

## El Camino College Contact Information

### Sallie Mae Debit Card Customer Service Information

#### Online Debit Card Access

Customer Service Hours

<https://www.onlinecardaccess.com/main/salliemacard/Home>

24 hours a day 7 days a week

Services Rendered:

- Online debit card access enrollment
- Account Balance
- Transaction History
- View online archived statements

- Paper statement request (initiate or stop)
- Username and Password resets
- Card to bank account transfers
- PIN change

#### Sallie Mae Bank (Disbursements)

Customer Service Hours

**1-888-553-4108**

24 hours a day 7 days a week

Services Rendered:

- **Patriot Act (Verification Documents)**
- Card Activation
- Account Balance
- Lost/Stolen card / reissue requests
- PIN resets, changes, reminders

**1-508-235-2975 (fax)**

- Fraud/Dispute/Suspicious Activity Claims
- Fee or transaction inquiry
- Card usage questions or problems
- Paper statement requests (initiate or stop)

#### Sallie Mae Debit Card Application Center

Customer Service Hours

**1-800-239-4211**

M-F, 8:00 a.m. to 9:00 p.m.

Services Rendered:

- Disbursement method question
- Online Funds Transfer support

- Website Support
- Card unload requests / Reload funds support

#### El Camino College: 310-660-3493

Customer Service Hours: M-F 9:00 a.m. - 4:00 p.m.

Services Rendered:

- Refunds amount discrepancy questions
- Name Changes

#### Compton Center: 310-900-1600, x2928

Customer Service Hours: M-F, 9:00 a.m.- 4:00 p.m.

- Address and demographic changes
- Date of Birth updates