



CORONAVIRUS UPDATES

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Rhode Island Student Loan Authority (RISLA) has enacted proactive staffing measures for the health and well-being of our employees and the customers we serve due to concerns regarding the coronavirus.

- Customer Service for both loan origination and servicing continues to be available by phone and email during our standard business hours of 8:00 AM to 5:30 PM Monday-Friday.
 - Loan Origination: Phone: 800-758-7562 Email: customerservice@risla.com
 - Loan Servicing: Phone: 888-897-4752 Email: customerservice@risla.com
- Repayment solutions specialists are also available during standard business hours by phone and email. Phone: 888-758-7562 Email: repaymentsolutions@risla.com
- All peripheral and support roles at RISLA will continue to maintain standard business hours by both phone and email. Please continue to contact these employees through their direct email and phone numbers.
- College Planning Center – Locations at both Warwick Mall and Lincoln will **REMAIN** closed for in person appointments until cautionary measures are no longer required. Our counselors will continue to work with customers for scheduled appointments over the phone.
<https://booknow.appointment-plus.com/18ekl09v/10>

We thank you for your patience and understanding. Our goal is to continue to provide you the best quality service even during these exceptional circumstances.