

# Reviews & Complaints

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## Customer Complaints Summary

79 complaints closed with BBB in last 3 years | 36 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising/Sales Issues	8
Billing/Collection Issues	18
Delivery Issues	0
Guarantee/Warranty Issues	2
Problems with Product/Service	51
<b>Total Closed Complaints</b>	<b>79</b>

The complainant verified the issue was resolved to their satisfaction. (4 complaints)

12/2/2016

Problems with Product/Service

**Complaint**

I signed a contract back in April of 2015, I was told for 12 months I would pay an amount and part of would be the processing fee and the other part will go towards to federal student loans. 12 months came and went and I didn't hear from the company so I contacted to ask what my consolidation status... was, I was told the process take 30-90 days however it was 12 months and then I was told I would receive a phone call back. When someone call me back they state they submitted information to the government and was waiting for docs. As of today I still haven't received any documents via email fax or mail from this company about my consolidation. So I contacted them today to state I would like to cancel their service since I found out they have been collecting money from me every month since April of 2015 and not a dime went to my actual student loans and the interest has accrue and now I owe way more than I did when I first started this "consolidation" with the company. When I called today I was told I couldn't walk away until May of 2017 and that if I wanted to walk away they would need Dec, Jan, Feb and March payment up front! Also I don't understand where the funds went that I was told was put into a "trust" if money was going into a trust why do I have to make payments for the next four months? I also called a month ago asking for a balance of what was in my "trust" and I was told it would be emailed to me however as of today I still have no clue how much money is in my "Trust" after getting off the phone with them today, I was told she had to speak to her manager about my payoff balance and "Trust" and then get back to me!

(Show More of Complaint)

**Desired Resolution** I would like to cancel the service without the company withdrawing Dec, Jan, Feb and March payment! I was paying for a service that never existed. No money ever went to my student loans and I'm starting to believe no funds were put into a "trust". If there is a "trust" I would like the balance to...

pay off the four months I owe according to the woman I spoke to today and then I would like the rest to come back to me since it is my money!

(Show More of Desired Resolution)

**Consumer Business Dialog****Consumer**

Better Business Bureau: I have reviewed the response made by the business in reference to complaint ID \*\*\*\*\* , and find that this resolution would be satisfactory to me. I will wait for the business to perform this action and, if it does, will consider this complaint...

resolved. Hi the dispute has been settled with NSP.Thank you,\*\*\*\*\* \*\*\*\*\* Regards, \*\*\*\*\* \*\*\*\*\*

(Show More of Consumer Business Dialog)

2/25/2016

Problems with Product/Service

**Complaint**

I entered a contract with NSP to pay my student loans. I applied for Loan Forgiveness through them as I am a teacher at a Title 1 school. They claim that my application to the Department of Edu was rejected, but could not tell me why. I continually submit information and pay stubs, but there has... been updates on my account. I have requested a manager to return my call at least 4 times with no success. I have not received a loan statement from them to ensure my loans are being paid, but nothing has been provided. I am highly concerned that this is a scam, and they are not truly paying my loans. (Show More of Complaint)

**Desired Resolution**

I would like documentation that my Loan Forgiveness application has been processed and any rejection letters. I would like monthly loan statements as proof that my loans are indeed being paid. I would like contact from a manager to ensure that my application process is followed appropriately.

**Consumer Business Dialog****Business**

Ms. \*\*\*\*\* did speak to client services and the manager and had her concerns addressed.

**Consumer**

Better Business Bureau: I have reviewed the response made by the business in reference to complaint ID \*\*\*\*\* , and find that this resolution would be satisfactory to me. I will... wait for the business to perform this action and, if it does, will consider this complaint resolved. I was finally contacted by a manager and given a direct number for future contact. Thank you, Regards, \*\*\*\*\*

(Show More of Consumer Business Dialog)

6/28/2015

Billing/Collection Issues

**Complaint**

the contract stated that my education loans payments would be handled for a fee, yet my loans with \*\*\*\*\* ,the U S Department of Education advised me that my loans were found to be delinquent.i have been making payments since July 20, 2014 and the company has not made any payments towards my loans.

**Desired Resolution** As the company has collected monies for a service that they failed to administer , I would like to be refunded all costs that I have incurred since beginning this fraudulent contract with National Secure Processing. They have used several Payee prefixes:\*\*\*\*\* ...  
\*\*\*\*\* \*\* \* \*\*\*\*\* \* \*\*\*\*\* \*\*\*\* \* \*\*\*\*\* \*\*\*\*\*

(Show More of Desired Resolution)

**Consumer Business Dialog****Business**

Account has been resolved

**Consumer**

Better Business Bureau: I have reviewed the response made by the business in reference to complaint ID \*\*\*\*\* , and find that this resolution would be satisfactory to me. I will wait for the business to perform this action and, if it does, will consider... this complaint resolved. Regards, \*\*\*\* \*\*\*\*\*

(Show More of Consumer Business Dialog)

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**The business responded to the dispute but failed to make a good faith effort to resolve it. (4 complaints)**

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5/1/2017

Billing/Collection Issues

**Complaint**

I have been trying to contact National Secure Processing to get ahold of my interest statement or any statement for that matter for my taxes and to see my balance. I have heard nothing from them. I have called and emailed and also tried to get my password reset online and received nothing back... from them. I have been making payments since 2015 various amounts. I do have my original contact and also an email stating that if I did not respond to them and get on a different payment program my amount of payment would go up to over \$600 a month.

(Show More of Complaint)

**Desired Resolution** Would like my statement and money back as I have read online from others that they have had the same problem that their money only went for processing fees and not on their loans, which leads me to believe my loan is probably higher than what I started out. Would also like my services cancelled...

from this place so no more money taken out.

(Show More of Desired Resolution)

**Consumer Business Dialog**

**Consumer**

Better Business Bureau: I have reviewed the response made by the business in reference to complaint ID \*\*\*\*\* , and have determined that this proposed action would not resolve my complaint. For your reference, details of the offer I reviewed appear below I have contacted NSP and have... cancelled my student loan with them however will not be getting a refund, but got early cancellation fee waived. I did finally get a statement from them and looks like they never did apply any payments to my loan it was all processing fees which is a crock. Hopefully no one ever uses them. Thank you for your service. Regards, \*\*\*\*\* \*\*\*\*

(Show More of Consumer Business Dialog)

2/16/2016

Problems with Product/Service

**Complaint**

National Secure Processing contacted me in March 2014 and offered me an income-based student loan repayment plan and after taking my information, told me that my new student loan payment would be \$68/per month and it could be deducted from my checking account. That amount was deducted from... April 2014 to Nov. 2015 for a total of \$1360.. I stopped the auto-pay after learning that \*\*\*\*\* (onto whose radar I returned because I went back to school fall 2015) hadn't received any student loan payments from me since ) March 2014. I was contacted by National Secure Processing the week of Jan 11 regarding the stopped payment and asked them for my account information since I was puzzled by this and wanted to know where my money was going since \*\*\*\*\* never got it. A representative named \*\*\*\*\* told me on Jan 16 that based on my (low) income in March 2014 I didn't owe any student loan payment. I asked him why I was paying \$68/month and he informed me that it was for "servicing" of my student loan. I informed him that I neither asked for nor was told that this monthly payment was for anything except my income-based student loan monthly payment. He then informed me that "some" of that \$68 went into "trust" for when the time came that I did owe a student loan payment again. I informed him that I would like a full refund since they misrepresented themselves and withheld information that resulted in my paying for a service that I wasn't aware that I was paying for and that I would have never agreed to, had I known. He told me to send an email to info@nsprocessing.com asking that my account be terminated and said that once I did so, a check would be generated and sent to me. I sent that email today and I will await my refund. Meantime, I am out over \$1000 and the amount would have kept on rising had I not enrolled in classes this fall and gotten back in touch with \*\*\*\*\* , and I'm sure I'm not the only one. I would like my full refund of \$1360 and to report their scam.

(Show More of Complaint)

**Desired Resolution**

I want all of the money I paid to National Secure Processing refunded to me: \$1360. I also want to report their sneaky scam so other people can have their wrongs righted and so this doesn't happen to any other unsuspecting people who just want income-based student loan payments.

**Consumer Business Dialog****Business**

Client has spoken to our client services department and account has been settled.

**Consumer**

Better Business Bureau: I have reviewed the response made by the business in reference to complaint ID \*\*\*\*\* , and have determined that this proposed action would not resolve my complaint. For your... reference, details of the offer I reviewed appear below. The account is NOT settled. They owe me \$1360 and sent a check for \$416.20; a check that I have zero intention of cashing because I do not accept their definition of settling my account. Regards, \*\*\*\*\* \*\*\*\*\*

(Show More of Consumer Business Dialog)

7/8/2015

Problems with Product/Service

**Complaint**

From July 2014 to February 2015 I paid the company (National Secure Processing aka NSP) to manage my student loans in order to gain entry to a loan forgiveness program and have my interest rates reduced . I was to pay NSP rather than my loan company monthly. In turn they would pay a portion of that... money to my student loan lender (\*\*\*\*\* \*\*\*) monthly. I never received any statements from NSP showing my loan balances or allocation of funds paid to my student loans. I called about this problem on a regular basis but was not given any assistance and each time was told that it would take an increasing number of weeks before I received even a welcome packet (which I never received). I found out months later that they had not paid any money to my lender and that my account was delinquent. Thousands of dollars ( \$7,000) in interest capitalized to my student loans as a result. I was told by a

thousands of dollars (~\$7,000) in interest capitalized to my student loans as a result. I was told by a representative of NSP that the original loan manager who signed me onto their services had been fired for lying to new clients about the services they provided. But they did nothing to rectify the situation. When I cancelled NSP's services I spoke with two different representatives who said that I would be refunded all of what I'd paid to them (over \$3,000), and that the money that I'd paid was held in a private trust. I never received any money back and have heard nothing from them in months, although I've tried calling. Many of their phone numbers are not working and I was never allowed to speak to a manager or higher official of the company. I have tried to seek legal counsel in this matter but have not found an attorney who is experienced in these particular issues.

(Show More of Complaint)

**Desired Resolution** I believe National Secure Processing should pay back in full all money that I paid to them as they did not provide the service that was promised. I also believe that they should pay the interest which capitalized onto my student loans as a result of their mishandling of my account. I think this... business has a responsibility to be honest with their clients and more transparent in their handling of student loan accounts. Monthly statements showing the amount paid and student loan balances should be furnished to their clients. What they did send was a schedule of payments to be made, but that is not sufficient to show a client how their money is being paid (or not paid in my case) to their loan balances.

(Show More of Desired Resolution)

### Consumer Business Dialog

#### Business

Our...

policy is that if a customer is unhappy, we try to resolve their concerns and find resolution to attain customer satisfaction. The Welcome Package contains the phone numbers and contact information for client services. And, if money was collected for services rendered and a customer is later wanting to cancel, we work with that client to refund payment. We have rendered services to this client and have resolved her account and client has received a refund of what is due to her.

Consumer

Better Business Bureau: I have reviewed the response made by the business in reference to complaint ID \*\*\*\*\* , and have determined that this proposed action would not resolve my complaint. For your reference, details of the offer I reviewed appear below. The response from the company stated that I have received any money due refunded to me. I have received \$0 from them, they took money from me on a monthly basis and provided no service, and told me that all of my money would be refunded, not once, but twice. So they must be stating that they do not feel that any money is due to me. That is STEALING. I paid them to handle my student loans and keep me in the IBR program. They failed to do this, they put my loans into forbearance and missed the date to reapply for my maintenance in the IBR program, causing my loans to default and have \$7,000 in interest capitalize making my loan amount that much greater. On top of it keeping my almost \$3,000 which I paid to them TO BE PAID TO MY STUDENT LOANS, WHICH NOT ONE PENNY OF IT WAS. I expect my \$3,000 back, which they have not paid me one cent of. They cannot keep that money, as they BREACHED CONTRACT of the services they did not provide and the damage that they did to my loan balance and the amount of time that I have lost being in the IBR because of their negligence in handling my account. They should feel ashamed to do business in such a way.

Regards, \*\*\*\*\* \*\*\*\*\*

(Show More of Consumer Business Dialog)

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**The Business addressed the issues within the complaint, but the consumer either (a) did not accept the response, OR (b) did not notify BBB as to their satisfaction. (17 complaints)**

**From Article at [GetOutOfDebt.org](http://GetOutOfDebt.org)**

5/31/2016

Problems with Product/Service

**Complaint**

My wife and I were in a hard spot financially during 2014; when I saw information on the internet for this company which was said to help lower student loan payments and provide some forgiveness. I contacted the company and stated that I was in need of help with lowering my monthly payment. I was... assured that they could lower my payment to a more affordable amount. My wife and I each paid a small fee up front. We were each told that our student loan payment moving forward would be approximately \$52 per month which sounded great. I was told that the fee for doing this would be approximately \$10 to them out of each payment. I was then told that after paying this amount of 20 years, that the remainder of my student loan debt would be forgiven. This sounded great to me. In return for getting out payment lowered, they required that my wife and I file our tax returns moving forward "married filing separately" which we did. That in turn, caused us to get back less of a refund, but it was worth it to have a lower payment. I came to a point where I needed to file jointly. I tried calling but the line kept saying the company was closed during what should have been their normal hours. I tried the chat feature online, but no one was every available. I finally received a call back from an email I sent. I asked to cancel the service and they refused. They said I must finish out my contract. I told them that they were illegally taking my money. They disagreed. I contacted the department of education, and they stated that an actual student loan payment had not been made on my account since March of 2014. So this entire time, NSP took the entire \$52 payment from each, me and my wife, instead of just the \$10 monthly fee. Now my student loans are much higher due to the interest that has accrued. In addition, NSP changed all of my contact information with the Department of Education to false information. When I called, I had to change it all back. This is a complete scam!

(Show More of Complaint)

**Desired Resolution** I want a refund of the money that was taken from my wife and I. I agree for the company to keep their \$10 monthly fee, as I was aware of that. However, I want the \$42/month from each my wife and I since we started this contract in 2014. In addition, I would like reimbursement of the interest that..

has accrued on our student loans due to these false payments. Our bank statements even show "Student Loan Payment"; whereas it actually has not been. I also want legal action to be taken because my personal information was changed to false information with the Department of Education.

(Show More of Desired Resolution)

**Consumer Business Dialog****Business**

Our policy is to be very thorough when we present our services to potential customers, we not only have verification in our service agreement but we have a verbal verification of services and we email a detailed Welcome Package that re-explains what those services are. When the client contacted our... client services department he was explained the program he had signed up for as also explained in detail on his service agreement. Services were rendered on this account as per the contract the client signed.

**Consumer**

Better Business Bureau: I have reviewed the response made by the business in reference to complaint ID \*\*\*\*\* , and have determined that this proposed action would not resolve my complaint. For your reference, details of the offer I reviewed appear below. [What was detailed to me over the phone was that I would pay for a 20 year period, then the remainder of my student loan debt would be forgiven. This is not the case after contacting the actual Department of Education. No student loan payments were ever made to my account, all of the money I paid National Secure Processing monthly went to them as a "fee". This is no possible way for my loan to be forgiven if nothing at all is ever paid on it. As I said, I was told that there would be a \$10 monthly fee out of my \$52 payment, which I agreed to, but the remaining \$42 should have been applied to my student loans and they were not. Also, I did not give National Secure Processing permission to change my personal information and to make up false addresses and false email addresses for me.] Regards, \*\*\*\*\* \*\*\*\*\*

(Show More of Consumer Business Dialog)

5/24/2016

Problems with Product/Service

**Complaint**

NSP was supposed to manage my student loans, they were to set up the 3rd party payments with student loan services at a low payment based on my income. They told me that my payment would be \$214.11 a month draft from my bank account. This amount came out of my checking account for 12 months. I... recently found out that they had gotten my loan payment deferred and put my money in "a trust". I asked them to pay the payments from this trust and to not draft from my bank account. They then turned around and got a 2 month forbearance on my loan, which added interest to my loan and reported negatively on my credit report. They now tell me that they cannot pay the payments from the trust account. They first tried to tell me that there wasn't any money in the trust that it had all been paid to \*\*\*\*\* the loan company. They also tried to tell me last week that if a cancelled the contract then I would not receive any of my money back. Last week I got an email from them that stated that my trust account balance is \$2626.76 . But I have spoken with \*\*\*\*\* and they have only recieved 2 payment in the last year and 1/2. Today I called NSP and was told that my contract ends with them in May and that I could write to them that I no longer wished to have their services and at that time they would refund any remaining money to my bank account. But if my account was closed then there \*\*\* nothing that they could do about that but inform me of this. I don't know what legal action I should take but I want my \$2626.76 refunded so I can pay it to \*\*\*\*\* for my student loans where I thoug \*\*\*\*\* , you just completed your payment. They are rude, never directly answer a question and have made several attempts to draft money from my bank even after I told them not to. I have stopped payment to them but really need my money back.

(Show More of Complaint)

**Desired Resolution**

I would like my \$2626.76 refund to my bank account or by check

**Consumer Business Dialog****Business**

Our policy is to be very thorough when we present our services to potential customers, we not only have verification in our service agreement but we have a verbal verification of services and we email a detailed Welcome Package that re-explains what those services are. Full services were rendered on... this account as per the agreement the client signed. This account has now been cancelled and a refund of what is owed is in process.

(Show More of Consumer Business Dialog)

4/14/2016

Problems with Product/Service

**Complaint**

I started business with this company under the assumption that they would be consolidating my student loans to a lower payment. I read through my paperwork and understand that they needed a certain amount of information in order to contact my previous loan company. I was unaware that they were... taking my monthly loan payment and placing it into a "trust" fund for whenever I might need it in the future for reasons such as missing a loan payment. They did this without my permission. This company also changed all of my contact info with my previous loan company and then placed my loans in forbearance for a year. When I asked this company about the progress they said that they were still negotiating my account. I was already upset that they were not applying my monthly payment to my loan balance without my permission but when I called my previous student loan provider they told me that they have not been in any contact with NSP about coming to an agreement on the consolidation of my loans. I asked that they cancel my account and refund my money via the contract states that if the consolidation process isn't complete I have the right to cancel with a full refund. They said that they have to review the case and are not intending on canceling my account. They have stolen money from me and are not placing it on my student loans and they have misled me into thinking they were handling my consolidation.

(Show More of Complaint)

**Desired Resolution** I would like my account to be canceled with this company. I would also like all my personal information that they possess to be destroyed and I expect a full refund of \$1179.96 from the monthly payments that they have taken from me. I do not want to do business with this company any longer and I...

would not like to have contact with them every again.

(Show More of Desired Resolution)

**Consumer Business Dialog****Business**

Our policy is to be very thorough when we present our services to potential customers, we not only have verification in our service agreement but we have a verbal...

verification of services and we email a detailed Welcome Package that re-explains what those services are. Client has spoken to the client services department and account has been resolved.

(Show More of Consumer Business Dialog)

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[3](#) ([/sdoc/business-review-iframe/ReadComplaints/172008973?page=3&parent\\_id=3](/sdoc/business-review-iframe/ReadComplaints/172008973?page=3&parent_id=3))  
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[>>](#) ([/sdoc/business-review-iframe/ReadComplaints/172008973?page=6&parent\\_id=3](/sdoc/business-review-iframe/ReadComplaints/172008973?page=6&parent_id=3))

**The business failed to respond to the dispute. (54 complaints)**

1/12/2018

Problems with Product/Service

**Complaint**

I was using NSP to help consolidate my school loans. I paid a 61 dollar fee monthly that was assessed for them to service my school loans and make sure payments were up to date. I recently checked my credit score as I do monthly and my credit dropped over 100 points. The reason for this was they... were not servicing my loans as agreed and they then were showing as delinquent even with my automatic payment to NSP each month. Upon notifying NSP I was told I could not cancel svc without 90 days notice. I had to pay a fee for my bank to stop payment and I now have to file a dispute with the credit bureau to see if my credit can even be fixed. The company that actually held my loan did not even have any of my contact information as NSP put a bogus email and phone number on file. email listed was \*\*\*\*\*@notereviws.net phone number was \*\*\*\*\*. I was only able to contact the proper company about fixing the issue by finding that name listed on my credit report when they filed that I was delinquent on my account.

(Show More of Complaint)

**Desired Resolution**

I would like for my credit to be fixed and the service fees I paid for the last few months back due to services promised were not rendered.

12/28/2017

Problems with Product/Service

**Complaint Details Unavailable**

12/21/2017

Problems with Product/Service

**Complaint**

I signed up for there services in 2015 to assist in consolidation of my student loans. I recently contacting my loan servicer and they have never received a payment from them. I called to cancel and they said I have to wait until September 2018 to discontinue payment withdrawals from my account.... Which it's unfair because I'm only paying service fees. Im really upset because I'm not a financial situation to be paying for fees only. When I could be getting out of debt. I wasn't aware of what was going on until I called serviser in regards to my balance not decreaeasinh and no account activity was reflected on my credit report and that was also because somehow a forbearance was put in place which now my balance increase by \$6,000.00 when I had \$0.00 payment since 2015 I didn't need a forbearance! I have other student loans that could have been almost 1/2 way paid off if i didn't have this company taking my money.

(Show More of Complaint)

**Desired Resolution**

I want to get this cancelled stop withdrawals and get my money back for service that hasn't done anything for me...but take away the money I don't have.

**Read More Customer Complaints:** [1](#) [2 \(/sdoc/business-review-iframe/ReadComplaints/172008973?page=2&parent\\_id=5\)](#)  
[3 \(/sdoc/business-review-iframe/ReadComplaints/172008973?page=3&parent\\_id=5\)](#)  
[> \(/sdoc/business-review-iframe/ReadComplaints/172008973?page=3&parent\\_id=5\)](#)  
[>> \(/sdoc/business-review-iframe/ReadComplaints/172008973?page=18&parent\\_id=5\)](#)

SORT BY:  ▾FILTER:  ▾

12/27/2017

Matt O.

**Negative****Review**

This company is a scam. They have been taking money from my bank account for 3 years. When I asked the Loan company if they heard of NSP they said no. NSP is a 3rd party company that will tell you what you want to hear. There is many companies who do this. Stay far away from this company Its A Scam

Was this review helpful?  Yes  No

[2] people found this review helpful

12/22/2017

Ronald W.

**Neutral****Review**

I guess I'm one of the many people that was scammed by NSP. Though I never had any issues and my payments and loan amount reflect on my credit report positively; this was all a scam. Well I don't see any issues on my end cause Credit Wise and Experian both show me in good standing. I'm writing this review because I keep receiving phone calls about student loan debt relief and the lawsuit against NSP and other student loan consolidation companies like My Great Lakes which was the company that had my Sallie Mae loans when I first started college. Once I receive the phone calls about the lawsuit I admittedly checked the BBB and saw that not only is it true but states such as Washington and Oregon have cracked down on them and are forcing them to payback money which they stole. Today December 22nd 2017 I received an email from NSP stating this: NSP - Account Notice Dear Ronald, We would like to inform you that your account has been assigned to Mission Hills Federal for completion of your contract agreement. This assignment is not due to any problems with your account, but rather represents a change in the entity that owns the account. Your rights and responsibilities regarding the contract have not changed, and to be clear, your student loan payment terms, payment dates, and payment amounts will remain the exact same. This change will be reflected as of January 1st, 2018. You will not see any change in payments moving forward. If you have any questions, please contact Mission Hills Federal at the following number: 877-242-8670 or by email at support@missionhillsfederal.com. Thank you for being a valued client. Sincerely, National Secure Processing I want to know is this there way of trying to change names and stay under the radar while still trying to collect funds?

Was this review helpful?  Yes  No

[2] people found this review helpful

10/11/2017

Chanelle

**Negative****Review**

This company is a complete scam. If you're working on your improving your credit score and you have these guys on your "side", good luck. Everything will come crashing down. As is nearly identical to some of the other, more detailed, reviews, this place gives false information about you to FedLoan and never once communicates with them on your actual payments. I don't know what they do with our money, but they're liars. I'm trying to get rid of them but they have all their loopholes. I just want to pay my loans.

Was this review helpful?  Yes  No

[7] people found this review helpful

8/17/2017

karen l.

**Negative****Review**

WARNING SCAMMED: as many before me has complaint this company misrepresents them self they take your money but don't pay your student loans plus here within this year they have taken out DOUBLE PAYMENTS EACH MONTH and then you have to fight them to get refunded as well as it causes your bank account to go negative and added charges apply because of this double payments.

Was this review helpful?  Yes  No

[13] people found this review helpful

8/15/2017

Sean J.

**Negative****Review**

In August 2014, I was contacted by a company named SLS Managers who said they had information on my student loans, and were able to provide me personal information about my student debt. They offered to consolidate my student debts and it was my understanding that I would make my payments to them, and they would disburse those payment to my federal student loan obligation. On 08/15/14 I paid an initial deposit, and signed an agreement to the company to begin their services, and continued to make payments monthly from that date forward. On 08/14/17 upon reviewing my credit history noticed a company that I didn't recognize as servicing my student loans. Upon researching, I found that this company was actually to government run FedLoan Servicing. I attempted to log-in to view my account and see what my balance was, since I had been making payments for several years, and was not able to gain access to an account that was already created using my name and SSN. The security questions, e-mail address, password, address, and phone number did not match any of my real answers. After contacting tech support, validating my identity, and gaining access I saw that my student loan balance had significantly INCREASED although I was paying SLS Managers, what I thought was a loan consolidation company making payments on my behalf. FedLoan Servicing staff helped me understand that all of the information used was recently updated on my behalf, but none of it was accurate. The e-mail provided by SLS Managers was [REDACTED E-MAIL ADDRESS] and was not created by me. The phone number provided was ###-###-####, a number I've never used and from an entirely different state, and the mailing address they had on file was from the last contact I had with SLS Managers in 2015. I proceeded to check my recurring bank withdrawals and found that "SLS Managers" had changed names to "National Secure Processing" and

I found that SLS managers had changed names to National Secure Processing, and their website had changed to <http://www.nsprocessing.com>. On 08/15/17 I contacted FedLoan Servicing once again to find out what information they had in my file about me. I was informed that I was filed as having 1 dependent, and was married but separated. Neither of those statements were, or have ever been true in my life. I corrected the mis-information, but was told I needed to visit studentloan.gov to get my FSA ID and update the certification information that would allow me to directly pay for my loans and circumvent the fraudulent company. I then contacted the support team for studentloan.gov to begin reclaiming my information on their records. Next I contacted National Secure Processing. I requested a copy of my agreement, payment history, and to immediately cancel their services. I was told that it was not possible to cancel this contract because the clause requires a request to be made exactly 90 days before renewal. I asked the agent what was the purpose of my payments to them, and she informed me that I was paying for their services, and they had been funds into a trust on my behalf to pay off the debt, but the company was unable to tell me any totals of previous payments I made to them. She added it was a service intended for negotiating lower payments. I asked if she was aware that this is a free service offered by the federal government, and she replied "yes, and we can get you a much lower rate." I pressed to find out what information they had used to file on my behalf and the agent admitted that falsified information about me with the application they submitted on my behalf in order to secure a lower payment amount. Finally after nearly an hour on the phone with National Secure Processing, and after being told they had sent me several e-mail which did not arrive, I was informed that I would need to reply to the e-mail sent to me containing my initial agreement with them, and that would allow them a written request to look into my case, although continuing to state it was not possible to cancel the contract at this time. I have filed a complaint at the Consumer Financial Protection Bureau and I highly recommend anyone else involved with this company in any capacity do the same.

I am following up on my previously posted case. After speaking to the Federal Trade Commission, I was informed that others should contact the Consumer Financial Protection Agency as well as the FTC. If enough complaints are filed, we can begin a class action law suit against this company. I have filed my complaints with both agencies and urge you to do the same promptly!

Was this review helpful?  Yes  No

[23] people found this review helpful

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