



COMPLIANCE UPDATE
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PRESIDENTIAL MEMORANDUM

A [Presidential Memorandum-Student Aid Bill of Rights](#) was issued by President Barack Obama on March 10, 2015. The focus of this memorandum is on helping struggling federal student loan borrowers to better manage their debt and providing stronger protections from abusive debt collection practices. The President has directed the Secretary of Education, in cooperation with several other federal agencies, to take action in the key areas outlined below. More detailed information is provided at the link above and in a related [Fact Sheet](#).

State-of-the-Art Complaint and Feedback System

- Complaints and Feedback Regarding Federal Financial Aid
- Coordination Among Other Enforcement Agencies

Helping Borrowers Repay Their Loans and Avoid Default

- Higher Standards for Federal Direct Loan Servicing
- Regular Review of Student Loan Performance and Borrower Trends
- Additional Protections for Student Loan Borrowers
- Higher Customer Service Standards in Income-Driven Repayment Plans
- Finding New and Better Ways to Communicate with Student Loan Borrowers
- Making it Easier for Federal Direct Student Loan Borrowers to Repay Their Student Loans

Fair Treatment for Struggling and Distressed Borrowers

- Raising Standards for Student Loan Debt Collectors
- Providing Clarity on the Rights of Borrowers in Bankruptcy
- Protecting Social Security Benefits for Borrowers with Disabilities
- Debt Collection Pilot Program

Student loan borrowers are to have access to an efficient and responsive complaint and feedback system that will hold loan servicers accountable and promote transparency. More information and added flexibility will be available to help borrowers repay their student loans responsibly and avoid default. New consumer protections will ensure struggling borrowers are treated fairly as they work to repay their loans. Watch for the associated Federal Register notice to come.