UNITED STATES DEPARTMENT OF EDUCATION
OFFICE OF PLANNING, EVALUATION AND POLICY DEVELOPMENT

(b)(6)

SEP 24 2010

Dear (b)(6)

This is in response to your letter, dated August 9, 2010, addressed to this office, about your daughter's student loans. Please note that we administer the Family Educational Rights and Privacy Act (FERPA). It appears that your concerns would be addressed by the Department's Student Aid Ombudsman, not FERPA. For your information, enclosed is a fact sheet on FERPA.

The Federal Student Aid Ombudsman helps resolve disputes and solve other problems with federal student loans. You may contact the Office of Ombudsman at this address and telephone number:

U.S. Department of Education
FSA Ombudsman
830 First Street, NE
Fourth Floor
Washington, DC 20202-5144
1-877-557-2575

You may also go to their website for information: http://www.ombudsman.ed.gov/

I trust this information is helpful to you.

Sincerely,

(b)(6)

Ellen Campbell
Acting Director
Family Policy Compliance Office