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## BBB BUSINESS REVIEW

Text Size **T** **T** **T**

**Overview** | Complaints | Directions

What is a BBB Business Review?

**THIS BUSINESS IS NOT BBB ACCREDITED**

### Student Loan Processing. US

(877) 232-3545  
25381 Commercentre Drive Ste. 250, Lake Forest, CA 92630  
<http://www.studentloanprocessi...>

**C+** On a scale of A+ to F  
Reason for Rating  
BBB Ratings System Overview

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#### Description

This company's business is managing our clients Federal Student Loans to maximize the Federal benefits that they qualify for.

#### BBB Accreditation

This business is not BBB Accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

#### Reason for Rating

BBB rating is based on 16 factors. [Get the details about the factors considered.](#)

Factors that *lowered* this business's rating include:

- > 18 complaint(s) filed against business

Factors that *raised* this business's rating include:

- > Length of time business has been operating
- > Response to complaint(s) filed against business
- > Resolution of complaint(s) filed against business
- > BBB has sufficient background information on this business

#### Customer Complaints Summary

[Read complaint details](#)

18 complaints closed with BBB in last 3 years | 16 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	3
Billing / Collection Issues	5
Problems with Product / Service	9
Delivery Issues	0
Guarantee / Warranty Issues	1
<b>Total Closed Complaints</b>	<b>18</b>

#### Additional Complaint Information

Our complaint history for this company shows the company gave proper consideration to complaints presented by the Bureau.

[Complaint Details](#) | [Definitions](#) | [BBB Complaint Process](#) | [File a Complaint](#)

#### Government Actions

BBB has no information regarding government actions at this time.

[What government actions does BBB report on?](#)

#### Advertising Review

BBB has no information regarding advertising review at this time.

[What is BBB Advertising Review?](#)

#### Additional Information

[Top](#)

BBB file opened: 6/15/2011  
Business started: 6/2/2002

#### Contact Information

Jim Krause - President  
Thomas Gil ()

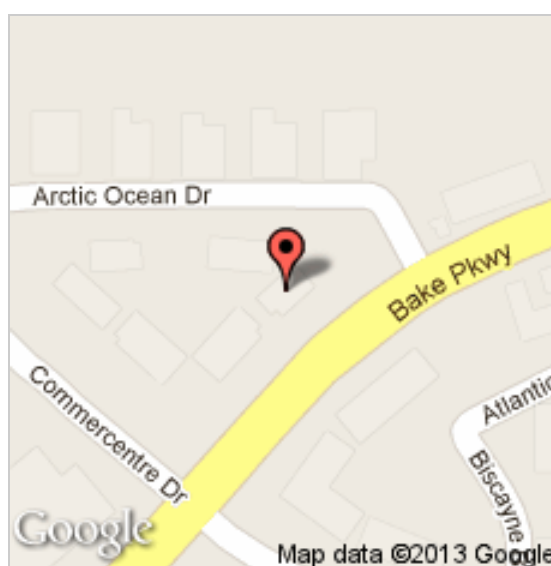
#### Number of Employees

20

#### Business Category

Other Financial Services

#### Alternate Web Sites



[Directions](#)

#### QUICK LINKS

- [File a Complaint](#)
- [About Enhanced Services](#)

#### ASSOCIATED SEARCHES

Still searching? Find more businesses offering similar services.

#### FEEDBACK

##### RECOMMEND

Would you recommend this review to others?

Please Select:  Yes  No

##### SHARE WITH US

To better assist you, please take our brief survey about the format / readability of this review so that we may continually improve your experience.

##### CONTACT US

Use our [Contact Us](#) page to get in touch with us if you have any issues, questions or concerns.