cfpb Consumer Financial
Protection Bureau

1700 G Street NW, Washington, DC 20552

In the Matter of IrvineWebWorks, Inc. d/b/a Student Loan Processing.US – Case 8:14-cv-01967-JVS-DFM

Background:

The Consumer Financial Protection Bureau, or CFPB, settled legal claims against Student Loan Processing.US, also known as IrvineWebWorks, Inc., for charging consumers illegal fees, deceiving people about the costs of its services, and falsely saying it was affiliated with the U.S. Department of Education. According to the terms of the settlement reached in this case, Student Loan Processing.US was required to permanently shut down all operations, cancel all contracts with consumers, and stop charging consumers any fees.

More information about this case can be found in our press releases. To see the final court order in the Student Loan Processing.US case, click here.

Victim Compensation:

In December of 2016, the CFPB began mailing checks to eligible consumers who paid fees, including an enrollment fee or monthly maintenance fees, to Student Loan Processing.US pursuant to any agreement entered into on or before March 15, 2016, and who did not already receive a full refund of those fees.

The CFPB has contracted with Rust Consulting, Inc. to administer payments for this case and to answer questions from consumers. For questions related to this case, please:

Call: 1.855.720.6802 (Toll-Free)

Email: SLP_info@rustcfpbconsumerprotection.org

Write: CFPB v. Student Loan Processing.US
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