

ALERT: New student loan scams are circulating!

Mark VanPelt <MVanPelt@mohave.edu>

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To: MCC - All <MCC-ALL@MOHAVE.EDU>

Dear MCC Community:

The MCC Financial Aid Office has been alerted to the existence of new, active student loan scam phone calls. Recently calls from a person claiming to be "SLA Servicing" and calling about loan forgiveness programs have been received by MCC constituents. **If you receive a call or email, do not call them back and do not provide any personal information.**

Any questions you have about your student loan repayment should be directed to your loan servicer. Your student loan servicer will communicate with you in writing through their online portal, not through unsolicited phone calls. If you are uncertain who your loan servicer is, you can review your loan records at www.studentaid.gov using your Federal Student Aid ID to log in.

You can also contact MCC's partner ECMC Solutions at 1-877-331-3262 for help with your student loan repayment. ECMC Solutions can help you determine the best repayment plan for you and help you locate your servicer's contact information. To contact the MCC Financial Aid Office, call MCC Connect at 1-866-664-2832.

Remember that the basics of fraud prevention for both phone calls and e-mails start with **YOU**:

1. Suspicious phone calls should be disconnected and the number reported to your phone company/cell provider.
2. Suspicious e-mails to your Mohave e-mail account should be forwarded to abuse@mohave.edu.
3. If the e-mail/caller is asking you to hurry, it's probably a scam.
4. If the e-mail/caller is asking you for personal information, it's a scam.
5. If the e-mail has a link to a website, hover your mouse over the site to make sure it's not redirecting you somewhere else. Then assume it might be a scam anyway – you can always pick up the phone and call!
6. The IRS will never e-mail you about taxes due or your refund. The IRS will never call you about taxes due or your refund. The way the IRS gets in touch with taxpayers is via certified mail.
7. Your bank knows where you live, your phone number, and the details of your account – they never need you to verify them via e-mail or website. If you have a bank that does this, get a new bank.
8. Your Loan Servicer knows where you live, your phone number, and the details of your account – they never need you to verify them via e-mail or website or with a random phone call. If it sounds too good to be true, it is.
9. *Always be willing to slow down and think* – there's nothing so urgent that it should cost you everything you own!

Be safe, and if you have questions please feel free to reach out to me directly.

Regards,
Mark

Mark VanPelt

CIO/Executive Project Manager

Phone: 928-681-5621 | Ext: 1921

Email: MVanPelt@mohave.edu

Neal Campus - Kingman



1971 Jagerson Ave. Kingman, AZ 86409

www.mohave.edu



Mission: MCC serves our communities, empowering students to succeed through innovative pathways and quality education.

Vision: Improving lives. Improving communities. Bridging possibility to purpose and prosperity.