STUDENT DEBT ACROSS MASSACHUSETTS

$33 BILLION
Outstanding student debt in MA

1.04 MILLION
Student Loan Borrowers

$32,000
Average Student Debt at Graduation

122%
Increase in per capita debt

12th
MA rank among States who have highest average debt at graduation

AVERAGE STUDENT LOAN BALANCE ACROSS MASSACHUSETTS
Student Debt is a Racial Justice Issue

» For all people of color in the US, repaying student debt is disproportionately burdensome\(^6\).

» Black college graduates owe $7,400 more on average than their white peers.

» The Black-white debt gap more than triples to $25,000 over the next few years after graduation.

» 1/3 of all Black or African American borrowers default on their loans within six years of starting college\(^7\).

Twenty years after starting college, the median debt of White borrowing students has been reduced by 94 percent—with almost half holding no student debt—whereas Black borrowers at the median still owe 95 percent of their cumulative borrowing total\(^8\).

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\(^6\) The Continued Student Loan Crisis for Black Borrowers (2019), The Center for American Progress

\(^7\) Promote economic and racial justice (2020), The Washington Center for Equitable Growth

\(^8\) Stalling Dreams - How Student Debt is Derailing Life Chances and Widening the Racial Wealth Gap (2019), The Institute on Assets and Social Policy (IASP) at Brandeis University
A DANGEROUSLY UNREGULATED STUDENT LOAN SERVICERS INDUSTRY AGGRAVATES THE STUDENT DEBT CRISIS

Servicers have been, at best, incompetent and predatory at worst, knowingly misleading borrowers to increase their profits.

Predatory, deceptive, or unfair industry practices harm the most vulnerable individuals and prevent thousands of borrowers from obtaining the student debt relief they are entitled to.
WHAT BORROWERS ARE SAYING

Over 1,300 complaints were submitted to the Consumer Financial Protection Bureau from MA student loan borrowers.9

ISSUES IDENTIFIED IN THE COMPLAINTS

26%
13%
8%
8%
10%
12%
23%

- Trouble with how payments are being handled
- Received bad information about my loan
- Can't get flexible payment options or postpone payments
- Problem lowering my monthly payments
- Don't agree with the fees charged
- Having problems with customer service
- Others

DISTRIBUTION OF COMPLAINTS FROM STUDENT LOAN BORROWERS IN MASSACHUSETTS

Map shows complaints by geocoded zip code. Map generated by Student Borrower Protection Center, www.protectborrowers.org.10

9 Complaints handled by the CFPB from July 21, 2011 through September 30, 2017
10 Consumer Financial Protection Bureau
WHY DO WE NEED A STUDENT LOAN BILL OF RIGHT IN MASSACHUSETTS?

The Student Loan Borrower Bill of Rights is common sense legislation which would provide basic consumer protections for student loan borrowers, including:

- a consumer assistance unit, for students and their families to get information on student loans and resources for navigating repayment.
- An in-state ombudsman that borrowers can contact with complaints or questions
- mandatory licensure and regulation for servicers,
- regulations that would prohibit servicers from engaging in predatory, unfair, and unlawful practices.

To Learn more about Why we need a Student Loan Bill Borrower of Rights in MA, click HERE

TAKE ACTION NOW TO SUPPORT THE STUDENT LOAN BORROWER BILL OF RIGHTS IN MA

https://actionnetwork.org/letters/slbr-urgent
STUDENT DEBT ACROSS MA

STUDENT LOAN BORROWERS’ COMPLAINTS
The following complaint narratives were selected among the thousands of complaints submitted by student loan borrowers across Massachusetts and published in the Consumer Financial Protection Bureau’s public complaint database.

“My monthly payments to XXX are $230.00. I can not find full time work in my field so I work only making about $15000.00 a year. My rent is $600.00 a month. My car payments are $210.00 a month. My car insurance (required by MA) is $240.00 a month. Utilities amount to about $200.00 a month. As I have sent all of this information to my servicer, but they have told me I can not lower my payments or go on an income based payment plan. They will not cancel direct debit, meaning it is difficult to make rent. I can not afford to pursue a higher degree because my debt is too high to get another loan, meaning I can not get a better higher paying job. I have sent XXXX my documents and information as it relates to trying to lower my payments but I never got a response.” Zip code: 014XX

“I have spent over a year attempting to certify employment for PSLF. After submitting the form three times, and having my employer send a letter to XXXX, they continue to claim that my form is not complete and they can not certify my employment. I have contacted XXXX dozens of times in an attempt to resolve the problem, yet have not received appropriate assistance or a solution to my problem. It is unacceptable for a simple 2 page form to consume hours worth of my time because of a servicer’s inability to comply with student loan policies and procedures.” Zip Code: 020XX

“This is the second time this has happened. I successfully reapplyed for my Income Based Repayment through XXXX, and thought that I was all set to stay on my Income Based Repayment plan. For a reason unbeknownst to me, I have been removed from that plan and told to reapply, and so my accrued interest has been immediately capitalized, and I have been moved to a flat payment where the payment amount is so high and causes a financial hardship. The first time this happened, in XXXX, the customer service representative put me into forbearance and told me that they never received my income documentation that I had sent. It then took Navient 3 months to get me back on the plan (original complaint filed XXXX XXXX, finally placed on plan in XXXX XXXX ). This time, I have not been able to speak to customer service, and do not want to go into forbearance, so I will have to make this payment while trying to get back on the plan. But I will have had the interest capitalized, which adds to the hardship.” Zip Code: 021XX

“I have a loan that I cosigned for my younger brother. He was having payments taken out automatically on the XX/XX/XXXX of the month, and Navient stopped taking them out without warning in 2018. When we were told he was behind on payments, my brother called in to have payments started again, which was supposed to occur on XX/XX/XXXX. Meanwhile, Navient reported ME to credit agencies, dropping my credit score from [redacted] to [redacted] when it was their mistake. It is the XX/XX/XXXX, and payment has not been processed for my brother’s loan at this time.” (servicemember) Zip Code: 021XX

1 Complaint number: 3031889
2 Complaint number: 3059980
3 Complaint number: 2393735
4 Complaint number: 2963988