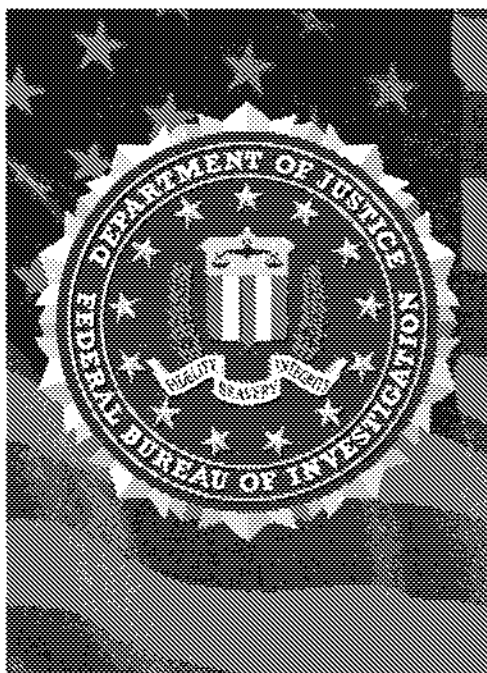


Student Loan Repayment Program Policy Guide



Federal Bureau of Investigation

Human Resources Division

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General Information

Questions or comments pertaining to this policy guide (PG) can be directed to:
Federal Bureau of Investigation Headquarters (FBIHQ), Human Resources Division (HRD)
Policy point of contact: program manager (PM), Student Loan Repayment Program (SLRP),
Office of Workforce Development (OWD)

Supersession Information

This document supersedes *Student Loan Repayment Program Policy Guide (0662PG-3)*.
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Revision Log

The revision log documents substantive changes made to the previous version of this policy, the *Student Loan Repayment Program Policy Guide (0662PG-3)*, published on February 12, 2014.

<i>Revised Section Number and Title</i>	<i>Deleted Section Number and Title</i>
Section 2.	4.1.1.1 Service Requirement
4.1.2.1 Basic Requirements	
4.5 Allocation of Funds	
4.7 Relationship to Other FBI Assistance Programs	
6.2 Records Disposition	

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1. Introduction

1.1. Purpose

This policy guide (PG) provides guidance to FBI employees who are interested in participating in the Student Loan Repayment Program (SLRP) or who have supervisory responsibilities over employees interested in becoming SLRP participants. This PG defines SLRP Continuing Service Agreement (CSA) requirements and conditions; establishes program coverage eligibility criteria, the basis for FBI loan repayments, and the processes for application submission and reviews; and addresses considerations regarding initial incentives and the allocation of SLRP funding.

1.2. Scope

This PG applies to permanent FBI employees with qualifying federal student loans who meet the eligibility criteria listed in subsection 4.1.1, and who are interested in repayment toward their outstanding federal loan balances. This PG also concerns those involved in one or more steps of the SLRP application and payment processes.

1.3. Exemptions

FBI personnel, including interns and contractors, who are not permanent employees are exempt from the requirements in this PG.

2. Roles and Responsibilities

2.1. Assistant Director (AD)/Human Resources Officer (HRO), Human Resources Division (HRD)

The AD/HRO, HRD must:

- Retain final approval authority over all aspects of the SLRP, serving in the capacity of authorized agency official.
- Make final approval or denial decisions for retention incentives to retain individuals who are highly skilled and most critical for fulfilling FBI staffing needs.

2.2. Section Chief (SC), Recruitment, Selection and Staffing Section (RSSS), HRD

The SC, RSSS, HRD must make final approval or denial decisions for recruitment incentives to meet the goals of recruiting for critical hire and hard-to-fill positions.

2.3. Headquarters Staffing Unit (HQSU) and Field Staffing Unit (FSU), RSSS, HRD

HQSU and FSU, RSSS, HRD must:

- Coordinate with Federal Bureau of Investigation Headquarters (FBIHQ) division or field office (FO) management to receive proper justification for the use of the SLRP as a recruitment incentive.
- Obtain final approval from the RSSS SC to use the SLRP for recruitment purposes in each individual case.
- Include SLRP information in the conditional job offer if the SLRP is authorized as a recruitment incentive, and notify the Office of Workforce Development (OWD) of the recruitment incentive prior to the entry on duty (EOD) of a new employee.
- Provide the conditional job offer (CJO) approval, a copy of the offer letter, and justification documentation for recruitment purposes to OWD as soon as practical prior to the selection and placement of a job candidate and that individual's EOD with the FBI.

2.4. Office of Workforce Development, Analytics, Systems & Customer Engagement Section (ASCES), HRD

OWD, ASCES, HRD must:

- Define and provide oversight of program policy.
- Ensure the currency and accuracy of the SLRP policy and clarify implementation procedures.
- Canvass annually, if funds are available, for applications and collect related justifications, reviews, and recommendations for evaluation.
- Review and update training materials for the SLRP process.
- Coordinate with information technology (IT) staff to ensure that the established SLRP application process meets programmatic requirements to the maximum extent possible.

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- Coordinate with the Analytics, Reporting, & Modeling Unit (ARMU), ASCES to collect an attrition rate model of all FBI positions to facilitate the categorization and selection of applications.
- Make justifiable recommendations to the HRO for SLRP selection decisions with the goals of recruiting for positions and retaining individuals who are highly skilled and most critical for fulfilling the needs of each unit, division, FO, and the FBI as a whole.
- Coordinate with Department of Justice (DOJ) on attorney and law clerk requests for the Attorney Student Loan Repayment Program.
- Ensure that documentation of every application decision is retained.
- Facilitate repayment processing with the Payroll Management Unit (PMU) by providing information about approved applications and any additional processing instructions.
- Assist in resolving recipients' SLRP repayment and nonrepayment issues.
- Initiate recovery of funds whenever recipients do not fulfill the service obligation of their SLRP CSAs and must reimburse the FBI for all pretax repayments. See subsection 4.10.
- Review and evaluate annually the use and implementation of the SLRP to ensure consistency with established requirements and criteria found in federal directives, regulations, and laws.
- Prepare and submit any necessary reports about the FBI's SLRP, including the required annual report to the DOJ's Justice Management Division (JMD) for the Department's annual report to the Office of Personnel Management (OPM).

2.5. Payroll Management Unit, Employee & Medical Services Section (EMSS), HRD

PMU, EMSS, HRD must:

- Work with OWD to execute payments on approved applications.
- Ensure that each approved payment—with appropriate tax withholdings and any appropriate gross up—is made directly to the corresponding lender on the application, as approved by the SLRP, HRD and consistent with established federal regulation payroll guidelines.

2.6. HRD Call Center, Analytics, Systems & Customer Engagement Section, HRD

HRD Call Center, ASCES, HRD must:

- Research and provide employee-specific SLRP information to requesting employees and offices with a need to know.
- Consult with OWD when expert guidance or authoritative advice is needed to provide the assistance requested by customers.
- Open service tickets, as appropriate, about program or application issues or situations that involve a variety of program- or repayment-related matters.

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2.7. Federal Bureau of Investigation Headquarters and Field Office Supervisors and Managers

2.7.1. FBIHQ Division and FO Heads (or Designees)

An FBIHQ division or FO head must:

- Review, in cases in which the SLRP is offered as a retention incentive, a compilation of employee responses, supervisor evaluations, and board recommendations, categorizing applicants based on the availability of qualified candidates to fill the applicants' positions. The categories will be used in the decision-making process to determine which applicants will receive the SLRP funds as a retention incentive.
- Ensure compliance with SLRP policy and procedures.

2.7.2. FBIHQ Division and FO Supervisors

An FBIHQ division or FO supervisor must:

- Review each employee's SLRP application and answer management review questions that measure the employee's skills and abilities and the effect the employee's departure would have on the unit or squad. These responses are used to make SLRP approval decisions.
- Consider the goal of retaining highly skilled individuals who are most critical for fulfilling the unit's or squad's mission, in cases in which the SLRP is offered as a retention incentive.
- Base each review of an application on established SLRP policy and procedural guidance and any expert guidance received from HRD.

2.8. General Counsel (GC), Office of the General Counsel (OGC)

The GC, OGC (or designee) must:

- Review general attorney and law clerk applications to determine whether the SLRP is justified as a recruitment or retention incentive.
- Consult with the SLRP program manager (PM) regarding attorneys receiving SLRP benefits through DOJ.
- Forward approval and denial decisions to the SLRP, HOSU, or ESU to ensure that appropriate actions are subsequently taken.

2.9. Resource Planning Office (RPO)

RPO must:

- Advise QWD on the SLRP program budget and expenditures.
- Provide HRD management with periodic updates on available budget funds for the SLRP within a given fiscal year (FY) in advance of any program canvass or repayment expenditures, in accordance with the provisions of the Anti-Deficiency Act.
- Prepare and provide financial reports and accounting information to ensure that the program and the FBI as a whole meet related established requirements, as referenced in subsection 4.5.

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2.10. Finance Division (FD)

2.10.1. Accounts Receivable Unit (ARU), Accounting and Technology Section (ATS)

ARU must:

- Monitor and track the collection of SLRP debts for failure to meet service obligations.
- Consult with the SLRP PM to ensure an appropriate “judgment” when reviewing requests for waivers of SLRP indebtedness.

2.10.2. Appeals Officers, Financial Processing Services Section (FPSS)

Appeals officers must:

- Review each request for a waiver of SLRP indebtedness.
- Coordinate with the Financial Appeals Committee, FD to adjudicate pending SLRP waiver requests.
- Send written notifications of waiver decisions to SLRP debtors.

2.11. FBI Employees

FBI employees interested in participating or continuing to participate in the SLRP must:

- Submit SLRP applications via the Enterprise Process Automation System (EPAS) during the open canvass period for the current FY. Resources can be found on the SLRP Wiki site and by contacting the HRD Call Center.
- Provide required current information, including qualifying outstanding student loan(s) (including appropriate documentation) on their SLRP applications. See subsection 4.3.
- Ensure that they meet all basic eligibility requirements before applying for the SLRP. See subsection 4.1.
- Resolve payment issues that result from the submission of inaccurate or out-of-date loan information.
- Notify OWD of changes in loan servicer or payment mailing addresses.
- Continue to take action on loan responsibilities or liabilities while participating in the SLRP.
- Accept the SLRP CSA and fulfill its terms and conditions.
- Notify OWD about any changes that would affect repayments or eligibility for repayment—for example, when loans are consolidated or paid in full.

3. Policy Statement

Based on established law, regulations, and related DOJ orders, the FBI may offer student loan repayment benefits as either a recruitment incentive to highly qualified job candidates or as a retention incentive to highly qualified onboard employees. Such offers must benefit the FBI and are neither designed to be nor are considered an entitlement for candidates or employees. Employees must apply and go through an approval process each year. Moreover, an offer of this repayment benefit can never be used to recruit a current federal employee from another agency to the FBI.

When approving the SLRP incentive for an employee, the FBI can repay all or part of the employee's qualifying student loan balance(s), up to the maximum amounts established by law – currently \$10,000 in pretax dollars annually and \$60,000 in pretax dollars per lifetime, per employee. The FBI provides SLRP benefits only in cases in which a recruitment or retention incentive is justified. Student loan repayments are not subject to the aggregate pay limitation cited in Title 5 United States Code (U.S.C.) Section (§) 5307.

An employee receiving student loan repayment benefits for the first time is obligated to complete a three-year CSA; the employee agrees to begin a new three-year CSA if the individual receives SLRP benefits after the initial three-year CSA. This SLRP CSA in no way constitutes a right, a promise, or an entitlement for payments in the second or third year of the CSA.

4. Processes and Procedures

4.1. Eligibility Criteria

4.1.1. Employees

The SLRP is offered as a recruitment or retention incentive in situations in which the incentive is justified for a critical or hard-to-fill position, for a position with historical employee retention challenges, and for employees who are highly skilled and most critical for fulfilling the needs of each unit, FBIHQ division, FO, and the FBI as a whole.

Each year an employee applies to the program, (excluding employees who are receiving their first payments from the SLRP as a recruitment incentive), the following employee eligibility criteria must be met in addition to the loan eligibility criteria listed in [subsection 4.1.2](#).

Interns must be converted to permanent excepted appointments to be eligible for SLRP.

4.1.1.1. Performance Rating of Record

To be accurately assessed by the SLRP application process, an employee must have an official rating of record on file. The most recent performance wrap-up must have an overall rating of at least “Consistent Performer” or the equivalent. Employees who receive student loan repayment benefits as a recruitment incentive are exempt from the performance wrap-up rating requirements.

4.1.1.2. Appointment Type

The SLRP benefit is for any highly qualified job candidate (for recruitment purposes) or employee (for retention purposes) assigned to an appointment other than a time-limited appointment or a time-limited appointment that will (1) have at least three years remaining under the appointment at the start of the service obligation period or (2) lead to conversion to another appointment with sufficient duration to project employment with the FBI for at least three years beyond the start of the service obligation period.

4.1.1.3. Formal Disciplinary History

HRD must ensure that name checks are conducted on all SLRP selectees in accordance with the [Administrative Actions Name Check Policy Directive \(UOSD\)](#).

The recipient is ineligible for further SLRP repayments from the FBI if the recipient separates from the FBI or violates a condition of the CSA, if the agreement specifically provides that eligibility is lost when the condition is violated. The level of academic degree earned, the academic field of the degree earned, and even a failure to earn a degree are not eligibility or ineligibility factors.

4.1.2. Student Loan Eligibility

4.1.2.1. Basic Requirements

SLRP incentive repayments apply only to student loans that are:

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- Already in existence and included at the time of initial application. When applying for the second or third year under an existing SLRP CSA, loans listed must have been in existence before the time of the first-year application.
- Federally backed (i.e., a loan made, insured, or guaranteed under Parts B, D, or E of Title IV of the Higher Education Act of 1965 or a health education assistance loan made under Part A of Title VII of the Public Health Service Act or under Part E of Title VIII of that Act).
- Not co-owned and do not cover anything other than the employee's own student-related indebtedness.
- Not currently in default with the respective lenders.

4.1.2.2. Loan Documentation Requirements

Employees must provide documentation for each loan listed on their EPAS applications to verify that the loans are qualifying federal student loans. The documentation must show all of the following:

- Full account balance
- Statement date that is within past 31 days
- Loan type
- Account number
- The employee's name or social security number

The employee must also provide any supplemental loan documentation that is later requested to verify loan qualification.

4.1.2.3. Consolidated Loan Requirements

4.1.2.3.1. Loan Held Solely by Employee

A federal consolidation loan is eligible if (1) it is a consolidation of loans held only by the employee and (2) the loans that were merged were in existence prior to the initial application for the SLRP. If the consolidation loan includes loans that were not in existence prior to the initial application, the employee must provide documentation that clearly identifies the portion that was in existence prior to application.

4.1.2.3.2. Loan Held Jointly by Employee and Another Individual

Federally backed consolidated loans that are jointly held with another person, such as a spouse or a child, are not eligible to be repaid through the SLRP. Only loans that are in the employee's own name and were used to cover the employee's own education are eligible for repayment.

4.1.2.4. Federally Then Privately Backed Loan

Once an employee "rolls" an eligible federally backed student loan into a home equity loan, a personal loan, or a credit card cash advance (i.e., the loan becomes privately backed), it no longer qualifies for the SLRP.

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4.1.2.5. Ineligible Loans

A student loan is ineligible for SLRP coverage if it is:

- A privately backed, signature loan.
- Backed by a federal government other than that of the United States of America (see [subsection 4.1.2.1.](#)).
- Held by a parent of the applicant (regardless of whether the holder is an FBI employee).

Furthermore, a private loan or a loan held by a parent of a student is ineligible for SLRP consideration because it is not held by the applying FBI employee (but rather is held by a parent of the employee) or is held by an FBI employee but not for the employee's own educational expenses.

The SLRP is not related to the Public Service Loan Forgiveness Program administered by the United States (U.S.) Department of Education (ED). Employees should contact the HRD Call Center to manage their forms for the Public Service Loan Forgiveness Program.

4.2. Repayment Basis

4.2.1. Overall

To receive a student loan repayment benefit, the FBI employee or job candidate must be highly qualified and meet all eligibility criteria. Each application goes through an approval process, including a review by the supervisor and FBIHQ division or FO head. Payment decisions are final; FBI employees cannot appeal them.

4.2.2. Key Factors

4.2.2.1. Current Outstanding Balance

The student loan amount must be supported by lender documentation directly from the lender and meet all loan documentation requirements (see [subsection 4.1.2.2.](#)). The balance can never include any penalties or late fees that the lender may impose. Consistent with federal regulation, the loan balance can only include loans that were in existence at the time of initial application under the current SLRP CSA. For example, when an employee applies in the second or third year of an existing SLRP CSA, the employee can only include loans that were in existence prior to the first-year application.

4.2.2.2. Annual and Lifetime Maximums

The annual request and approval maximum is \$10,000 in pretax dollars, and the cumulative lifetime request and approval maximum is \$60,000 in pretax dollars.

4.2.2.3. Allocation Across Multiple Loans

If an applicant has multiple loans listed on the application, the SLRP automatically pays first towards the loan with the highest balance. If the loan with the highest balance is less than the approved amount, payment will then be made to other loans until the approved amount is met.

Example: An FBI employee has three qualifying loans. The first has an outstanding balance of \$5,000, the second has \$4,000, and the third has \$2,000. If the applicant is accepted into the program, the FBI will pay first towards the \$5,000 loan, then towards the \$4,000 loan, and so on until the limit is met.

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4.2.2.4. Budget and Funding

The amount of money awarded to selected recipients is based on the overall SLRP budget, which varies from year to year. The availability of funds for the current program year will dictate the repayment amount for which a reported student loan can be approved for an applicant who is accepted into the SLRP.

4.3. Canvass Announcement and Application Submission Process

4.3.1. Announcement and its Dissemination

The SLRP, HRD disseminates an announcement annually when it is ready to accept applications for the current FY. The announcement includes instructions and information about overall application procedures and processing. The announcement specifies the open period for acceptance of applications for the current FY and the time frame for the completion of the associated management justification and two levels of review.

4.3.2. Application Submission: Retention Incentive

Each FY, FBI employees (including first-time applicants and all re-applicants) who meet eligibility criteria and want to be considered for the SLRP must submit their applications—with current information about themselves and their student loans—into EPAS by the open period deadline. Employees are responsible for submitting complete applications in a timely fashion to ensure that they receive due consideration. The program can only consider applications that are completed with appropriate reviews and submitted by the deadline. Applications will not be considered if they are partially completed, saved but not submitted, submitted outside of the system workflow, or otherwise unsuccessfully submitted.

Appropriate loan documentation must be attached to the application to enable review of the application for each qualifying student loan. Loan documentation requirements are listed in subsection 4.1.2.2. Applicants must also promptly provide any other information or documentation that is subsequently requested to complete the SLRP, HRD application review.

Before an application submission is final, applications must go through supervisor review and FBIHQ division or FO head review for proper justification for the use of the SLRP. If an FBI employee's immediate supervisor will not have access to an FBIHQ (FBI Network) computer during the entire application review period, the employee must designate the next permanent higher-level supervisor in the supervisory or managerial line to fulfill the application's supervisory review requirements. An alternate supervisor must not be designated to accommodate someone's preference. FBI employees, supervisors, and designated FBIHQ division and FO heads must ensure that reviews are submitted on time.

4.3.3. Application Submission: Recruitment Incentive

When the SLRP is offered as a recruitment incentive and specifically mentioned in the conditional job offer from RSSS, RSSS must notify OWD to initiate the application for the new FBI employee. The hiring manager or division/FO must provide a justification when the SLRP is approved as a recruitment incentive; the supervisor is not required to complete review questions. The justification must show that the position is considered a critical hire or hard-to-fill position or that it has been difficult to retain employees in the position; it must also identify the new employee's critical skills and/or special qualifications or the FBI's special need for that

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individual's services, including the adverse impact on a mission activity or an essential function or project that would occur with failure to recruit the individual.

The SLRP is meant for FBI employees who are most likely to accept employment outside the federal workforce. The FBI is prohibited by applicable regulations from using the SLRP as a recruitment incentive to attract current federal employees from other government agencies (OGA). The FBI employee receiving the incentive is responsible for providing the correct loan information and supporting documentation in a timely manner. If an SLRP payment is issued, the FBI employee must sign a three-year CSA that begins on the date the CSA is signed.

ESU/HQSU or the employee must provide a copy of the appointment or offer letter to the SLRP PM at OWD, who will then process the application.

Except as described in subsection 4.3.2, all guidance for onboard FBI employees in subsection 4.3.2. is also true for these new FBI employees.

4.4. Initial Consideration

The SLRP is one of many incentives available as a recruitment and retention tool. Supervisors and FBIHQ division and FO management should make every effort to exercise fiscal responsibility and consider other incentives to recruit or retain highly qualified job candidates and FBI employees in addition to the SLRP benefits.

4.4.1. Initial Consideration: Retention Incentive

When recommending approval of SLRP participation as a retention incentive, management must provide justification in EPAS by responding to a series of questions about the applicant and categorizing the applicant according to the FBIHQ division's or FO's mission and needs. OWD will use management's responses to make final approval decisions, in conjunction with the FBI employee's justification, most recent performance appraisal rating, and FBIHQ division or FO category selection.

To determine whether an FBI employee should be considered for a retention incentive, HRD evaluates three criteria:

- Skills and abilities
- Leadership and initiative
- Retention need

This evaluation is based on the results of the applicant's supervisor's review and FBIHQ division or FO head review. Applicants are categorized based on this information, and funding is distributed amongst the FBIHQ divisions and FOs based on retention needs. Determination is made without regard to race, color, religion, national origin, political affiliation, sex, marital status, age, disability (mental or physical), genetic information, gender identity, sexual orientation, parental status, or reprisal. HRD may also identify hard-to-fill or difficult-to-retain positions and give these positions first consideration for the SLRP based on the FBI's needs.

4.4.2. Initial Consideration: Recruitment Incentive

To offer repayment benefits as a recruitment incentive to a job candidate, management must coordinate with the appropriate staffing unit for HRD approval (see subsection 2.3). The decision to offer the SLRP as a recruitment incentive must be made prior to the employee's EOD.

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Upon RSSS' notification of approval for SLRP, OWD initiates the application and reviews loan documentation through EPAS. Once the application is approved, OWD notifies PMU to process the payment.

4.5. Service Obligation Requirement

Each FBI employee approved to become a SLRP benefit recipient must sign a written CSA for three consecutive years. The SLRP CSA runs concurrently with any other FBI CSA required for other purposes, such as for a recruitment or a relocation incentive. The SLRP agreement requires a three-year period of obligated service in return for any repayment granted, even if payment is only received in the first year. The retention incentive obligation period starts from the date the CSA is signed. The recruitment incentive obligation period starts from the FBI employee's EOD date.

The length of obligation under the CSA is unaffected by the number of repayments approved and made under the existing agreement. Therefore, if additional payments are made in the second or third year of an existing SLRP CSA, there is neither a new three-year service obligation nor any other additional service obligation required. This CSA is located in EPAS once the FBI employee has been identified as a SLRP recipient. However, a new agreement is required for repayments made beyond the initial three-year CSA. This new agreement requires a new three-year service obligation, which starts from the date the CSA is signed.

Certain situations may deviate from the above requirements. For any period of leave without pay (LWOP) or other nonpay status of 80 hours or more, the obligation end date must be extended accordingly. However, an authorized absence from work due to a compensable injury or uniformed service is creditable toward completion of the SLRP service obligation period and will not require an obligation period extension.

4.6. Continuing Repayment Eligibility/Ineligibility

FBI employee and loan eligibility requirements must be met each year before the employee can apply for a repayment. The employee must submit a new application in EPAS and provide updated loan information each year before the determined deadline. For more information about related requirements, see [subsection 4.1](#).

An employee receiving student loan repayment benefits from the FBI is ineligible for continued benefits if the employee (1) separates from the FBI; (2) does not maintain a satisfactory level of performance, defined as "Consistent Performer" or higher on ratings of record; or (3) violates a condition in the CSA, if the agreement specifically provides that eligibility is lost when the condition is violated.

4.7. Relationship to Other FBI Assistance Programs

Any repayment made by the SLRP is to compensate for loans applied towards a degree or a certificate for which funding has not already been received through one or more of the following programs: the University Education Program (UEP), education grants, or scholarship grants (e.g., through the Pat Roberts Intelligence Scholars Program). Employees must avoid dual compensation for the same degree or certificate; therefore, they must disclose on their applications any funding they have received from an FBI or other federal government program or entity. The SLRP will deny funding to FBI employees being compensated through other programs, whether the programs are internal or external. For example, the SLRP will not repay a loan taken out for a degree or a certificate if UEP funding has already been received for it.

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4.8. Approval Funding

The expenditure of public funds for SLRP benefits each FY must occur in accordance with the provisions of the Anti-Deficiency Act and within the FY's overall SLRP budget, as determined by RPO. FBI employees must meet all established eligibility requirements before OWD makes final decisions and determines funding amounts. SLRP incentive payments will be issued annually as lump sums to approved recipients' lenders for the approved amounts, not to exceed annual and lifetime maximums. Appropriate taxes will be withheld from the payments prior to the payments being sent to the lenders. The approved amounts are determined based on available funding. For information regarding repayment of multiple loans, see subsection 4.2.2.3. The SLRP application system will automatically allocate funds in the appropriate manner.

4.9. Reimbursement Requirement

If separating from the FBI before fulfilling the three-year CSA, the FBI employee will not receive any further SLRP repayments and is required to reimburse the FBI for the total pretax amount of the SLRP payments received to date. The amount owed will not be prorated and will be addressed in accordance with established FBI procedures for FBI employee debt collection and recovery (for information regarding the FBI's debt collection process, see the *FBI Employee and Non-Federal Entity Debt Collection Policy Directive [0480D]*). Anyone who separates before the service obligation period ends and transfers directly to another component of the DOJ will not be subject to this requirement.

FBI employees who receive repayment for loans that do not meet the eligibility requirements or who violate any other condition in the CSA are required to reimburse the FBI for the total pretax amount of the SLRP payments received.

4.10. Waivers

An FBI employee who was a SLRP recipient may request that the FBI waive the right of recovery of the SLRP-related debt, either in whole or in part, by obtaining and completing a "Request for Waiver or Appeal" form from the SLRP PM in OWD. HRD's PMU processes employee waiver requests and submits them for FD approval. The waiver may be approved if the FBI determines that recovery would be against the principles of equity and good conscience or against the public interest. Waivers are rare because FBI employees agreed to the reimbursement conditions when they signed CSAs.

4.11. Evaluation and Reports

OWD conducts annual reviews and evaluations of the use of the SLRP to ensure that the incentive regulations and payments are consistent with the requirements and criteria established under DOJ Human Resources (HR) Order §1200.1, Title 5 Code of Federal Regulations (CFR) Part 537, and 5 U.S.C. 5379.

OWD generates an annual report on the FBI's use of the SLRP containing the information required by DOJ HR Order 1200.1, as confirmed by DOJ's current-year report request. HRD submits the report to the director, Human Resources Staff, JMD, DOJ.

5. Authorities

- DOJ HR Order 1200.1
- 5 CFR Part 537
- 5 U.S.C. § 2301
- 5 U.S.C. § 5379
- 31 U.S.C. § 1341

6. Recordkeeping Requirements

6.1. Required Documentation

All records maintained in paper or electronic form for any period must be sufficient to enable reconstruction of each approved student loan repayment decision and consequent action. The repayment of every recipient's student loan must be documented.

All documentation is submitted through [EPAS](#) and must also be made available upon request for review by JMD's Human Resources Staff or OPM. FBIHQ divisions and FOs should retain their SLRP records (e.g., review notes, ratings, and categorizations) for a minimum of three years to enable the FBI to respond to Freedom of Information Act (FOIA) requests from applicants.

[OWD](#) may require an FBIHQ division or FO to provide applicant SLRP information for OWD to send to the [Information Management Division \(IMD\)](#).

6.2. Records Disposition

Additionally, per National Archives and Records Administration (NARA) requirements, records must be maintained for at least three years from the date on which the facts of a situation give rise to any dispute or litigation regarding an FBI employee's SLRP CSA. If the dispute or litigation involves debt collection, the records must be maintained at least until the FBI receives a notification of resolution of that disputed indebtedness and until any applicable reconsideration period has concluded. The disposition authority for SLRP records is NI-065-07-19. For more information about records disposition, see the [SLRP Wiki site](#).

Appendix A: References

The [SLRP Wiki site](#) contains additional information.

Note: The SLRP application form is only fully functional when the applicant accesses and completes it through the established SLRP applications system and follows any related instructions provided for the current year.

Appendix B: Definitions and Acronyms

Definitions

Application review (i.e., by the supervisor, FBIHQ division or FO head, or the SLRP, HRD): (1) the assessment of information within an officially submitted application; (2) the coordination deemed necessary to complete the assessment; and (3) the determination(s) resulting from the application assessment.

Application submission: the successful completion and receipt by HRD of a current application form with required up-to-date FBI employee and loan information through the established SLRP applications system, as noted in instructions and required by policy.

Approval: (1) a final decision by the HRO to initiate repayment toward a qualifying student loan(s) on a submitted application, as well as the actual repayment amount(s) in pretax dollars; and (2) all loan-specific determinations made as part of the final decision, based on related SLRP, HRD reviews; regulatory and policy requirements; the current-year's attrition rate of FBI positions; and the established funding allocation.

Balance requested: the amount that is calculated by the system based on the loan information entered by the recipient, applied first to the loan with the highest balance and not exceeding the annual limit of \$10,000 (the approved amount may be less than the balance requested).

Canvass announcement: the HRD-initiated official notice that the SLRP will accept applications for consideration for the current FY, normally accompanied by procedural guidance specific to the current FY.

Division or field office head: the highest-level permanent manager in the FBI employee's FBIHQ division or FO and within the employee's official supervisory-managerial line; or the FBIHQ division or FO head's designee who is permanently at the SC or assistant special agent in charge (ASAC) level or higher and is within the employee's official supervisory-managerial line.

Eligible FBI employee: an individual who is employed directly by the FBI and meets all criteria for SLRP consideration (e.g., length of service, appointment type, most recent summary performance appraisal rating, and recent formal disciplinary history), as defined in this PG.

Gross up: to increase the approved pretax repayment amount so that the net amount equals or is as close as feasible to the approved balance requested amount, adjusting for tax withholdings and deductions on an approval amount under \$10,000 and not exceeding the annual and lifetime maximums allowed.

Jointly held loan: a student loan—usually, a federal consolidation loan—that is held by the applicant and another individual (e.g., a spouse). Such a loan is only eligible for SLRP benefits if there is a portion that the lender can specify as the FBI employee's own loan balance and that portion is identified in the application by a combination of the common loan account number and a unique identifier).

Lender: a lending institution or organization that is the loan holder, to whom the applicant makes payments on the FBI employee's loan, and that OWD recognizes for the purpose of making approved repayments. The lender may not be the same institution as the one through which the loan was established.

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Eligible loan: a student loan that meets the established criteria for SLRP coverage (i.e., it is federally backed, is in the FBI employee's own name, was used for the FBI employee's own education, and is not being repaid by another FBI assistance program), as defined in this PG.

Net amount: the total of SLRP funds that is sent directly to the FBI employee's lender as payment (after being initiated by the FBI) and that reflects the final approved payment amount after tax withholdings.

New application: an FBI employee's successful submission that enables consideration of the employee's acceptance into the SLRP for the first time, whether acceptance would serve as a recruitment incentive or as a retention incentive.

Outstanding loan balance: the total amount owed on a loan, as confirmed by a recent lender-loan statement or printout (generated by the lender itself) and excluding any fees incurred (i.e., imposed by the lender).

Repay/repayment: (1) to make a direct payment toward a student loan to a particular lender on behalf of an approved FBI employee.

Reimbursement: a payment(s) for indebtedness to the FBI of all money received through the SLRP (before taxes), usually due to separation before completion of the requisite service obligation period.

Continuing service agreement: a written contractual arrangement that an FBI employee must sign and accept before the employee can receive SLRP incentive benefits for a qualifying (i.e., eligible) student loan(s). The CSA requires the completion of a specified period of continuous Bureau employment (i.e., a service obligation to the FBI).

Service obligation: the requirement to continuously work for the FBI for three years from the date a new SLRP CSA is signed in return for at least one repayment made directly toward the loan(s) covered by that agreement.

Student Loan Repayment Program: the FBI's program to repay the outstanding balance of certain federally backed student loans of highly qualified FBI employees as either a recruitment or a retention incentive, as authorized by law and regulation and clarified by DOJ guidance.

Student loan repayment benefit: (1) the actual net (i.e., after-tax) amount issued as payment directly to a lender by the FBI on an FBI employee's behalf to help pay off the employee's outstanding student loan balance; (2) the actual gross (i.e., pretax) amount that an FBI employee receives after approval of a SLRP repayment, which is not considered basic pay but rather is a type of wage that is in addition to any other compensation otherwise payable to the FBI employee.

Supervisor: (1) the immediate manager to whom an FBI employee reports on a regular and recurring (i.e., permanent) basis and who is the employee's performance rating official; (2) the designee who is permanently one or more levels higher within the FBI employee's official supervisory-managerial line.

Supervisory-managerial line: the full range of official reporting levels above an FBI employee, through and including the FBIHQ division or FO head (e.g., supervisor, unit chief, SC, deputy assistant director (DAD), and AD, when assigned to an FBIHQ division).

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Acronyms

AD	assistant director
ARMU	Analytics, Reporting, & Modeling Unit
ARU	Accounts Receivable Unit
ASAC	assistant special agent in charge
ASCES	Analytics, Systems and Customer Engagement Section
ATS	Accounting and Technology Section
CFR	Code of Federal Regulations
CSA	Continuing Service Agreement
DOJ	Department of Justice
ED	United States Department of Education
EMSS	Employee and Medical Services Section
EOD	entry on duty
EPAS	Enterprise Process Automation System
FBI	Federal Bureau of Investigation
FBIHQ	Federal Bureau of Investigation Headquarters
FD	Finance Division
FO	field office
FOIA	Freedom of Information Act
FPSS	Financial Processing Services Section
FSU	Field Staffing Unit
FY	fiscal year
GC	general counsel
HRD	Human Resources Division

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HRO	human resources officer
HQSU	Headquarters Staffing Unit
IMD	Information Management Division
IT	information technology
JMD	Justice Management Division (DOJ)
OGA	other government agency
OGC	Office of the General Counsel
OPM	Office of Personnel Management
OPR	Office of Professional Responsibility
OWD	Office of Workforce Development
PG	policy guide
PM	program manager
PMU	Payroll Management Unit
RPO	Resource Planning Office
RSSS	Recruitment, Selection and Staffing Section
SC	section chief
SLRP	Student Loan Repayment Program
U.S.C.	United States Code
