

## State Student Loan Servicing Laws (Updated October 2020)

State	Scope		Oversight			Servicer Conduct			Ombudsman
	Covers Banks	Covers Guaranty Agencies	Establishes Licensing Structure	Includes Enforcement by Supervision	Private Right of Action Available	Includes Prohibited Acts	Includes Affirmative Duties	Requires IDR Evaluation Before Default <sup>1</sup>	Establishes Public-Facing Student Loan Ombudsman or Advocate Position
Connecticut		<b>x</b>	<b>x</b>	<b>x</b>		<b>x</b>			<b>x</b>
Illinois			<b>x</b>	<b>x</b>		<b>x</b>	<b>x</b>		<b>x</b>
California	<b>x</b>		<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>		<b>x</b>
District of Columbia		<b>x</b>	<b>x</b>	<b>x</b>					<b>x</b>
Washington		<b>x</b> <sup>2</sup>	<b>x</b>	<b>x</b>		<b>x</b>	<b>x</b>		<b>x</b>
Virginia		<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>
Maryland <sup>3</sup>		<b>x</b>		<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>		<b>x</b>
New York		<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>		<sup>4</sup>
Colorado		<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>
Maine		<b>x</b> <sup>5</sup>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>
Rhode Island		<b>x</b>	<sup>6</sup>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	
New Jersey		<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>
Nevada									<b>x</b>

1 Some states, including Illinois and Washington, provide for some protections regarding Income-Driven Repayment (IDR), but do not require that borrowers be evaluated for IDR prior to default.

2 Washington exempts “[g]uarantors of federal student loans that do not also service federal student loans” from its licensing requirements. These guaranty agencies are still subject to the student education loan servicer requirements provided they service federal loans.

3 Maryland enacted an ombudsman-only bill in 2018. In 2019, the state enacted additional measures addressing servicer conduct and providing oversight.

4 The New York State Department of Financial Services has appointed a Student Advocate and Director of Consumer Advocacy, but this position was not established by statute.

5 Finance Authority of Maine is exempt from licensing requirements in Maine’s Student Loan Bill of Rights.

6 Rhode Island requires registration of student loan servicers.