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Commissioner

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[nyc.gov/consumers](http://nyc.gov/consumers)

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BY REGULAR MAIL



**Re: Extra fees on student loan**

Dear Ms. 

The New York City Department of Consumer Affairs ("Department") issues this letter in response to your recent inquiry. You asked if the extra fees charged on your student loan debt are excessive.

Permissible interest and other fees on your student loan may vary depending on the type of loan you have. To determine if the fees are excessive, we recommend contacting an attorney or Student Loan Borrower Assistance, at [www.studentloanborrowerassistance.org](http://www.studentloanborrowerassistance.org), for help. You may also want to visit one of New York City's Financial Empowerment Centers for free financial counseling. You can find a location near you on the website of the Department's Office of Financial Empowerment at [www.nyc.gov/html/ofe/html/home/home.shtml](http://www.nyc.gov/html/ofe/html/home/home.shtml); call the location first to make an appointment.

Please note that it is a violation of 6 RCNY § 5-77(e)(1), a rule enforced by the Department, if a collection agency collects any interest, fee, charge or expense incidental to your loan amount that is not expressly authorized by the agreement creating the debt or permitted by law. If you discover that the extra charges on your student loan are illegal, we encourage you to file another complaint with the Department with any documentation you have showing that the extra fees are illegal.

Thank you for your inquiry.

Sincerely,

Department of Consumer Affairs