



REFERENCE GUIDE FOR STUDENT FINANCIAL ASSISTANCE RESOURCES

WE HELP PUT AMERICA THROUGH SCHOOL



**Call Center Listing**

Tab	Call Center Name	Contact Number
1	Central Processing System (CPS) Customer Service Center	(800) 330-5947 (800) 511-5806 TDD
2	Customer Support Call Center	(800) 4ED-SFAP
3	Debt Collection Service Information Center (DCSIC)	(800) 621-3115
4	Default Management Division	(202) 708-6048
5	Direct Loan Consolidation Center	(800) 557-7392
6	Direct Loan Origination Center Applicant Services/School Relations	(800) 557-7394 Borrowers (800) 848-0978 Schools
7	Direct Loan Servicing Center Borrower Services/School Services	(800) 848-0979 Borrowers (888) 877-7658 Schools
8	FAFSA on the Web Customer Service Center	(800) 801-0576 (800) 511-5806 TDD
9	Federal Student Aid Information Center (FSAIC)	(800) 4-FEDAID (800) 730-8913 TTY
10	National Student Loan Data System (NSLDS) Customer Service Center	(800) 999-8219 Financial Aid Professionals (800) 4-FEDAID Students
11	Pell Grant Hotline	(800) 4-PGRANT
12	Title IV WAN (TIVWAN) Customer Service Center	(800) 615-1189

Borrowers/Students

DRAFT

	3	5	6	7	8	9	
	Debt Collection Service Information Center (DCSIC)	Direct Loan Consolidation Center	Direct Loan Origination Center Applicant Services	Direct Loan Servicing Center Borrower Services	FAFSA on the Web Customer Service Center	Federal Student Aid Information Center (FSAIC)	Financial Aid Administrator
Phone Numbers	800-621-3115	800-557-7392	800-557-7394	800-848-0979	800-801-0576	800-4FED-AID	CALL SCHOOL FAA
Application Status		Consolidation	Direct Loans			General	Pell/Perkins
Balance	Default			Direct Loans			
Closed Schools	Default			Direct Loans		General	
Deferment	Default			Direct Loans		General	
Delinquency (defaults)	Default					General	
Eligibility	Default	Consolidation				General	
Enrollment Data/SSCR	Default			Direct Loans		General	
FAFSA					Internet	General	
Forbearance	Default			Direct Loans		General	
Grace	Default			Direct Loans		General	
Interest Rates (Borrower)	Default	Consolidation		Direct Loans		General	
Loan Cancellation/Adjustments	Default	Consolidation		Direct Loans		General	
Pell	Default					General	
Perkins	Default					General	
PIN (Single Student ID)			Direct Loans		Internet		
Repayment	Default	Plan		Direct Loans		General	
Student Aid Report (SAR)						General	
Tax/Wage Garnishment	Default						



REFERENCE GUIDE FOR STUDENT FINANCIAL ASSISTANCE RESOURCES

We help put America through school

Call Center Title	Central Processing System (CPS) Customer Support Center
--------------------------	--

Hours of Operation 8:00AM to 8:00PM EST

Phone Number(s) 800-330-5947
800-511-5806 (TDD)

Email Address cps@ncs.com

Website N/A

Fax 319-358-4260
785-838-2175

Purpose To assist schools in making sure their students' FAFSA information is properly processed through CPS and to support schools in using the Department of Education's software products.

Primary Customers Schools
Third-Party Service Providers

Services Offered **In-depth phone and email technical support of CPS FAFSA/ISIR/Correction processing by doing the following:**

- Support batch status checks
- Assist with batch-level rejects and formatting issues
- Support of RAD Request and ISIR YTD request process via Online Query
- Assist with interpreting record level rejects, comment codes, processing results, assumption and reject overrides
- Assist with interpreting technical reference
- Maintain Federal School Code list

In-depth phone and email technical support of multiple ED software products:

- EDEXpress (Application Processing, Direct Loan, Pell, Packaging)
- SSCR (Student Status Change Record)

(Continued on next page)



REFERENCE GUIDE FOR STUDENT FINANCIAL ASSISTANCE RESOURCES

We help put America through school

Call Center Title

Central Processing System (CPS) Customer Support Center (Continued)

Services Offered
(Continued)

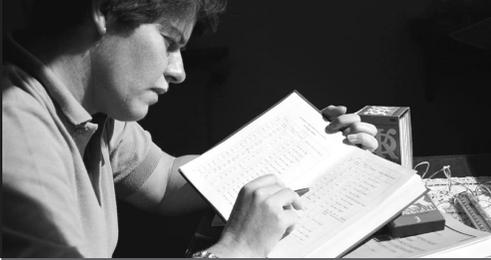
- QA Tools
- Return of Title IV Funds
- FISAP (Fiscal Operations Report and Application to Participate)
- Stand alone Renewal Application software

Advanced technical support services offered:

- Research and rebuild software databases
- Perform onsite visits to schools to assist with integrated, complex and/or severe network, PC and software issues
- Support and coordinate SFATECH listserv



DRAFT



REFERENCE GUIDE FOR STUDENT FINANCIAL ASSISTANCE RESOURCES

We help put America through school

Call Center Title

Customer Support Call Center

Hours of Operation

9:00AM to 5:00PM EST

Phone Number(s)

800-4ED-SFAP (800-433-7327)

Email Address

osfab_csb@ed.gov

Website

<http://ifap.ed.gov>

Fax

202-260-4199

Purpose

The Customer Support Call Center is responsible for responding to a variety of inquiries and requests from financial aid professionals for information about Title IV financial aid programs. It also manages the website that provides Information for Financial Aid Professionals (IFAP).

Primary Customers

Schools
Financial Aid Administrators
Lending Institutions
Service Organizations
Lawyers
Department of Education Staff

Services Offered

- Address Customer Comments, Complaints, and Feedback
- Complete Fiscal Operation Report and Application to Participate (FISAP)
- Help with Eligibility Issues from Schools
- Navigate within Information for Financial Aid Professionals (IFAP) website
- Help obtain Training Information
- Address Pell Calculations issues
- Address Pell Payments issues
- Address Perkins Calculations issues
- Aid Return of Title IV Aid
- Request publications
- Address Student Aid Report or Institutional Student Information Record issues
- Aid in Verification Process
- Answer General Program or Application Processing questions



REFERENCE GUIDE FOR STUDENT FINANCIAL ASSISTANCE RESOURCES

We help put America through school

Call Center Title Debt Collection Service Information Center (DCSIC)

Hours of Operation 8:00AM to 12:00AM EST
Peak Time: Mondays 8:00AM to 12:00AM

Phone Number(s) 800-621-3115

Email Address dcs_help@ed.gov

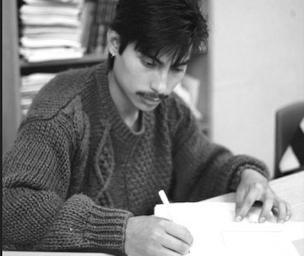
Website 1800IWILLPAY.com

Fax N/A

Purpose The purpose is to provide responses in both English and Spanish to telephone and written inquiries from the public, the financial aid community, and congressional staff offices regarding defaulted student loans held by the U.S. Department of Education. This includes repayment options, collection measures, cancellation provisions, forbearance, and loan discharge.

Primary Customers Student Borrowers
Financial Aid Administrators

- Services Offered**
- Respond to general inquiries regarding balance inquiries, paid-in-full letters and disputes
 - Respond to financial statements, credit bureau and mortgage company inquiries
 - Handle inquiries about the Treasury Offset Program, Administrative Wage Garnishment, and Federal Salary Offset Requests for Review/Hearings
 - Process bankruptcy documents for defaulted loans
 - Identify and process accounts for Loan Rehabilitation



REFERENCE GUIDE FOR STUDENT FINANCIAL ASSISTANCE RESOURCES

We help put America through school

Call Center Title

Default Management Division

Primary Customers

Schools
Guaranty agencies

Hours of Operation

8:00AM to 4:00PM EST

Alternate Numbers

Calls are assigned to individuals in the Default Management Division based on the state that the caller is located in. The following represents the points of contact based on states:

Phone Number(s)

202-708-6048 (Main number)
202-708-9396 (Hotline)

It is important to refer the appropriate calls to the correct individuals within the Division. See below for specific points of contact

Peter Roach (202-205-0780) – CT, ME, MA, NH, RI, VT
Donna Bellflower (202-401-0205) – NJ, NY, PR, VI,
Foreign Schools

Email Address

OSFA_IPOS_Default_Management_Division@ed.gov

Linda Young (202-205-3790) – DC, DE, MD, PA, VA, WV
Janice Wilkins (202-401-0073) – AL, FL, GA, MS, NC, SC
Nancy Hight (202-708-5264) – IL, MN, OH, WI
Tammy Taylor (202-205-5636) or Mary McGeorge
(202-260-1155) – AR, LA, NM, OK, TX

Website

www.ed.gov/offices/OPE/Data/97default/search.html

Zachary Vroman (202-205-9263) – IA, KS, KY, MO, NE, TN
Beverly Stern (202-401-0050) – CO, MI, MT, ND, SD, UT, WY
Frances Robinson (202-708-7395) – AZ, CA, HI, NV,
Trust Territories

Fax

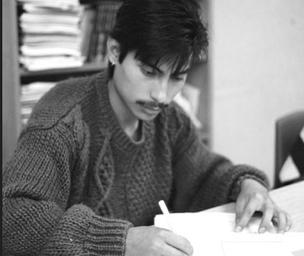
202-260-5879

Rosemary Foltis (202-205-0450) – AK, ID, IN, OR, WA

Purpose

The purpose of the Default Management Division is to coordinate the calculation and dissemination of draft and official cohort default rates. In addition, the Default Management Division is responsible for providing the community with information and guidance on how cohort default rates are calculated and how a school/guaranty agency may challenge the accuracy of a cohort default rate.

(Continued on next page)



REFERENCE GUIDE FOR STUDENT FINANCIAL ASSISTANCE RESOURCES

We help put America through school

Call Center Title

Default Management Division (Continued)

Services Offered

- Answer questions pertaining to cohort default rates
- Explain how to challenge the accuracy of cohort default rate data
- Provide guidance to schools/guaranty agencies and the Direct Loan service provider regarding cohort default rate challenges
- Provide training to the community on the cohort default rate process

DRAFT





REFERENCE GUIDE FOR STUDENT FINANCIAL ASSISTANCE RESOURCES

We help put America through school

Call Center Title Direct Loan Consolidation Center

Hours of Operation 8:00AM to 8:00PM EST
Peak Time: 11:00AM to 1:00PM / 5:00PM to 6:00PM EST

Phone Number(s) 800-557-7392

Email Address loan_consolidation@mail.ed.gov

Website www.loanconsolidation.ed.gov

Fax N/A

Purpose This Customer Contact Center consolidates educational loans for borrowers that are interested in the William D. Ford Federal Direct Consolidation Loan Program.

Primary Customers

- Borrowers
- Lenders
- Schools
- Guaranty Agencies

Services Offered

- Provide customer with consolidation loan application
- Consult with borrowers during the consolidation process
- Request loan payoff information from lenders
- Pay off loan held by previous lender
- Initiate consolidated loan on borrowers' behalf





REFERENCE GUIDE FOR STUDENT FINANCIAL ASSISTANCE RESOURCES

We help put America through school

Call Center Title

Direct Loan Origination Center

Hours of Operation

8:00AM to 8:00PM EST

Phone Number(s)

800-557-7394
800-848-0978

Email Address

lo_origination@mail.eds.com

Website

lo-online.ed.gov

Fax

N/A

Purpose

The Direct Loan Origination Center is the Department of Education's primary facility that originates Federal Direct Loans with participating institutions and borrowers. It provides applicant services, reconciliation, loan consolidation, technical support, and production operations.

The customer service center handles calls and other forms of communication from its various customers.

Primary Customers

Direct Loan Schools
Borrowers

Alternate Numbers

800-848-0978
800-557-7394

Services Offered

Assist Borrowers with:

- Status of loan application
- Loan status
- Receiving funds
- Receipt of promissory note
- Loan cancellations
- Returning unused funds
- Reduction in loan amount
- Disclosure statements received from schools
borrower is not attending
- Reasons for PLUS denial
- Changing loan amounts
- Credit decision for PLUS loan

Assist Schools with:

- Batch rejects
- Error codes
- Receipt of batch acknowledgements
- Materials and fulfillment



REFERENCE GUIDE FOR STUDENT FINANCIAL ASSISTANCE RESOURCES

We help put America through school

Call Center Title Direct Loan Servicing Center

Hours of Operation 8:00AM to 8:30PM EST
Website and Voice Response Unit available 24/7
Peak Time: Mondays 12:00PM to 3:00PM

Phone Number(s) 800-848-0979

Email Address N/A

Website www.dlsvicer.ed.gov

Fax 800-848-0984

Purpose The Direct Loan Servicing Center provides customer service to both borrowers and schools through the repayment process. This service includes telephone support, loan counseling, skip trace activities, processing of entitlements and payments, and ongoing support to schools in delinquency management.

Primary Customers Students/Parents
Schools
TDD

Alternate Numbers 800-848-0979
888-877-8658
800-848-0983

Services Offered

- Provide students and parents with general information on outstanding loans
- Counsel borrower on repayment selection
- Maintain enrollment information for Direct Loan borrowers that is received from NSLDS
- Provide Loan Counseling for Direct borrowers that are delinquent but not yet defaulted
- Process payments to ensure borrower account balance is reflected accurately
- Provide borrower and processing entitlements such as deferments and forbearances
- Maintain current mailing address of customer
- Provide student delinquency information to schools as well as ongoing customer support of same
- Work with Direct Loan Origination and Consolidation centers to resolve customer issues



REFERENCE GUIDE FOR STUDENT FINANCIAL ASSISTANCE RESOURCES

We help put America through school

Call Center Title FAFSA on the Web Customer Service Center

Hours of Operation 8:00AM to 11:00PM EST

Phone Number(s) 800-801-0576
800-511-5806 (TDD)

Email Address FAFSAweb@ncs.com

Website <http://www.fafsa.ed.gov>

Fax 319-358-4260
785-838-2175

Purpose To support the student and other users in the electronic processing of the FAFSA application on the web or FAFSA Express.

Primary Customers Students
Parents
Schools

Services Offered Phone and e-mail technical support to users processing the FAFSA electronically, whether on the web or using a standalone / modem for FAFSA Express. This service center can aid with the following issues:

- Check status for any FAFSA application that has been submitted
- Check for electronic signature type
- Support for the PIN process
- Help with browser download and setup
- Save and restore a user's application
- Change the student's current address at the PIN site
- Guide users in using the COTW (Correction of the Web)
- Review and analyze user surveys



REFERENCE GUIDE FOR STUDENT FINANCIAL ASSISTANCE RESOURCES

We help put America through school

Call Center Title Federal Student Aid Information Center (FSAIC)

Hours of Operation 8:00AM to 12:00AM EST
Peak time: Mondays 8:00AM to 12:00AM

Phone Number(s) 800-4FED-AID (800-433-3243)
800-730-8913 (TTY)

Email Address 4FEDAID_FORUM@ed.gov

Website N/A

Fax N/A

Purpose The Federal Student Aid Information Center (FSAIC) is the U.S. Department of Education's established and publicized toll-free telephone service to provide timely and accurate general information to the public. The FSAIC provides both English and Spanish speaking agents.

Primary Customers Students
Parents
Financial Aid Administrators
Congressional Offices

Services Offered

- Provide General SFA Information
- Explain how to fill out the FAFSA
- Explain comments on the Student Aid Report (SAR) and how to make corrections
- Check FAFSA status in the CPS and issuing duplicate SARs
- Key in change of address or change of Institution on a student's SAR
- Key in changed response for the "Drug Conviction Affecting Eligibility?" question
- Provide student borrowers with name(s) of the holder(s) and status of their loans
- Provide Message Broadcast service to enrolled institutions
- Consult images and correct data input errors
- Distribute publications
- Maintain an e-mail address to provide a means of direct communication between the FSAIC and the financial aid community as well as provide feedback to users



REFERENCE GUIDE FOR STUDENT FINANCIAL ASSISTANCE RESOURCES

We help put America through school

Call Center Title National Student Loan Data System (NSLDS)
Customer Service Center

Hours of Operation 8:00AM to 8:00PM EST
Voice Response Unit available 24/7
Peak time: 10:00AM to 12:00PM / 1:30PM to 3:30PM

Phone Number(s) 800-999-8219
800-4FED-AID

Email Address nsldscoe@raytheon.com

Website nslds.ed.gov (Students)
nsldsfap.ed.gov (Financial Aid Professionals)

Fax 903-408-4548

Purpose The National Student Loan Data System (NSLDS) receives data from schools and agencies that guaranty loans, including the Direct Loan program and the Pell Grant program. NSLDS provides a centralized, integrated view of Title IV loans and grants that are tracked from aid approval to closure. The NSLDS Customer Service Center provides the

initial customer support contact for users regarding any NSLDS problems or questions.

Primary Customers Schools
Lenders
Third-party Servicers
Guaranty Agency Representatives
Other approved government agencies

Services Offered **Some of the general services it can provide include the following:**

- Aid in explanation of reports available and their content
- Fax technical updates to schools, servicers and guaranty agencies
- Prepare audit information for auditors of schools and guaranty agencies
- Provide assistance with Batch Processing
- Create and import the Perkins file received from NSLDS

It also can provide assistance with NSLDSFAP (Web Page) by helping with the following issues:

- Research aid history and resolve eligibility issues
- Research identifier conflicts and act as a liaison
- Search for organization contact information for another entity

(Continued on next page)



Call Center Title

**National Student Loan Data System (NSLDS)
Customer Service Center (Continued)**

**Services Offered
(Continued)**

- Update overpayments on the web
- Update organization contact information
- Update SSCR records on the web

Another area it can provide assistance with is SSCR (Student Status Change Record) processing by helping with the following:

- Explain the SSCR cycle and help select the different months to receive them
- Provide detailed information about the SSCR file record layout
- Define SSCR error codes and how to resolve them
- Explain the process of disassociating inactive or merged OPEIDs from SSCR reporting
- Resolve issues concerning when an SSCR has not been received by ED.





REFERENCE GUIDE FOR STUDENT FINANCIAL ASSISTANCE RESOURCES

We help put America through school

Call Center Title

Pell Grant Hotline

Hours of Operation

8:00AM to 8:00PM EST
Voice Messaging is available 24/7

Phone Number(s)

800-4PGRANT (800-474-7268)

Email Address

pell_systems@ed.gov

Website

www.pellgrantsonline.ed.gov

Fax

301-548-2396

Purpose

The Pell Grant Hotline handles calls concerning the RFMS (Recipient Financial Management System) and the Federal Pell Grant Program. The Hotline interprets user's incoming data, processed data, and answers general questions about Pell Procedures.

Primary Customers

Financial Aid Professionals

Services Offered

Some of the general issues it can address include the following:

- Explain Pell and RFMS Procedures
- Explain Pell File Record layouts
- Provide Technical Assistance to Third-party Programmers
- Review users' incoming data for formatting errors
- Review users' processed data for submission errors
- Explain Edit/Comment codes
- Review Student data records
- Investigate Submission problems related to school eligibility
- Answer e-mail sent to SFATECH concerning Pell issues.
- Answer e-mail sent to Pell Grant e-mail address

Some of the issues specific to the web page include the following:

- Act as System Administrators for web page
- Reset passwords and assist first-time users with logging on
- Respond to e-mail sent from the web page
- Review data posted on web page with users



REFERENCE GUIDE FOR STUDENT FINANCIAL ASSISTANCE RESOURCES

We help put America through school

Call Center Title Title IV WAN (TIVWAN) Customer Service Center

Hours of Operation 8:00AM to 11:00PM EST

Phone Number(s) 800-615-1189

Email Address t4wan@ncs.com

Website <http://www.sfadownload.ed.gov> (Download site)
<https://SFAWebEnroll.ed.gov> (Enrollment site)

Fax 319-339-6983

Purpose The Title IV WAN customer service staff supports connectivity to the Student Aid Internet Gateway. This includes both personal computer connectivity through telecommunication software called EDConnect and mainframe connectivity. TIV WAN also supports enrollment and participation in all of the student aid delivery services, any billing generated by services used in the SAIG and distribution of software and documentation for all of the contracts through a web site.

Primary Customers Schools

- Services Offered**
- Assist with enrollment in Student Aid Internet Gateway (SAIG)
 - Assist with connectivity problems through Help Desk
 - Troubleshoot EDConnect software
 - Reset network passwords for TIV WAN customers
 - Restore batches to customers' mailboxes
 - Distribute SFA application software and documentation via SFAdownload web site
 - Answer questions for Electronic Access Conference information