Getting to Know Us
https://loans.ucla.edu/about-us

Knowing who to contact when a question/problem arises is important. To provide you with a better starting point, the About Us page on our website will help to explain what areas of concern and/or processes each of the various units that make up our department handle. The Student Loan Services & Collections (SLS&C) department is comprised of four units:
- Loan Services Office (LSO)
- Collections Office (CO)
- Financial Wellness Program (FWP)
- Economic Crisis Response (ECR)

The ‘Basics’
https://loans.ucla.edu/bruin-basics

Dealing with financial aid in its many forms can be confusing. Managing current finances with an eye on your future can feel intimidating. It is important to understand some essentials concerning these two topics. To enhance your understanding and assist you in pursuing your goals, take a few moments to visit the Bruin Basics pages on our website. They contain concise explanations relating to the:
- Student loan process at UCLA
- Bruin Budget Plan for handling today’s finances with the future in mind
- Short-Term Loan Program for enrolled UCLA students

Making Contact
https://loans.ucla.edu/contact-us

We are here for you... and our website’s Contact Us page provides a number of options regarding how to connect with us, be it via the:
- UCLA Message Center
- Zoom virtual lobby
- In-office visit
- Phone

Our schedules of availability are also posted there for ease of reference when planning to contact any of our offices.