



# Student Loan Advisory FAQs

## What does PeopleJoy's service include?

PeopleJoy is an employer-paid benefit, provided at no cost to you, designed to reduce financial stress and support your education goals. The services available to Cheyenne Regional employees include:

- **Student Loan Advising** – Personalized guidance from loan experts to help you explore forgiveness options, optimize repayment strategies, and manage both federal and private loans.
- **Tuition Discount Tool** – Access to exclusive tuition discounts at participating colleges and universities, making continued education more affordable.
- **Tuition Reimbursement Service** – Streamlined support to help you take full advantage of CRMC's tuition reimbursement program, ensuring you maximize the benefit with less paperwork and confusion.

## How do I get started?

Complete your assessment at [crmc.peoplejoy.com](https://crmc.peoplejoy.com) and upload a MyStudentData (MSD) file (found at [studentaid.gov](https://studentaid.gov)).

If your MSD file is recent and all pending forms in your PeopleJoy dashboard are completed, notify your loan advisor of any updates from your loan servicer.

## Why do I need to upload a MyStudentData (MSD) file?

Providing an updated MSD file as borrowers progress toward forgiveness is essential. It enables us to review key loan updates, including PSLF qualifying payment counts, repayment plans, loan servicers, new loans, or forgiveness status.

This file is our only means of tracking updates to your student loans. Depending on your strategy, we may request a new MSD file as frequently as every 90 days. You can find a guide on retrieving the file [HERE](#).

## How long will it take to complete the assessment?

The assessment is 5 easy steps, and typically takes around 5 to 7 minutes to complete. Start it at [crmc.peoplejoy.com](https://crmc.peoplejoy.com)

## How is the PSLF\*/IDR\* form beneficial for me?

The PSLF/IDR form helps track your progress toward Public Service Loan Forgiveness (PSLF) by certifying your employment and updating your qualifying payment count. It also ensures your Income-

Driven Repayment (IDR) plan remains affordable based on your income. Submitting this form regularly prevents errors, verifies eligibility, and keeps you on track for student loan forgiveness.

### **Do I have to be on an IDR plan to receive PSLF?**

Yes, per PSLF parameters, you must be on an IDR plan.

### **What will my monthly payments be on an IDR?**

Repayment plans are based on your annual income, household size, and loan balance. These payments are calculated by your loan servicer and could vary each year as you renew your plan.

### **What are the next steps after I complete the assessment?**

After completing the assessment, your eligibility for savings or forgiveness will be reviewed. If eligible, your account will be activated, and the required forms will appear in your dashboard. If more information is needed, a loan coach will contact you. After submitting your forms, wait for processing by the Department of Education and/or loan servicer, then update your loan advisor once you receive a response.

### **How do I contact my loan advisor?**

Most questions can be answered using the Help & Support tool in your dashboard. If you are unable to find your answer in the Help & Support tool, you can reach out through your dashboard.

### **Am I going to be speaking to the same person each time I call?**

Yes! At PeopleJoy, this is one of the most important aspects of understanding your loans. Throughout your journey, you will be with the same loan advisor.

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**\*IDR: Income-driven repayment plan. Required for PSLF.**

**\*PSLF: Public Service Loan Forgiveness. Federal program to get loan forgiveness.**