

Wells Fargo Education Financial Services

Student loan payment assistance package

Together we'll go far



Instructions

What you need to do to start the student loan payment assistance process

Before we can look into the student loan payment assistance options available to you, we need you to gather some important information about your financial situation. Be sure to call your student loan hardship specialist when you receive this student loan assistance package. Your specialist will explain all of the enclosures and what's needed to help you start the process. It's important for you to return the documents requested within 30 days of the date on the cover letter by either fax or mail.

Simply follow the instructions below. We've outlined the materials included in this package, details on the documentation that's required from you, and some hints to help you along the way.

What's included in this package

- Hardship Affidavit
- IRS Form 4506T
- Cover sheet for mailing or faxing in your completed documents
- Return envelope

What you need to send us

1. Cover sheet

Place the enclosed cover sheet on top of all the documentation you return to us. To help expedite the process, please fax your documents and information to 1-800-456-0561. If you prefer to send the documents by mail, please use the enclosed return envelope and mail them to:

Wells Fargo Education Financial Services
P.O. Box 5167
Sioux Falls, SD 57117-5167

2. Hardship Affidavit

You must complete, sign and return the Hardship Affidavit, providing information about your hardship, and why it's difficult for you to make your current student loan payments.

3. IRS Form 4506T Request for Transcript of Tax Return

If you filed a tax return you must complete, sign and send us a separate Form 4506T. Borrowers and cosigners who filed a joint tax return may complete and send us one 4506T signed by both parties.

4. Documentation to verify all income of each borrower and cosigner

Carefully review the *Additional proof of income information* on the following page for the specific details we'll need from you to verify all income.

Please note

- Income must be documented indicated on the following page.
- Additional income documentation may or may not be required.
- If you have other types of income, cannot locate required documents, or have questions about the documentation required, please call your student loan hardship specialist at the phone number in the enclosed letter.

Helpful hints

It's important that you send us all the required/completed forms and documents requested within 30 days of the date on the cover letter. Keep in mind:

- You will need to sign and date all documents where required, and include the loan number on all correspondence.
- Your financial documentation should be current, dated within the last 30 days.
- It's best to submit all of your documents together in one package. Sending documents separately may increase the processing time. Use the cover sheet enclosed. Submit everything either by fax or by mail using the enclosed envelope.

Stay in contact

- After you send in your documents, call your student loan hardship specialist to verify that everything was received to get the review process started as soon as possible.
- Be sure to provide your student loan hardship specialist with your best contact number. This will help your specialist get in touch with you quickly if there are additional requirements.
- During the process, additional information or documentation may be requested. Timing is important, be sure you promptly respond to any phone calls or communications.
- If you have a change in circumstance during the process, please advise your student loan hardship specialist so we can review your situation appropriately.
- If at any point you have questions, contact your student loan hardship specialist at the phone number in the enclosed letter.

Additional proof of income information

Each borrower/ cosigner who is a salaried employee will need to provide

- Two most recent consecutive pay stubs showing year-to-date salary
- W-2(s) from most recent year-end

Each borrower/ cosigner who has contract income will need to provide

- Most recent months' worth of paystubs, showing any year-to-date bonus, overtime, and commission income
- 1099(s) from most recent year-end
- Most recent year signed tax returns including all schedules and attachments

Each borrower/ cosigner who is self-employed will need to provide

- Most recent year signed personal tax returns, including all applicable schedules
- Most current year signed business federal tax return with all applicable schedules
- Signed IRS Form 4506T (one each for business and personal)
- Profit and Loss Statement showing most recent quarterly or year-to-date earnings
- Most recent two months consecutive bank statements

Each borrower/ cosigner who has rental income will need to provide

- Signed lease/rental agreement(s)
- Two most recent canceled checks or bank statements for each property
- Signed agreement between you and property management company, if any
- Most recent year signed tax return with all applicable schedules, Schedule of Real Estate Owned (REO)
- Signed IRS Form 4506T (one each for business and personal)

Each borrower/ cosigner who has income from a note/ trust will need to provide

- Copy of the applicable note, trust agreement, or trustee's statement listing amount, frequency and duration of payments
- Two consecutive months' checks or bank statements showing receipt of payments
- Most recent year signed tax returns including all schedules and attachments

Each borrower/ cosigner who has IRA/ 401k, Keogh Income will need to provide

- Copies of two consecutive months' bank statements or a current award letter
- Most recent year tax returns including all schedules and attachments

Each borrower/ cosigner who has Retirement/ VA Benefits/ Death Benefits/ Social Security/ Dependent Social Security Income will need to provide

- Letters, exhibits, a disability policy or benefits statement from the providers that states the amount, frequency and duration of the benefits
- Most recent year signed tax return including all schedules and attachments
- Verbal verification of dependent ages (valid for Supplement Security Income and Social Security Survivors Benefits only)

Each borrower/ cosigner with Military Income will need to provide

- Copy of two most recent Leave & Earnings Statement indicating year-to-date earnings
- W-2(s) from most recent year-end

Each borrower/ cosigner who has Alimony or Separate Maintenance Payments/ Child Support income will need to provide

Please note: You do not have to disclose alimony, child support, or separate maintenance income unless you wish such income to be considered.

- Divorce decree, separation agreement or other third party verification disclosing set amount of payments and period of time over which this income will be received
- Two consecutive months of canceled checks, deposit slips, or bank statements that show receipt of child support/alimony separate maintenance payments
- Most recent year signed tax returns including all schedules and attachments



Hardship Affidavit

Provide a written explanation describing the specific nature of your hardship.

This form is used to determine eligibility for student loan payment assistance. Please read the entire Hardship Affidavit form before completing it. All of the requested information must be included when this form is returned to our office.

In this Hardship Affidavit, "I," "me," and "my" mean the Borrower and Cosigner(s), individually and collectively, who sign this form.

I am requesting review of my financial situations to determine whether I qualify for temporary or permanent student loan payment relief options. The date the hardship began is: ____ / ____ / ____

I believe that the hardship condition is:

- Short-term (under 6 months)
- Medium-term (6 – 12 months)
- Long-term or Permanent Hardship (greater than 12 months)

I am having difficulty making the monthly payment because of the reasons set forth below:
(Please check all that apply and submit hardship documentation demonstrating your hardship.)

If your hardship is:	Hardship documentation
<input type="checkbox"/> Unemployment <input type="checkbox"/> Distant employment transfer	<input type="checkbox"/> No hardship documentation required
<input type="checkbox"/> Underemployment <input type="checkbox"/> Income reduction (e.g., elimination of overtime, reduction in regular working hours, or a reduction in base pay)	<input type="checkbox"/> No hardship documentation required, as long as you have submitted income documentation that supports the income described in the required income documentation section
<input type="checkbox"/> Divorce or legal separation; Separation of Borrowers unrelated by marriage, civil union or similar domestic partnership under applicable law	<input type="checkbox"/> Divorce decree signed by the court; OR <input type="checkbox"/> Separation agreement signed by the court; OR <input type="checkbox"/> Current credit report evidencing divorce, separation, or non-occupancy borrower has a different address
<input type="checkbox"/> Death of borrower or death of either the primary or secondary wage earner in the household	<input type="checkbox"/> Death Certificate; OR <input type="checkbox"/> Obituary or newspaper article reporting the death
<input type="checkbox"/> Long-term or permanent disability; Serious illness of a borrower/co-borrower or dependent family member	<input type="checkbox"/> Doctor's certificate of illness or disability; OR <input type="checkbox"/> Medical bills; OR <input type="checkbox"/> Proof of monthly insurance benefits or government assistance (if applicable)
<input type="checkbox"/> Disaster (natural or man-made) adversely impacting the borrower or borrower's place of employment	<input type="checkbox"/> Insurance Claim; OR <input type="checkbox"/> Federal Emergency Management Agency grant or Small Business Administration loan; OR <input type="checkbox"/> Borrower or Employer property located in a federally declared disaster area
<input type="checkbox"/> Business failure	<input type="checkbox"/> Tax return from the previous year (including all schedules) AND <input type="checkbox"/> Proof of business failure supported by one of the following: <ul style="list-style-type: none"> o Bankruptcy filing for the business; or o Two months recent bank statements for the business account evidencing cessation of business activity; or o Most recent signed and dated quarterly or year-to-date profit and loss statement

Please provide a brief description of the hardship (if additional space is needed, please continue on back of form):



Acknowledgment and Agreement (“I,” “me,” and “my” mean the Borrower and Cosigner(s), individually and collectively, who enter a signature below.)

I certify as follows:

1. That all of the information in this Hardship Affidavit is true, accurate, and complete and the event(s) and/or condition(s) identified on the Hardship Affidavit is/are the reason(s) that I need to request payment assistance for my student loan.
2. I understand the Wells Fargo Bank, N.A. (“Bank”) may pull a current credit report on all borrowers obligated on the Choose one.
3. I understand that if I have intentionally defaulted on my existing student loan, engaged in fraud or misrepresented any fact(s) in connection with my loan, loan application, or this document, the Bank may cancel any Loan Modification Agreement and may pursue any remedies in accordance with the Choose one, including if applicable charge off on the loan, and/or pursue any other remedies available at law or in equity.
4. I will provide all requested documents and respond to all Bank questions in a timely manner.
5. I understand that the Bank will use the information in this Hardship Affidavit and documents I submit to evaluate my eligibility for student loan payment assistance, but the Bank is not obligated to offer me student loan payment assistance.
6. I am willing to commit to credit counseling if it is determined that my financial hardship is related to excessive debt.
7. If I am eligible for a loan modification plan, and I accept and agree to all terms of such plan, I also agree that the terms of this Acknowledgment and Agreement are incorporated into such plan by reference as if set forth in such plan in full.
8. I agree that when the Bank accepts and posts a payment during the term of any loan modification plan or forbearance plan it will be without prejudice to, and will not be deemed a waiver of, the acceleration of my loan and related activities and shall not constitute a cure of any default applicable to my loan unless such payments are sufficient to completely cure the entire default under my loan.
9. I understand that the Bank may collect, record, and use personal information about me, including, but not limited to, my name, address, telephone number, Social Security number, credit score, income, payment history, information about account balances and activity, other credit or credit history information, or any other information the Bank requests or gathers at its discretion this request for student loan payment assistance.
10. I consent to being contacted by phone or text message concerning this request for student loan payment assistance at any telephone number(s) I have provided to the Bank or that is otherwise associated with my account, including any cellular or mobile telephone number that could result in charges to me. The manner in which these calls or text messages are made to me may include, but is not limited to, the use of prerecorded/artificial voice messages and/or an automated dialing device or system. I further agree that the Bank may contact me by mail or email address that I provide to the Bank.

Signature

Date

FAIR CREDIT REPORTING ACT NOTICE

You have the right under the Fair Credit Reporting Act to know the information contained in your credit file at the consumer reporting agency. You have the right to a free copy of your report from the reporting agency, if you request the report no later than 60 days after you receive this notice. In addition, if you find that any information contained in the report you receive is inaccurate or incomplete, you have the right to dispute the matter with the reporting agency.

EQUAL CREDIT OPPORTUNITY ACT NOTICE

The federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age (provided the applicant has the capacity to enter into a binding contract); because all or part of the applicant's income derives from any public assistance program; or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law concerning this creditor is:

Bureau of Consumer Financial Protection
1700 G Street NW
Washington, DC 20006

Request for Transcript of Tax Return

▶ Do not sign this form unless all applicable lines have been completed.

▶ Request may be rejected if the form is incomplete or illegible.

▶ For more information about Form 4506-T, visit www.irs.gov/form4506t

Tip. Use Form 4506-T to order a transcript or other return information free of charge. See the product list below. You can quickly request transcripts by using our automated self-help service tools. Please visit us at IRS.gov and click on "Get a Tax Transcript..." under "Tools" or call 1-800-908-9946. If you need a copy of your return, use **Form 4506, Request for Copy of Tax Return**. There is a fee to get a copy of your return.

1a Name shown on tax return. If a joint return, enter the name shown first.	1b First social security number on tax return, individual taxpayer identification number, or employer identification number (see instructions)
2a If a joint return, enter spouse's name shown on tax return.	2b Second social security number or individual taxpayer identification number if joint tax return
3 Current name, address (including apt., room, or suite no.), city, state, and ZIP code (see instructions)	
4 Previous address shown on the last return filed if different from line 3 (see instructions)	
5 If the transcript or tax information is to be mailed to a third party (such as a mortgage company), enter the third party's name, address, and telephone number.	

Caution: If the tax transcript is being mailed to a third party, ensure that you have filled in lines 6 through 9 before signing. Sign and date the form once you have filled in these lines. Completing these steps helps to protect your privacy. Once the IRS discloses your tax transcript to the third party listed on line 5, the IRS has no control over what the third party does with the information. If you would like to limit the third party's authority to disclose your transcript information, you can specify this limitation in your written agreement with the third party.

6 Transcript requested. Enter the tax form number here (1040, 1065, 1120, etc.) and check the appropriate box below. Enter only one tax form number per request. ▶ _____

a Return Transcript, which includes most of the line items of a tax return as filed with the IRS. A tax return transcript does not reflect changes made to the account after the return is processed. Transcripts are only available for the following returns: Form 1040 series, Form 1065, Form 1120, Form 1120-A, Form 1120-H, Form 1120-L, and Form 1120S. Return transcripts are available for the current year and returns processed during the prior 3 processing years. Most requests will be processed within 10 business days

b Account Transcript, which contains information on the financial status of the account, such as payments made on the account, penalty assessments, and adjustments made by you or the IRS after the return was filed. Return information is limited to items such as tax liability and estimated tax payments. Account transcripts are available for most returns. Most requests will be processed within 10 business days

c Record of Account, which provides the most detailed information as it is a combination of the Return Transcript and the Account Transcript. Available for current year and 3 prior tax years. Most requests will be processed within 10 business days

7 Verification of Nonfiling, which is proof from the IRS that you **did not** file a return for the year. Current year requests are only available after June 15th. There are no availability restrictions on prior year requests. Most requests will be processed within 10 business days

8 Form W-2, Form 1099 series, Form 1098 series, or Form 5498 series transcript. The IRS can provide a transcript that includes data from these information returns. State or local information is not included with the Form W-2 information. The IRS may be able to provide this transcript information for up to 10 years. Information for the current year is generally not available until the year after it is filed with the IRS. For example, W-2 information for 2011, filed in 2012, will likely not be available from the IRS until 2013. If you need W-2 information for retirement purposes, you should contact the Social Security Administration at 1-800-772-1213. Most requests will be processed within 10 business days

Caution: If you need a copy of Form W-2 or Form 1099, you should first contact the payer. To get a copy of the Form W-2 or Form 1099 filed with your return, you must use Form 4506 and request a copy of your return, which includes all attachments.

9 Year or period requested. Enter the ending date of the year or period, using the mm/dd/yyyy format. If you are requesting more than four years or periods, you must attach another Form 4506-T. For requests relating to quarterly tax returns, such as Form 941, you must enter each quarter or tax period separately.

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Caution: Do not sign this form unless all applicable lines have been completed.

Signature of taxpayer(s). I declare that I am either the taxpayer whose name is shown on line 1a or 2a, or a person authorized to obtain the tax information requested. If the request applies to a joint return, at least one spouse must sign. If signed by a corporate officer, 1 percent or more shareholder, partner, managing member, guardian, tax matters partner, executor, receiver, administrator, trustee, or party other than the taxpayer, I certify that I have the authority to execute Form 4506-T on behalf of the taxpayer. **Note:** For transcripts being sent to a third party, this form must be received within 120 days of the signature date.

Signatory attests that he/she has read the attestation clause and upon so reading declares that he/she has the authority to sign the Form 4506-T. See instructions.

Phone number of taxpayer on line 1a or 2a

Sign Here

▶ Signature (see instructions)	Date
Title (if line 1a above is a corporation, partnership, estate, or trust)	
▶ Spouse's signature	Date

Section references are to the Internal Revenue Code unless otherwise noted.

Future Developments

For the latest information about Form 4506-T and its instructions, go to www.irs.gov/form4506t. Information about any recent developments affecting Form 4506-T (such as legislation enacted after we released it) will be posted on that page.

General Instructions

Caution: Do not sign this form unless all applicable lines have been completed.

Purpose of form. Use Form 4506-T to request tax return information. You can also designate (on line 5) a third party to receive the information. Taxpayers using a tax year beginning in one calendar year and ending in the following year (fiscal tax year) must file Form 4506-T to request a return transcript.

Note: If you are unsure of which type of transcript you need, request the Record of Account, as it provides the most detailed information.

Tip. Use Form 4506, Request for Copy of Tax Return, to request copies of tax returns.

Automated transcript request. You can quickly request transcripts by using our automated self-help service tools. Please visit us at IRS.gov and click on "Get a Tax Transcript..." under "Tools" or call 1-800-908-9946.

Where to file. Mail or fax Form 4506-T to the address below for the state you lived in, or the state your business was in, when that return was filed. There are two address charts: one for individual transcripts (Form 1040 series and Form W-2) and one for all other transcripts.

If you are requesting more than one transcript or other product and the chart below shows two different addresses, send your request to the address based on the address of your most recent return.

Chart for individual transcripts (Form 1040 series and Form W-2 and Form 1099)

If you filed an individual return and lived in:

Mail or fax to:

Alabama, Kentucky, Louisiana, Mississippi, Tennessee, Texas, a foreign country, American Samoa, Puerto Rico, Guam, the Commonwealth of the Northern Mariana Islands, the U.S. Virgin Islands, or <u>A.P.O. or F.P.O. address</u>	Internal Revenue Service RAIVS Team Stop 6716 AUSC Austin, TX 73301	512-460-2272
Alaska, Arizona, Arkansas, California, Colorado, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oklahoma, Oregon, South Dakota, Utah, Washington, Wisconsin, Wyoming	Internal Revenue Service RAIVS Team Stop 37106 Fresno, CA 93888	559-456-7227
Connecticut, Delaware, District of Columbia, Florida, Georgia, Maine, Maryland, Massachusetts, Missouri, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, South Carolina, Vermont, Virginia, West Virginia	Internal Revenue Service RAIVS Team Stop 6705 P-6 Kansas City, MO 64999	816-292-6102

Chart for all other transcripts

If you lived in or your business was in:

Mail or fax to:

Alabama, Alaska, Arizona, Arkansas, California, Colorado, Florida, Hawaii, Idaho, Iowa, Kansas, Louisiana, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oklahoma, Oregon, South Dakota, Texas, Utah, Washington, Wyoming, a foreign country, American Samoa, Puerto Rico, Guam, the Commonwealth of the Northern Mariana Islands, the U.S. Virgin Islands, or <u>A.P.O. or F.P.O. address</u>	Internal Revenue Service RAIVS Team P.O. Box 9941 Mail Stop 6734 Ogden, UT 84409	801-620-6922
Connecticut, Delaware, District of Columbia, Georgia, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, South Carolina, Tennessee, Vermont, Virginia, West Virginia, <u>Wisconsin</u>	Internal Revenue Service RAIVS Team P.O. Box 145500 Stop 2800 F Cincinnati, OH 45250	859-669-3592

Line 1b. Enter your employer identification number (EIN) if your request relates to a business return. Otherwise, enter the first social security number (SSN) or your individual taxpayer identification number (ITIN) shown on the return. For example, if you are requesting Form 1040 that includes Schedule C (Form 1040), enter your SSN.

Line 3. Enter your current address. If you use a P.O. box, include it on this line.

Line 4. Enter the address shown on the last return filed if different from the address entered on line 3.

Note: If the addresses on lines 3 and 4 are different and you have not changed your address with the IRS, file Form 8822, Change of Address. For a business address, file Form 8822-B, Change of Address or Responsible Party — Business.

Line 6. Enter only one tax form number per request.

Signature and date. Form 4506-T must be signed and dated by the taxpayer listed on line 1a or 2a. If you completed line 5 requesting the information be sent to a third party, the IRS must receive Form 4506-T within 120 days of the date signed by the taxpayer or it will be rejected. Ensure that all applicable lines are completed before signing.



You must check the box in the signature area to acknowledge you have the authority to sign and request the information. The form will not be processed and returned to you if the box is unchecked.

Individuals. Transcripts of jointly filed tax returns may be furnished to either spouse. Only one signature is required. Sign Form 4506-T exactly as your name appeared on the original return. If you changed your name, also sign your current name.

Corporations. Generally, Form 4506-T can be signed by: (1) an officer having legal authority to bind the corporation, (2) any person designated by the board of directors or other governing body, or (3) any officer or employee on written request by any principal officer and attested to by the secretary or other officer. A bona fide shareholder of record owning 1 percent or more of the outstanding stock of the corporation may submit a Form 4506-T but must provide documentation to support the requester's right to receive the information.

Partnerships. Generally, Form 4506-T can be signed by any person who was a member of the partnership during any part of the tax period requested on line 9.

All others. See section 6103(e) if the taxpayer has died, is insolvent, is a dissolved corporation, or if a trustee, guardian, executor, receiver, or administrator is acting for the taxpayer.

Note: If you are Heir at law, Next of kin, or Beneficiary you must be able to establish a material interest in the estate or trust.

Documentation. For entities other than individuals, you must attach the authorization document. For example, this could be the letter from the principal officer authorizing an employee of the corporation or the letters testamentary authorizing an individual to act for an estate.

Signature by a representative. A representative can sign Form 4506-T for a taxpayer only if the taxpayer has specifically delegated this authority to the representative on Form 2848, line 5. The representative must attach Form 2848 showing the delegation to Form 4506-T.

Privacy Act and Paperwork Reduction Act Notice.

We ask for the information on this form to establish your right to gain access to the requested tax information under the Internal Revenue Code. We need this information to properly identify the tax information and respond to your request. You are not required to request any transcript; if you do request a transcript, sections 6103 and 6109 and their regulations require you to provide this information, including your SSN or EIN. If you do not provide this information, we may not be able to process your request. Providing false or fraudulent information may subject you to penalties.

Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation, and cities, states, the District of Columbia, and U.S. commonwealths and possessions for use in administering their tax laws. We may also disclose this information to other countries under a tax treaty, to federal and state agencies to enforce federal nontax criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism.

You are not required to provide the information requested on a form that is subject to the Paperwork Reduction Act unless the form displays a valid OMB control number. Books or records relating to a form or its instructions must be retained as long as their contents may become material in the administration of any Internal Revenue law. Generally, tax returns and return information are confidential, as required by section 6103.

The time needed to complete and file Form 4506-T will vary depending on individual circumstances. The estimated average time is: **Learning about the law or the form,** 10 min.; **Preparing the form,** 12 min.; and **Copying, assembling, and sending the form to the IRS,** 20 min.

If you have comments concerning the accuracy of these time estimates or suggestions for making Form 4506-T simpler, we would be happy to hear from you. You can write to:

Internal Revenue Service
Tax Forms and Publications Division
1111 Constitution Ave. NW, IR-6526
Washington, DC 20224

Do not send the form to this address. Instead, see Where to file on this page.



Education Financial Services
P.O. Box 5167
Sioux Falls, SD 57117-5167
1-877-396-9781
FAX: 1-800-456-0561

Document cover sheet

Student loan payment assistance in process

Please use this cover sheet when providing your supporting student loan payment assistance documentation to Wells Fargo Education Financial Services. Supporting documentation along with this cover sheet may be returned using the below contact information.

To: Wells Fargo Education Financial Services **From:**

Fax: 1-800-456-0561 **Account number:** -

Address: Wells Fargo Education Financial Services **Total number of**
P.O. Box 5167 **pages (including**
Sioux Falls, SD 57117-5167 **cover sheet)** -----

Select documents included:

Note: Please do not send original documents.

- Hardship Affidavit and applicable hardship documentation
- IRS Form 4506T
- Supporting income documentation, as applicable