

# AMERICAN PAYROLL ASSOCIATION

December 4, 2020

The Honorable Betsy DeVos  
Secretary of Education  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202

The Honorable Mitchell Zais  
Deputy Secretary  
U.S. Department of Education

Mr. Mark Brown  
Federal Student Aid  
U.S. Department of Education

Dear Secretary Devos, Deputy Secretary Zais, and Mr. Brown:

The American Payroll Association (APA) brings to your attention concerns regarding the management of involuntary student loan payments currently suspended until December 31, 2020. APA continues to support the temporary loan forgiveness period because of the COVID-19 hardship, however, we are concerned about the administration of these loans when the hardship period ends, specifically related to orders for employers/payors to withhold from employees' wages.

The APA's concerns center around three specific items related to the ending of the suspension period:

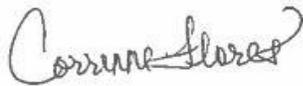
1. Ensuring that employers are provided early communication related to any extension of the current suspension or when the new payment orders will start to be sent by the Department of Education to employers. Many employers will be receiving thousands of these new orders and this will be a challenge for employers in processing such large volumes all at once. Early communication will be key to preparing and planning accordingly for employers.
2. Following the end of the forgiveness period, employers will require a new order if the student loan garnishment is to resume. The new order, like previous orders,

must include the employee's identity, amount due at the time issued, the percentage to withhold, and where to remit payments. If the debt is still owed, the employer/payor must receive official documentation, based on federal laws, identifying the current amount owed and when to begin withholding from the employee's disposable earnings.

3. The payment address must be clearly communicated on all new orders. Employers were previously notified that the current payment address was closed by the Department of Education. Employers will need to know whether the current payment address will be reopened or a different address will be used for payments.

The APA would be pleased to discuss the re-issuance of payment orders or any communication to employers with you and your staff. You can reach us through Corrinne Flores at [corrinne.flores@adp.com](mailto:corrinne.flores@adp.com) or 909-971-5858 and Alice Jacobsohn, Esq., at [ajacobsohn@americanpayroll.org](mailto:ajacobsohn@americanpayroll.org) or 202-669-4001. Thank you for your attention to this matter.

Sincerely,



Corrinne Flores  
Chair, Garnishments Subcommittee



Alice P. Jacobsohn, Esq.  
Director, Government Relations

### **About the APA**

APA is a nonprofit association representing 20,000 payroll professionals throughout the United States. Some APA members work for payroll service providers who in turn process the payrolls for another 1.5 million employers, representing an aggregate total of one-third of the private-sector workforce.

APA's primary mission is to educate its members and the payroll industry regarding best practices associated with paying America's workers while complying with applicable federal, state, and local laws. In addition, the APA's Government Relations Task Force works with the legislative and executive branches of government to find ways to help employers satisfy their legal obligations, while minimizing the administrative burden on government, employers, and individual workers.