

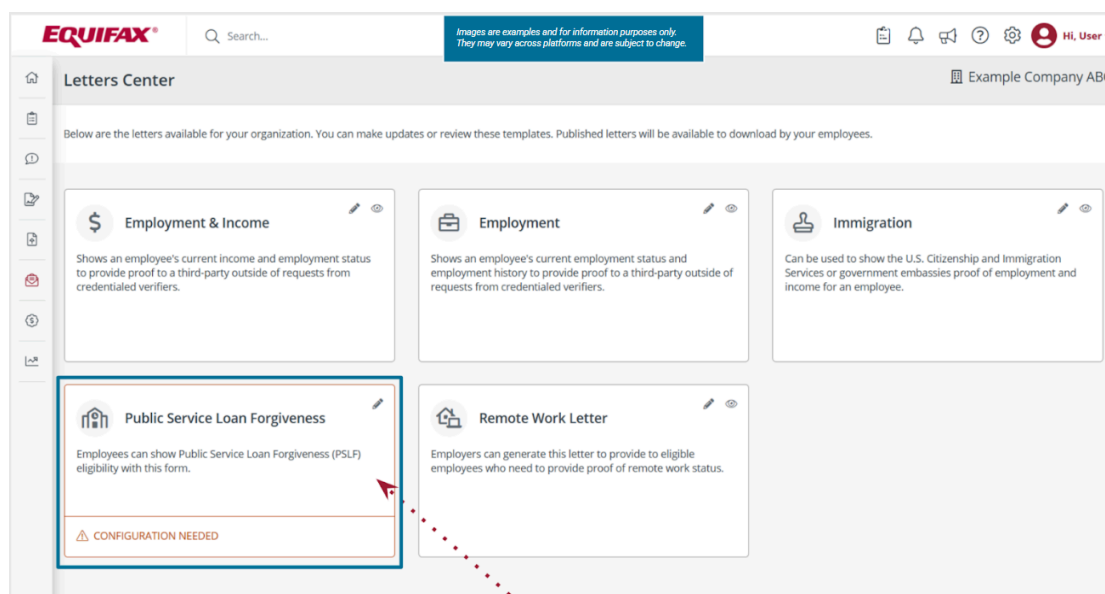
How to Configure Public Service Loan Forgiveness Letters

What is the Public Service Loan Forgiveness Feature?

The Public Service Loan Forgiveness (PSLF) form fulfillment feature leverages the employment data employers contribute to The Work Number® as part of PeopleHQ™ to help complete the form for employees.

This allows employees to self-service generate the form more quickly, typically without the need to engage you or your HR team, depending on what required data elements are within your data feed. In order for your employees to begin using the PSLF letters feature, the letter will first need to be configured by your HR Admin. Below you will find a step-by-step guide to configure the PSLF letters for your employees.

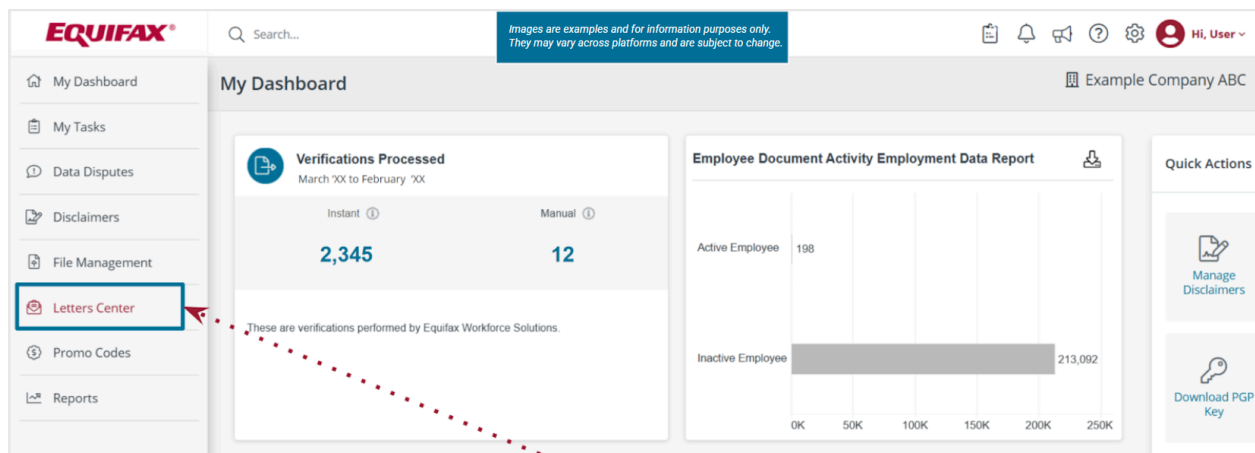
Ensure your account is configured for PSLF Letters. Once you're logged into The Work Number as a part of PeopleHQ, navigate to the left side menu and click **Letters Center**. Once in **Letters Center**, you should see the **Public Service Loan Forgiveness (PSLF)** tile. If you do not see the PSLF tile, please reach out to Workforcesolutionssupport@equifax.com to request it to be enabled.



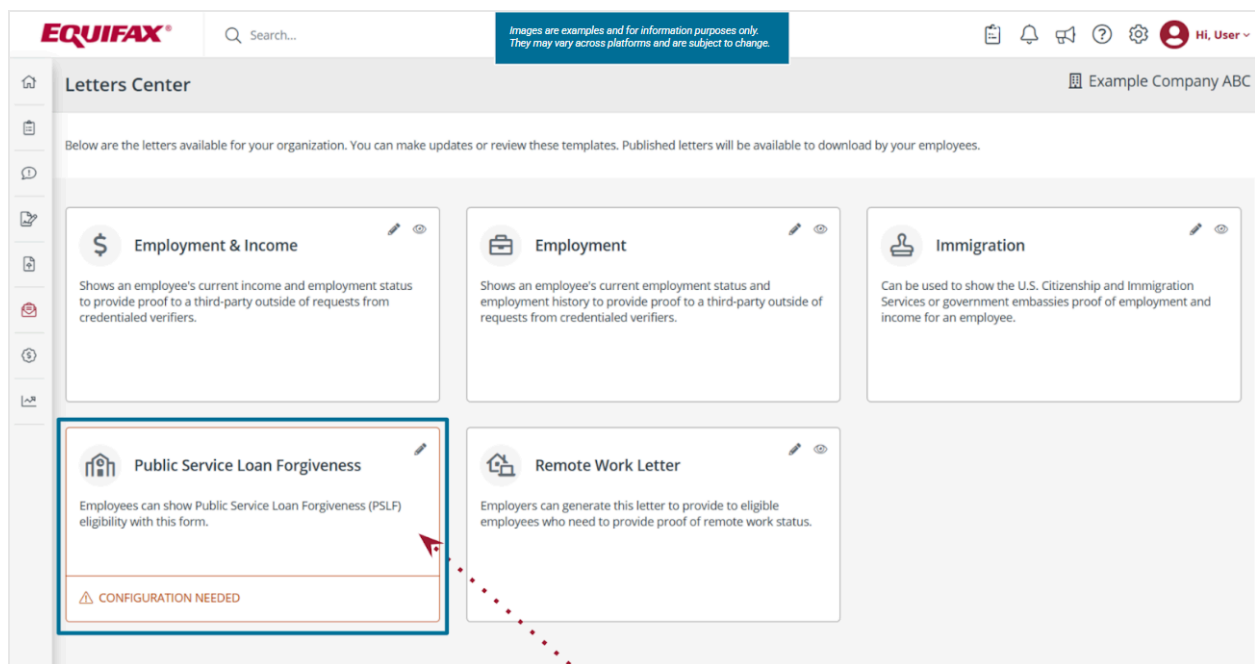
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Adding FEINs

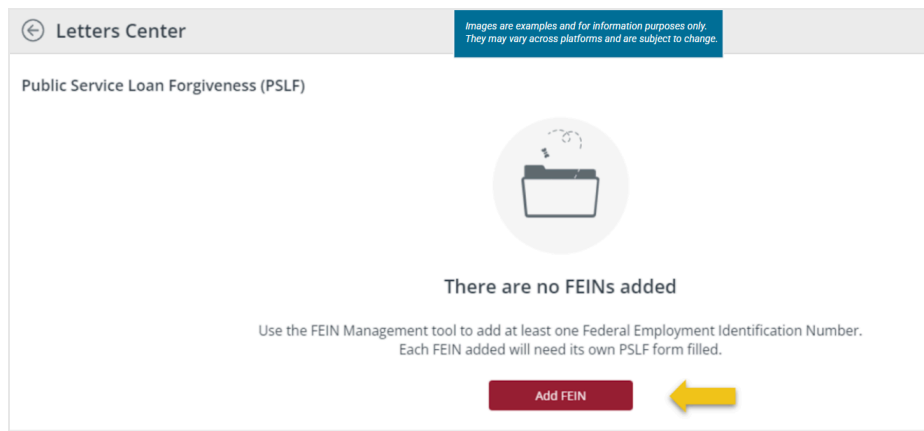
1. Once the feature is enabled, log in to The Work Number as a part of PeopleHQ and click **Letters Center** from the left side main menu or click **Configure Letters** in the **Quick Actions** menu on the right.



2. Click the **pencil** icon in the Public Service Loan Forgiveness tile.



3. In the Public Service Loan Forgiveness container, click **Add FEIN**.



4. You will then be prompted to fill out the Add FEIN form. Enter the FEIN, Friendly Display Name, Company name, and Company address.

Note: The Friendly Display Name is a nickname that helps employees identify the correct FEIN that should appear on their PSLF form.

5. Once you've added all requested information, click **Add FEIN**.

Letters Center

Public Service Loan Forgiveness (PSLF)

Use the FEIN Management tool to add at least one Federal Employment Identification Number. Each FEIN added will need its own PSLF form filled.

Add FEIN

Federal Employer Identification Number

Friendly Display Name ⓘ

Company

Street Address

City State ZIP

Cancel Add FEIN

Once the FEIN is added, you will see the FEIN appear on the Letter Center's FEIN list. Before the form can be published, you must configure the specific FEIN.

Configuring FEINs

1. To configure the FEIN, click the **pencil** icon to the right of the FEIN.

The screenshot shows the Equifax Letters Center interface. At the top, there's a search bar and a notification banner stating: "Images are examples and for information purposes only. They may vary across platforms and are subject to change." Below this, a message indicates that there are PSLF forms that have not been configured. The main section is titled "Public Service Loan Forgiveness (PSLF)" and contains a table with the following columns: FEIN, Friendly Display Name, Status, and Actions. The table shows one entry with FEIN 0000000000, Friendly Display Name Example Friendly Name, and Status CONFIGURATION NEEDED. A pencil icon is visible in the Actions column. A red arrow points from the pencil icon to the right. At the bottom right, there's a button labeled "Add FEIN".

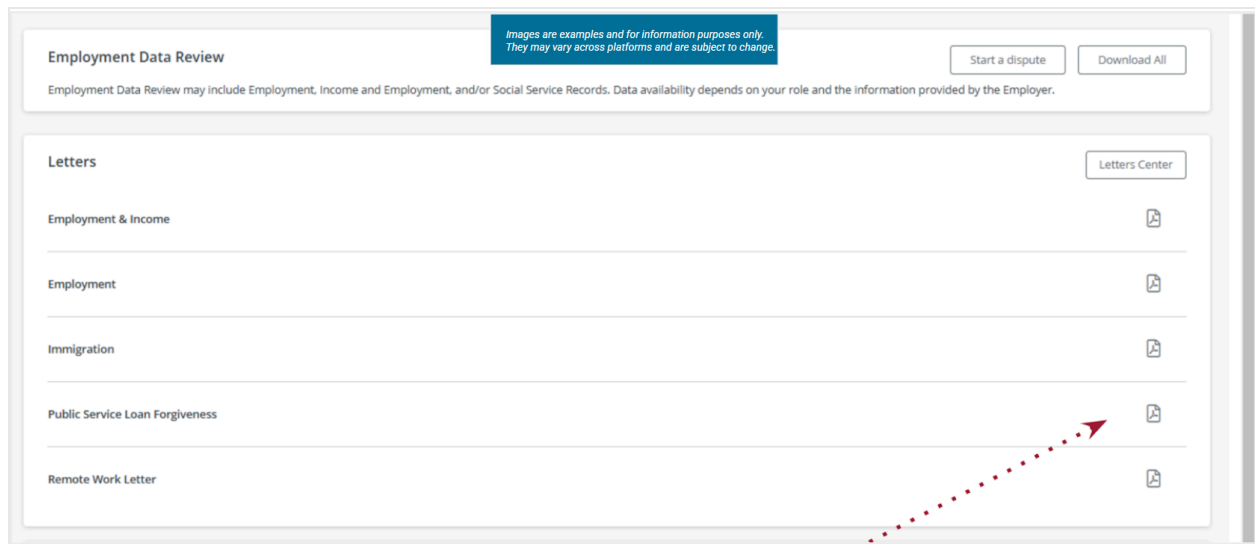
2. Within the form, HR Admin users have the option to use the **Form Fill Assistant** to copy responses from another PSLF form or complete the form information manually, and include an optional employer website.
3. Complete **Section 5A Employer Certification** and upload a signature.
4. Click **Publish Changes** in the top right of the form.

The screenshot shows the Equifax Public Service Loan Forgiveness Management interface. At the top, there's a search bar and a notification banner stating: "Images are examples and for information purposes only. They may vary across platforms and are subject to change." Below this, the page is titled "Public Service Loan Forgiveness Management". The main section is titled "Public Service Loan Forgiveness Form (PSLF)" and contains a message indicating that the user is responsible for modifying Sections 5A of this form in the configuration panel below. There are buttons for "Draft Preview" and "Live Version". A note states: "NOTE: PSLF is only available to full-time employees as defined by the Employee Eligibility section on page 7. The legal definition of full-time employee may differ from your company's definition of full-time." The form is currently editing "Example Company ABC (0000000000)". The form is divided into two main sections: "Section 1: Borrower Information" and "Section 5A | Employer Certification". Section 1 includes fields for Social Security Number (SSN), Date of Birth, Name, Address, City, State, Zip Code, Telephone - Primary, and Email. Section 5A includes fields for Official's Name, Official's Phone, Official's Title, Official's Email, and Official's Signature. There are buttons for "Discard" and "Publish Changes" at the top right.

Publishing the changes allows the form to be accessible for your employees.

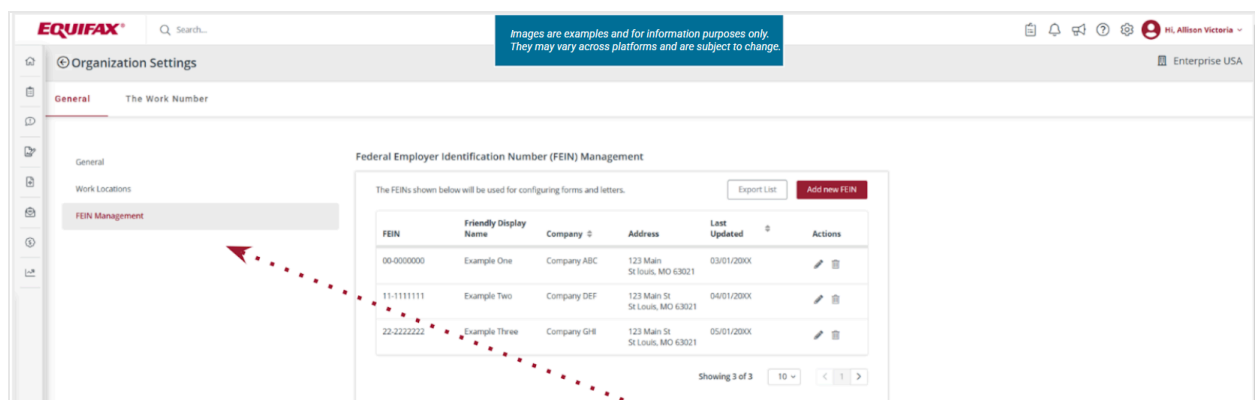
Additional Information

Similar to other letters, an HR Admin or User can download a PSLF letter for an employee within the **Employee Profile**.



FEINs can also be created in the FEIN Management page under **Organization Settings**.

Note: Organization Settings is the only page where a FEIN can be edited or deleted.



More Training Available!

Check out additional training resources available on our site, [Connections](#).

The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.