025. The access level is 'Premium'.

Right Sidebar: Payment Estimates

- The Payment Calculator Tool is designed to empower the borrower with a comprehensive understanding of their repayment options
 - Understand long-term costs to ensure they align with financial goals
 - Adjust Start Date or Income Growth Percentage to understand the impact to repayment
 - Understand Projected forgiveness timelines

The screenshot displays the 'Student Debt Solutions' Action Center. The main content area shows a progress bar with three steps: 'STEP 1 - PREPARE' (Completed), 'STEP 2 - SIGN' (Completed), and 'STEP 3 - SEND'. Below this, there is a section for 'Consolidated Income-Based Repayment (IBR) Plan' with a 'Completed' status. A 'View Your Plan' button is visible. On the right sidebar, the 'Payment Estimates' section is highlighted with a red box. It contains the text: 'View payment estimates over the length of your loan and create different payoff models by changing income or adding additional payments' and a 'View' button. Below this is a 'Modify My Plan' section with a 'Change Start Date' field set to '6/3/2025' and an 'Annual Income Growth %' dropdown set to '5'. There are 'Apply' and 'Reset' buttons. At the bottom right, there is a 'Monthly Payment Breakdown' section showing 'IBR \$522.19' and 'Total \$522.19'. Below that is a 'Loan Payoffs' table with one row for a 'Direct (Stafford)' loan with a monthly payment of \$522.19, a balance of \$85,925.69, and 144 months ending in Jun 2037. At the bottom, there is a 'Payment Schedule' table with columns for Month, Date, Payment, Balance, Interest, and Income, showing the first 8 months of payments.

Month	Date	Payment	Balance	Interest	Income
1	06/25	\$522.19	\$85,890.41	\$486.91	\$90,000.00
2	07/25	\$522.19	\$85,854.94	\$486.71	\$90,000.00
3	08/25	\$522.19	\$85,819.26	\$486.51	\$90,000.00
4	09/25	\$522.19	\$85,783.39	\$486.31	\$90,000.00
5	10/25	\$522.19	\$85,747.30	\$486.11	\$90,000.00
6	11/25	\$522.19	\$85,711.02	\$485.90	\$90,000.00
7	12/25	\$522.19	\$85,674.53	\$485.70	\$90,000.00
8	01/26	\$522.19	\$85,637.83	\$485.49	\$90,000.00

Right Sidebar:

Revise Your Plan

- SDS allows borrowers to revise their plans at any time. So, if they change their mind, circumstances, etc. they can always review alternative options.
 - Update income and tax filing status to see how this impacts repayment options or if circumstances change
 - Update your loan file to ensure to see if new options are available .
 - Change the selected solution to view and compare the details of different plans

The screenshot displays the 'Action Center' for 'Student Debt Solutions'. The main content area shows a progress bar with three steps: 'STEP 1 - PREPARE' (Completed), 'STEP 2 - SIGN' (Completed), and 'STEP 3 - SEND'. Below this, there is a section for 'Consolidated Income-Based Repayment (IBR) Plan' and instructions for filing documents. A right sidebar contains several options: 'View Your Plan', 'Payment Estimates', and 'Revise Your Plan' (highlighted with a red box). The 'Revise Your Plan' option includes a description: 'Modify your plan as needed to see how changes count impact your plan. Revising your plan is useful if your income, personal situation, employment or federal guidelines change.' and a 'Make Changes' button.

The second screenshot shows the 'Make Changes' page. It includes a 'Go Back to Action Center' button and a section titled 'I want to decide a new plan' with a 'Choose a new plan' button. Below that is a section titled 'I want to edit my questionnaire' with a 'Questionnaire' header and a list of questions:

Question	Answer	Action
(1) Are you inquiring about someone else's loans?	No	✓
(2) Are you employed?	Yes	✓
(3) Are you disabled?	No	✓
(4) Are you currently a student or enrolled to begin classes within three months?	No	✓
(5) What best describes your current employment status?	Employed Full-time	✓
(6) What sector best describes your occupation?	Private Sector, For-Profit	✓
(7) Which of the following degrees have you earned? Select all that apply.	High School Degree, Bachelors Degree, Masters Degree	✓

Right Sidebar: Talk to An Expert

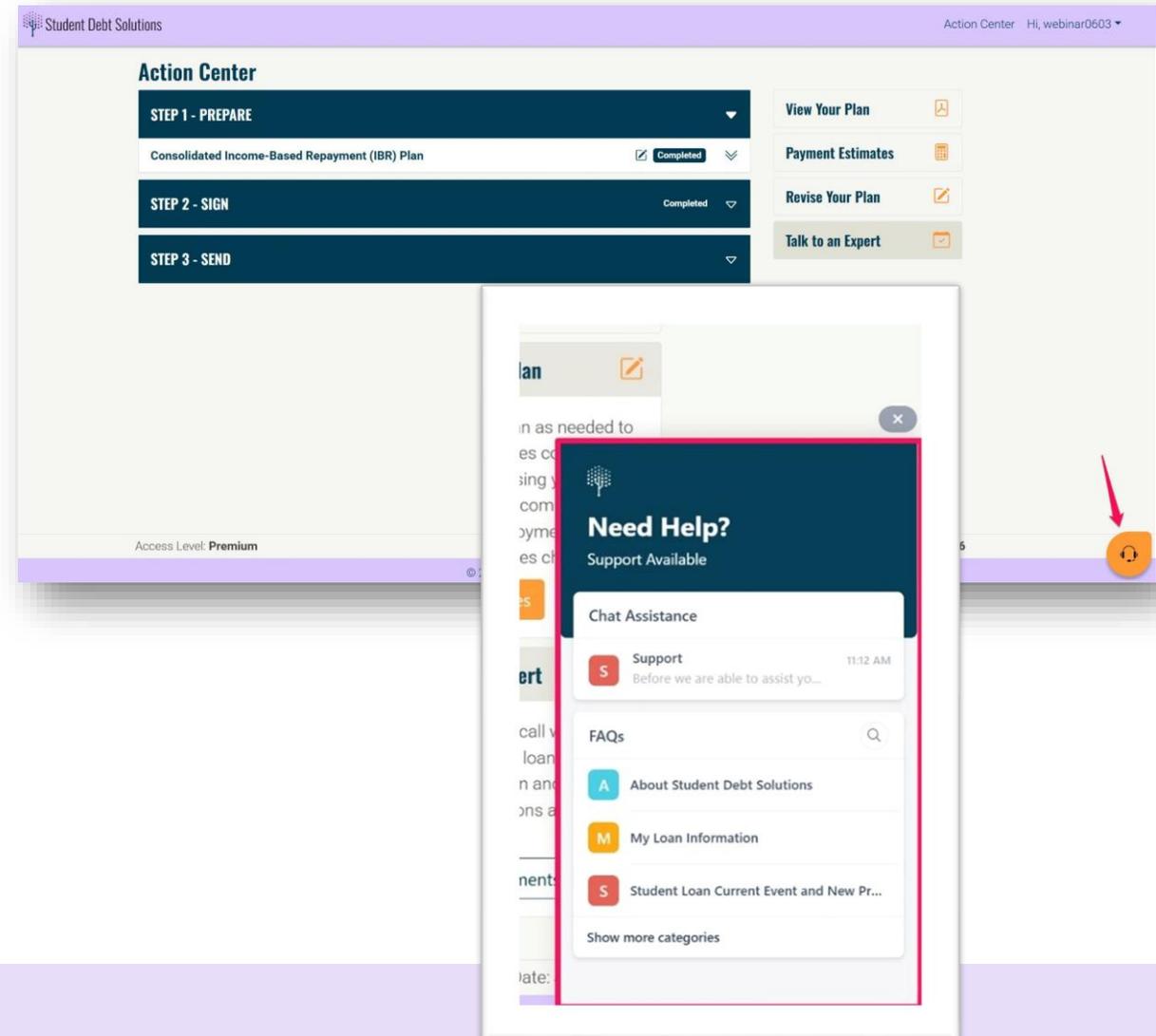
- A personal 1:1 session with an expert can be an option for those with complex cases or those requiring additional guidance and reassurance.
 - Included with Premium or can be an individual add-on
 - Calendly integration allows scheduling right from the Borrower Portal
 - View Upcoming Appointments after scheduling

The image displays three overlapping screenshots of the Student Debt Solutions Action Center interface. The top screenshot shows the 'Action Center' with a progress bar for 'STEP 1 - PREPARE' (Consolidated Income-Based Repayment (IBR) Plan) and a sidebar with 'Talk to an Expert' highlighted. The middle screenshot shows the 'Schedule' page with a calendar for June 2025 and a '30 Minute Meeting' card. The bottom screenshot shows the 'Action Center' sidebar with 'Talk to an Expert' highlighted and a 'My Appointments' button.

SDS Borrower Support and Expert Chat

Chat with Us

- Expert chat is with Standard or Premium Plans in Student Debt Solutions. Borrowers can use this feature to start a conversation and connect with our Experts for questions
 - Access to Expert Chat is active for one year
 - Creates an email thread in our tickets system for effective tracking and support.
 - Borrowers can request help with plan selections, plan implementation, document review, etc.
 - Technical and general support available for questions



Agency Portal: Borrower Tracking and Insights

- Access Profile, Loan information, Action Plan and Payment Estimates
- View Action Center Progress
- View Completed Documents
- Check Scheduled Appointments

The screenshots display the following information:

- Top Screenshot:** Borrower profile for "Webinar Demo0603". Includes contact info (Phone: 222-222-2222, Email: jenduran14+webinar0603@gmail.com), status (Active), and a "Loan Balances" bar chart. The chart shows Original, Remaining, and Difference for Direct Stafford Subsidized (\$990), Direct Stafford Unsubsidized (\$10,282), and FFL Consolidated (\$12,499).
- Middle Screenshot:** "Consolidated Income-Based Repayment (IBR) Plan" for 7 Direct (Stafford) loans totaling \$62,523.62. A progress bar shows steps: Doc Prep (Completed), Sign (Completed), and Send (Completed).
- Bottom Screenshot:** "Webinar's Appointments" section showing a "30 Minute Meeting" on Jun 3, 2025, at 12:00 PM. The meeting is unconfirmed and includes a Zoom link and a "Reschedule" button.

Agency Portal: Updating Borrower Information

- Update Profile, Income and/or Loan info
- View and Revise the Selected Options
- Update/Complete Documents
- Contact SDS support for assistance
- Updates populate to borrower portal for seamless access and review.

The screenshot displays the 'Student Debt Solutions' Agency Portal interface. The top navigation bar includes 'Company Dashboard', 'Borrowers', 'Calendar', 'Reports', and the user 'Hj, Jen.duran'. The main content area is titled 'Webinar Demo0603' and shows borrower details: Channel: Delta DIY, Phone: 2222222222, Email: jenduran14+webinar0603@gmail.com, Username: webinar0603, and Login Count: 1. The status is 'Active', created on 6/3/2025, with last step completion on 06/03/2025 at 07:15 AM. A 'Return to List' button is visible.

The 'Make Changes' section explains that users can edit their selections in various sections. Below this, there are two main options: 'I want to decide a new plan' (with a 'Choose a new plan' button) and 'I want to edit my questionnaire' (with a 'Questionnaire' button). The questionnaire section shows five questions with answers: (1) Are you inquiring about someone else's loans? No; (2) Are you employed? Yes; (3) Are you disabled? No; (4) Are you currently a student or enrolled to begin classes within three months? No; (5) What best describes your current employment status? Employed Full-time.

On the right side, the 'Current Plan' section shows 'Consolidated Income-Based Repayment (IBR) Plan' with a 'Completed' button highlighted by a red arrow. Below it, the 'Related Documents' section shows 'No documents found'. A 'Doc Prep' button is also visible in the navigation menu.

At the bottom, a 'Help and Support' button is highlighted with a red arrow. A 'Student Debt Solutions' support chat window is open, showing a search for 'Support' and a CAPTCHA verification step.

Q & A





Thank You!

For more information:

Student Debt Solutions:

Website: www.myresolvent.com

Partner Inquiries: www.myresolvent.com/partner-with-us

Schedule a Personal Demo: [Schedule Demo](#)

Customer Support: support@myresolvent.com

Video Demo: [SDS Video Demo](#)