

NELNET QUESTIONNAIRE for persons with interests in potential claims against  
Nelnet, Inc., Nelnet Diversified Solutions, LLC, and Nelnet Serving, LLC

**Note: We are investigating claims about Income-Driven Repayment Plans (IDR). If you did not participate in an IDR, then our investigation does not apply to your circumstances. Completion of this questionnaire and submission of it to us does not constitute our agreement to provide legal services to you in any matter, investigate your case, file a case in court for you, investigate any periods of time, including statutes of limitation related to your case, or act as your lawyers in any way. This is your submission to us requesting that we consider one or more of these steps. It is not our commitment to you to do so. We will not be engaged as your lawyers unless and until a formal written engagement agreement has been signed by you and us. This information is CONFIDENTIAL and will be maintained by us and not published for any purpose unless and until you become engaged with us in a written Attorney/Client relationship. If using the Fillable PDF Form – you must SAVE to your desktop/laptop and email the SAVED version to us. Send all forms to [Nelnet@dominalaw.com](mailto:Nelnet@dominalaw.com) or mail to Domina Law, Nelnet Investigation, 2425 S. 144<sup>th</sup> St., Omaha, NE, 68144**

DOMINALAW Group pc llo

This information below is true and accurate to the best of my knowledge. I understand this is not an engagement agreement.

Date Completed: \_\_\_\_\_ (Your Signature Above) \_\_\_\_\_

Name: \_\_\_\_\_ SSN: \_\_\_\_\_

DOB: \_\_\_\_\_ Matter: \_\_\_\_\_ (Internal)

Spouse: \_\_\_\_\_ No. Children: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_ Cell: \_\_\_\_\_ Other: \_\_\_\_\_

Most Recent Employer & Occupation: \_\_\_\_\_

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Position/Title: \_\_\_\_\_

Job Duties: \_\_\_\_\_

Most Recent Compensation: \_\_\_\_\_ /yr /mo /wk/hr

Benefits: Health Ins: \_\_\_\_\_ Leave: \_\_\_\_\_ Vacation: \_\_\_\_\_ Other: \_\_\_\_\_

Legal Issue with Nelnet:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Witnesses to your Legal Issues:

Family, Friends w/ Knowledge:

Name, Address, Contact#, Summary of Info	Name, Address, Contact#, Summary of Info

**NELNET specific information required:**

1. Your name as a student: \_\_\_\_\_
2. The name(s) of the institution where you enrolled: \_\_\_\_\_ Enrollment dates: \_\_\_\_\_
3. Graduation date: \_\_\_\_\_ If no graduation, last day of education at school: \_\_\_\_\_
4. Date for each student loan: \_\_\_\_\_
5. Award/Effective date: \_\_\_\_\_ Contract Number: \_\_\_\_\_
6. Original amount: \_\_\_\_\_ Point of origin: \_\_\_\_\_
7. Contractor, if known: \_\_\_\_\_
8. Facility code TIN: \_\_\_\_\_
9. Cage #: \_\_\_\_\_ DUNS #: \_\_\_\_\_
10. Loan type/name: \_\_\_\_\_
11. Original payment terms: \_\_\_\_\_
12. Monthly: \_\_\_\_\_ Interest rate: \_\_\_\_\_ Years: \_\_\_\_\_
13. Date you first inquired about the Nelnet Income-driven repayment plan (IDR): \_\_\_\_\_
14. Your circumstances for entering into the IDR: \_\_\_\_\_

15. Your loan total loan balance before entering into the IDR: \_\_\_\_\_  
 16. Your monthly payment and interest rate after entering into the IDR: \_\_\_\_\_  
 17. Dates and related information for application(s) to modify payment terms:

\*Please list in chronological order from oldest event, to most recent.

Date:	Paper Submitted:
Why _____ No _____	If yes, to whom:
Subsequent Actions (dates/act):	

Date:	Paper Submitted:
Why _____ No _____	If yes, to whom:
Subsequent Actions (dates/act):	

Date:	Paper Submitted:
Why _____ No _____	If yes, to whom:
Subsequent Actions (dates/act):	

18. For each denied application, to the extent possible:

- 18.1. Identify persons you spoke to at Nelnet: \_\_\_\_\_  
 18.2. State dates when conversations were held: \_\_\_\_\_  
 18.3. What phone/fax/or email of Nelnet did you use: \_\_\_\_\_  
 18.4. Briefly, what were you told: \_\_\_\_\_

19. What correspondence have you received from or sent to Nelnet. \*Include forms, specific names of persons who corresponded with you, and/or titles of such persons if known.

<u>Date:</u>
<u>Author:</u>
<u>Describe:</u>

--

<u>Date:</u>
<u>Author:</u>
<u>Describe:</u>

<u>Date:</u>
<u>Author:</u>
<u>Describe:</u>

<u>Date:</u>
<u>Author:</u>
<u>Describe:</u>

<u>Date:</u>
<u>Author:</u>
<u>Describe:</u>

<u>Date:</u>
<u>Author:</u>
<u>Describe:</u>

<u>Date:</u>
<u>Author:</u>
<u>Describe:</u>

<u>Date:</u>
<u>Author:</u>
<u>Describe:</u>

20. What requests for modifications or relief from your loan payment schedule did you make?

20.1. When: \_\_\_\_\_

- 20.2. To Whom: \_\_\_\_\_
- 20.3. What changed requested: \_\_\_\_\_
- 20.4. What result: \_\_\_\_\_
21. What documents do you have about:
- 21.1. Each of your student Notes: \_\_\_\_\_
- 21.2. Any assignments of your student Notes: \_\_\_\_\_
- 21.3. Any documents appointing a service agency, and especially Nelnet: \_\_\_\_\_
- 21.4. Correspondence you sent to Nelnet: \_\_\_\_\_
- 21.5. Correspondence you received from Nelnet: \_\_\_\_\_
22. If you have had any conversations with any representative of Nelnet, add the date and identity of the person with whom you spoke. \_\_\_\_\_
23. Are all of your loans with Nelnet FFELP loans?  
\_\_\_ Yes. \_\_\_ No.
24. If NO to #19, do you also have any federal direct loans?  
\_\_\_ Yes. \_\_\_ No. If yes, how many? \_\_\_\_\_ What dates taken? \_\_\_\_\_
25. Were your loans enrolled in a deferment? \_\_\_ Yes. \_\_\_ No. If yes, what dates? \_\_\_\_\_
26. Did you request the deferment? \_\_\_ Yes. \_\_\_ No If so, was the request made in writing or over the phone?  
\_\_\_ Phone . \_\_\_ Writing. If by phone, when did you call? \_\_\_\_\_. What # did you call? \_\_\_\_\_
27. Why were your loans enrolled in a deferment?  
\_\_\_\_\_
28. Were your loans enrolled in a forbearance? \_\_\_ Yes. \_\_\_ No. If yes, what dates? \_\_\_\_\_
29. Did you request the forbearance? \_\_\_ Yes. \_\_\_ No If so, was the request made in writing or over the phone?  
\_\_\_ Phone . \_\_\_ Writing. If by phone, when did you call? \_\_\_\_\_. What # did you call? \_\_\_\_\_
30. Why were your loans enrolled in a forbearance?  
\_\_\_\_\_
31. Have you made any advance payments that were applied toward future monthly payments?  
\_\_\_ Yes. \_\_\_ No
32. If YES to #27, on what date or dates did this occur, and in what amounts?
- 32.1. Date: \_\_\_\_\_ Amount: \_\_\_\_\_ Why was this done?  
\_\_\_\_\_
- 32.2. Date: \_\_\_\_\_ Amount: \_\_\_\_\_ Why was this done?  
\_\_\_\_\_

32.3. Date: \_\_\_\_\_ Amount: \_\_\_\_\_ Why was this done?

---

**\*NOTE: 28. Please send us copies of the following documents and if you do not have them please request them from Nelnet as you are entitled to them as the borrower:**

- **Any correspondence with Nelnet about your income-driven repayment (IDR) plan**
- **Any notices about how/when to renew the IDR plan**
- **Copies of any applications you submitted to enroll in the IDR plan**
- **Copies of any income documentation that was sent with an IDR application**
- **Any emails from Nelnet, especially emails regarding the IDR plan**
- **Any account statements, ideally your statement for the two (2) months prior to entering into your IDR plan and then statements thereafter**
- **Any other correspondence or documents from Nelnet**

29. This is not an exhaustive list, but this will begin the process of giving **DOMINALAW** Group pc llo enough to evaluate a potential claim. If you believe a more detailed description of your issues with NELNET is required please submit any narrative explanation on additional pages.