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# INDUSTRY BULLETIN

## Implementation of Military Service and Post-Active Duty Student Deferment Request Form

The U.S. Department of Education (ED) issued revised guidance on [January 31, 2014](#), with respect to the implementation of the new Military Service and Post-Active Duty Student Deferment Request form. The revisions to the initial guidance regarding use and distribution of the form, published on November 29, 2013, are listed below.

### Signature Line

ED intended to allow borrowers to sign the new version of the form electronically using a digital facsimile signature. Upon implementation, it was discovered that this field is not limited to only digital facsimile signatures. Therefore, ED has edited the signature line so that it is no longer a fillable field. Changes will be made to this field during the next revision of the form.

### Acceptance of the Old Form

ED has also modified its prior guidance to provide that distribution of the new version must begin no later than April 30, 2014, not February 28, 2014, as previously announced. In addition, the old form may now be accepted indefinitely. Please be aware that this is a change to the prior guidance which specified that the old form could only be accepted until June 1, 2014.

## Spotlight on Training

Did you know that we offer free training events on a variety of topics? Visit the [Training Calendar](#) on the FedLoan Servicing Web site to learn more about the events or to register.



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**FEB 2014**

## Required Reduction for TEACH Grants

Schools are reminded that on [December 24, 2013](#), the U.S. Department of Education (ED) notified the community of an additional change to the sequestration-required reduction to TEACH Grants. The Office of Management and Budget (OMB) has recalculated the Fiscal Year (FY) 2014 sequestration-required reduction as 0.89 percent, a change of nearly 6 percent to the previously published reduction of 7.2 percent. This change means that TEACH Grant eligible students will receive about \$250.00 more during FY 2014. Schools that have already disbursed or will disburse TEACH Grant awards to their students with a first disbursement date on or after October 1, 2013 and before October 1, 2014, must make an adjustment to the award amounts and disburse the additional funds.

## Upcoming Deadline for Work Colleges Program



This is a reminder that March 7, 2014, is the deadline for schools to electronically apply to participate in the Work Colleges Program for the 2014-2015 award year. Schools that are already participating in the current year's program must still apply for the 2014-2015 award year if they intend to participate. Interested parties must submit an Institutional Application and Agreement for Participation in the Work Colleges Program on the [eCampus-Based \(eCB\) Web site](#) no later than 11:59 PM EST. on March 7, 2014. The transmission must be completed and accepted by midnight on the deadline.

In addition to the electronic application, schools must mail or hand deliver a printed and signed copy of the application and agreement to the following address, postmarked by March 7, 2014:



United States Department of Education  
Federal Student Aid  
Grants & Campus-Based Division  
Work Colleges Program  
830 First Street, NE, #63C5  
Washington, DC 20202-5453

Please review the Electronic Announcement distributed on [January 16, 2014](#), for instructions on submitting the electronic application.

Schools participating in the Work Colleges Program for the 2013-2014 award year are reminded to submit their expenditure report no later than October 1, 2014.

## New Direct Consolidation Loan Process – Phase One Completed

As we reported in the [November/December issue of the PHEAA Industry Bulletin](#), the U.S. Department of Education (ED) began its efforts to close out the current Direct Consolidation Loan process. Phase one of the project was implemented on January 2, 2014, which allows some consolidation applicants to now begin using the new Direct Consolidation Loan process while other applicants will still continue to use the existing process. Phase two, which will allow all applicants to use the new Direct Consolidation Loan process, is expected to commence in the spring of 2014.

Please review our article in the November/December policy newsletter for more information on the new application process.

## 150% Direct Subsidized Loan Limit Final Regulations Published

On January 17, 2014, the U.S. Department of Education (ED) published in the [Federal Register \(Volume 79, Number 12, pages 3108-3120\)](#) interim final regulations regarding the 150% Direct Subsidized Loan Limit. The final regulations contain changes to numerous provisions that affect school operations and all first time Direct Subsidized Loan borrowers whose loans were disbursed on or after 07/01/2013, and are subject to the 150% limit. Schools should note that there are four changes that have an immediate impact on school operations and are listed in the 150% Direct Subsidized Loan Limit Electronic Announcement #8 - Final Regulations Published. These regulations will go into effect March 18, 2014. Interested parties can learn more about the 150% limit rule by visiting the 150 Percent Direct Subsidized Loan Limit Information page on the Information for Financial Aid Professionals (IFAP) Web site.

## 2014-2015 Federal Pell Grant Payment and Disbursement Schedules

On January 31, 2014, the U.S. Department of Education (ED) published [Dear Colleague Letter \(DCL\): GEN-14-01](#) to make available the 2014-2015 Federal Pell Grant (Pell Grant) Payment and Disbursement Schedules to schools. The schedules attached to this DCL must be used when determining Pell Grant eligibility for students attending: full time, three quarter time, half time, and less than half time.

### Schools are reminded of the following when calculating a student's eligibility:

A student's eligibility for Pell Grant funds may be limited due to the restriction within Section 401(c)(5) of the Higher Education Act of 1965, as amended (HEA) which limits a student's lifetime Pell Grant eligibility to 12 semesters (or its equivalent). Schools should review [DCL: GEN-13-14](#) for guidance on the Pell Grant duration and lifetime eligibility.

Schools should also be aware that the maximum Pell Grant award for 2014-2015 Award Year is \$5,730, an increase of \$85 from the prior year. The minimum Pell Grant award is \$587. While the statutory minimum (\$573) is ten percent of the maximum amount, the actual minimum is \$587 because the schedule uses mid-points in the EFC column and Cost Of Attendance (COA) row.

Lastly, schools must use a nine month expected family contribution (EFC) when awarding Pell Grant funds, regardless of the student's actual enrollment status or period of attendance. A student's COA must also be calculated based on a student's costs for full-time enrollment for a full academic year, regardless of the student's actual enrollment status or time enrolled during the award year.

## Suspension and Deactivation of FSA User IDs

The U.S. Department of Education (ED) announced that beginning on March 7, 2014, it will either suspend or deactivate all inactive FSA User IDs. Suspension will occur after an FSA User ID has not been used within 90 calendar days, and deactivation will occur after a User ID remains unused for 365 calendar days. This change is being implemented in an effort to better safeguard the data housed in the Federal Student Aid data systems and to comply with mandated government-wide security requirements.

As part of this new process, revised password reset requirements are also being implemented. Currently, users must answer one (1) out of the three (3) challenge questions established by the user when originally registering for a FSA User ID. However, beginning on March 7, 2014, all users will be required to establish a total of five (5) challenge questions. After this, each user must correctly answer three (3) of these challenge questions in order to successfully reset his password.

Additional information regarding these security modifications can be found in the January 24, 2014, Electronic Announcement available on the [Information for Financial Aid Professionals \(IFAP\) Web site](#).

## 2014-2015 FAFSA Renewal Reminders Sent

From January 16, 2014, through January 22, 2014, the Central Processing System (CPS) distributed a reminder message prompting Free Application for Federal Student Aid (FAFSA) renewal-eligible students to complete the 2014-2015 FAFSA. Students who filed a 2013-2014 FAFSA and had a valid e-mail address on file or students who made a correction to their completed 2013-2014 record after January 13, 2014, should have received the [Renewal Reminder e-mail](#). (Reminders were not sent to students who already submitted their 2014-2015 FAFSA.)

## Outreach to Raise Awareness about Income-Driven Repayment Plans

In August 2013, President Obama called for the U.S. Department of Treasury (Treasury) and U.S. Department of Education (ED) to collaborate in an effort to make student loan borrowers more aware of income-driven repayment options. In response to that request, the Treasury and ED announced on [January 24, 2014](#), that they will be partnering to make such information available to consumers during tax season.

Tax filers who use TurboTax to file their income tax returns will be presented with a banner on the Web site to make them aware that options exist for the repayment of student loans. TurboTax users can click on a link within the banner to learn more about income-driven repayment options, find out if they qualify for a lower repayment option, and may be able to submit an electronic request for an income-driven repayment plan.

In addition, Treasury is including information on the back of the refund check envelope. Consumers who receive a refund check by mail will be directed to visit [StudentAid.ed.gov Web site](#) and ED's [Repayment Calculator](#) for more information on student loan repayment options.

Read the U.S. Department of Education's [press release](#) on this important initiative.

## Update on Electronic IBR/Pay As You Earn/ICR Repayment Plans

Federal Family Education Loan (FFEL) Program Lenders and lender servicers (servicers) can now sign up for access to the Common Origination and Disbursement (COD) Web site to search for its borrowers who electronically submitted an Income-Based Repayment (IBR), Pay As You Earn, Income-Contingent Repayment (ICR) Plan request application. Upon enrollment completion, the electronic application process will be updated to allow the servicer's borrowers to electronically submit these applications.

In addition, servicers will then be presented with the opportunity to receive this information in electronic batch files. Servicers that elect the batch process will be required to complete intersystem testing before FSA will begin transmitting batch files.

Servicers can begin the process of adding this access by having its Destination Point Administrator (DPA) add COD Online Service to the servicer's Destination Point (TG/SAIG mailbox) through the Student Aid Internet Gateway (SAIG) Enrollment Web site. Please review the Electronic Announcement distributed on [December 30, 2013](#), for specific instructions on how to complete the set up.

# Federal Pell Grant Program Reconciliation

On [January 2, 2014](#), the U.S. Department of Education (ED) issued an Electronic Announcement (EA) detailing information on Federal Pell Grant Program Reconciliation to those signed up to receive EA's through the Information for Financial Aid Professionals (IFAP) Web site (IFAP).

Pell Grant Reconciliation is defined as the process by which a school reviews and compares Pell Grant data recorded on ED's systems with the information in the school's internal records. ED recommends that schools perform Pell Grant Reconciliation on a monthly basis.

Because this reconciliation is a responsibility shared by both the Financial Aid Office and the Business Office, ED strongly encourages both of these groups at each participating Title IV institution to review the information provided in the EA. These offices are expected to act jointly to identify and correct discrepancies in a timely manner. Schools should document both their reconciliation process and the resolution of all identified discrepancies.

## Internal Reconciliation

Internal Reconciliation is the reconciliation of disbursement transactions (actual disbursements and adjustments) and related cash transactions (drawdowns, drawdown adjustments, refunds of cash, and returns). If an Internal Reconciliation results in any discrepancies, ED recommends that these be documented and resolved in a timely manner.

## External Reconciliation

External Reconciliation is the reconciliation of internal disbursement and cash balances from the Business Office and Financial Aid Office with disbursements and cash balances from the Common Origination and Disbursement (COD) System. At a minimum, External Reconciliation should be completed monthly to ensure that data is correct in all systems and that cash management and disbursement reporting times are being met. If internal reconciliation is performed first, a school will have fewer discrepancies to resolve when the external reconciliation is performed. ED offers various tools to assist schools with external reconciliation. Please review this EA for more information about these tools.

## Final Reconciliation of a Pell Grant Award Year

Lastly, Final Reconciliation of a Pell Grant Award Year should be performed as soon as possible after final scheduled disbursements have been made for the award year. This final reconciliation should ensure that Total Net Drawdowns equal Net Accepted and Posted Disbursements in the COD System. Please be aware that there are two deadlines which impact this reconciliation process.

- **Data Submission Deadline:** This deadline is published each year through a notice in the Federal Register. This deadline is generally the end of September following the end of the award year. For example, the 2013-14 award year will close on September 30, 2014. After this date, the COD system will not accept award or disbursement adjustments without prior approval for an extension to the established data submission deadline. A school may request an extension to the data submission deadline on the [COD Web site](#).
- **Funding Cancellation Deadline:** Pell Grant funding availability is cancelled five years after the data submission deadline for the award year. For example, for the 2008-2009 Federal Pell Grant Award Year (July 1, 2008 – June 30, 2009), the funding cancellation date is September 30, 2014 (2009 + 5 years = 2014). After that time, schools will be unable to draw down or adjust further funds via G5 (The Department of Education's Grants Management system), although refunds of cash will still be accepted. After the Funding Cancellation Deadline, the COD System will be completely closed to further awards or disbursement processing for that award year. As such, schools must complete all final reconciliation activities before the final deadline.

The EA also includes an attached Questions and Answer document that schools may find helpful. For additional questions on Pell Grant Reconciliation, schools may contact the COD School Relations Center at (800) 474-7268, or email [CODSupport@ed.gov](mailto:CODSupport@ed.gov).

On [January 28, 2014](#), ED posted three report readers for the Pell Grant Reconciliation File, Pell Grant YTD File, and SAS Disbursement Detail on Demand File. The readers, as well as instructions, are available on the [COD Web site](#).

# Defense of Marriage Act (DOMA) and its Impact on Title IV Programs

On December 13, 2013, the U. S. Department of Education (ED) published [Dear Colleague Letter \(DCL\): GEN-13-25](#) to provide the financial aid community with guidance resulting from the Supreme Court's ruling (United States v. Windsor) which invalidated Section 3 of the Defense of Marriage Act (DOMA).

## Defining "Marriage"

Section 3 of DOMA specifically defines marriage as a legal union between one man and one woman (husband and wife). It also refers to "spouse" as a person of the opposite sex. In its ruling, the Court said (with respect to federal student aid and the Free Application for Federal Student Aid (FAFSA)) that Section 3 is unconstitutional because it violates the principles of due process and equal protection.

## Impact on Title IV Programs

In the past, same sex couples were not recognized as married with respect to federal student aid. This meant that such couples could not represent themselves as married on the Free Application Federal Student Aid (FAFSA) by providing both spouses' information. In turn, this could have impacted a student's eligibility for Title IV aid.

In light of the court's ruling, ED has issued the following guidance for Title IV aid.

- A student or a parent is recognized as legally married if the couple was married in any jurisdiction that recognizes the marriage as valid, regardless of where the couple resides.
- ED has applied a "place of celebration" rule which means that any marriage recognized as a marriage in the jurisdiction in which it took place will be recognized by ED for purposes of Title IV aid, whether the marriage is between a couple of the same sex or opposite sex, and regardless of where the student or couple resides or the student is attending school.

## Changes to the FAFSA

The 2014-2015 FAFSA will collect income and other information for both spouses, regardless of their gender, so long as the marriage is legally recognized in the state in which it was performed. This change applies to independent students who are married, and parents of a dependent student.

The 2014-2015 FAFSA will provide a new option for dependent applicants to describe their parents' marital status as "unmarried and both parents living together." In addition, the FAFSA will use terms like "Parent 1 (father/mother/stepparent)" and "Parent 2 (father/mother/stepparent)" instead of the previous gender specific terms like "mother" and "father." For the 2014-2015 FAFSA and subsequent years, responses to questions about marital status must be in accordance with this DCL.

## Submitting Marital Status Changes on the 2013-2014 FAFSA

Applicants who did not submit a 2013-2014 FAFSA form prior to December 13, 2013, (the date of the DCL) will be required to answer the questions related to marital status in accordance with ED's amended definition of marriage.

Applicants who were married at the time of the initial 2013-2014 FAFSA submission, but were unable to provide information related to their marital status due to Section 3 of DOMA may choose to submit a correction. Marriages that occur after the initial FAFSA submission are subject to the regular provisions regarding when a marital status may be updated.

Revised instructions for completing the FAFSA will be made available on the [studentaid.gov](http://studentaid.gov) Web site and through the Federal Student Aid Information Center at 1-800 4 FED AID (1-800-433-3243). Beginning with the 2014-2015 FAFSA, all responses to marital status questions for an independent student or a dependent student's parents must be answered in accordance with the changes discussed in this announcement.

## Contact Information

Contact Federal Student Aid's Research and Customer Care Center (Care Center) Staff at 1.800.433.7327 or via email at [fsa.customer.support@ed.gov](mailto:fsa.customer.support@ed.gov) with questions and concerns regarding the new guidance ED has issued.

## Now Available!

### Webinar Recording - Default Aversion and Management

The Department of Education (ED) published [Dear Colleague Letter \(DCL\): ANN-14-02](#) on January 8, 2014. In this letter, ED announced the availability of Federal Student Aid's Default Aversion and Management recorded webinar. Through this recorded webinar schools can obtain "valuable information on the cohort default rate calculation, the challenges and appeals process, and required corrective action resulting from high cohort default rates. How to implement an effective default prevention strategy was also discussed."

To access the recorded webinar, visit the [Federal Student Aid E-Training Web site](#). Review DCL: ANN-14-02 for more detail information on the webinar recordings.

### Updated Net Price Calculator Template

Every postsecondary school that participates in the Title IV federal student aid programs is required to have a "net price calculator" on its Web site. Such a net price calculator is required for Title IV schools that enroll full-time, first-time degree, or certificate-seeking undergraduate students. The net price calculator is meant to provide estimated net price information to current and prospective students and their families. Schools may develop their own customized calculator or they may use the U.S. Department of Education's Net Price Calculator Template. On [January 27, 2014](#), the Department issued an Electronic Announcement detailing information on the latest version of the Department's Net Price Calculator Template. The latest version of the template reflects data from the 2012-2013 award year, and is now available at the [Department's Net Price Calculator Information Center](#). Please contact the Net Price Calculator Help Desk at (877) 299-3593 or email [npc@inovas.net](mailto:npc@inovas.net) if you need assistance.



### Program Integrity Questions & Answers Web site

The U.S. Department of Education (ED) recently updated the [Program Integrity Questions & Answers \(Q&A\) Web site](#) to include guidance on the following topics:

- High School Diplomas,
- Return of Title IV Funds, and
- Verification.

In addition to the Q&A section, ED also provides resource documents such as: Dear Colleague Letters, Federal Registers, and Final Rules related to each topic.

### 2014-2015 Federal School Code List of Participating Schools

The latest [Federal School Code List of Participating Schools \(FSC\) for academic year 2014-15](#) is now available on the Information for Financial Aid Professionals (IFAP) Web site. The FSC contains the federal codes for those schools participating in the Title IV student aid programs and is an important resource for students completing the Free Application for Federal Student Aid (FAFSA).

Schools are strongly encouraged to keep their school code information up to date because the FSC list is used by students to identify schools that they wish to receive their FAFSA application results. To make updates, visit [Federal Student Aid's E-App Web site](#). Select Other Features on the left hand menu, then select Update your Federal School Code Addresses which are used by the FAFSA.

Please note that a school may have only one city and state designated for each FSC. In addition, updating the FSC does not update the school's name or address in any other U.S. Department of Education database. If the official name or address of a school must be changed, an "update" application must be submitted on the E-App Web site.

# Reporting Direct Loan Disbursement Dates

On [January 29, 2014](#), the U.S. Department of Education (ED) published an Electronic Announcement to remind schools of the importance of reporting a borrower's actual disbursement date for his Direct Loan. Because certain terms and conditions of a loan are tied to the actual disbursement date, it is vital that schools maintain accurate records in the Common Origination and Disbursement (COD) System.

The term "disbursement date" is defined in 34 CFR 668.164(a) as: the date the school credits the student's account at the school or pays a student or parent borrower directly with Title IV funds received from the U.S. Department of Education or with institutional funds in advance of receiving Title IV program funds.

The following terms and conditions are impacted by the disbursement date.

Term or Condition	Impact
Interest Accrual	<p>Because interest begins to accrue on a Direct Loan on the actual disbursement date, reporting an incorrect disbursement date will result in the incorrect calculation of interest during periods when:</p> <ul style="list-style-type: none"><li>• A borrower is responsible for paying interest that accrues on his Direct Unsubsidized Loan(s) or Direct PLUS Loan(s), and</li><li>• The government is responsible for paying the interest that accrues during certain periods on Direct Subsidized Loans.</li></ul>
120-Day Rule	<p>Borrowers are not responsible for paying any interest or loan fees that accrue when a Direct Loan is returned within 120 days of the actual disbursement date. Therefore, the reporting of an inaccurate disbursement date could result in the borrower having less than 120 days from the actual disbursement date to return funds without being held responsible for the interest accrued and fees incurred during that period.</p>
Origination Fees and Interest Rate Percentage	<p>The reporting of an inaccurate disbursement date could result in the incorrect origination fee or interest rate being applied to a loan disbursed after a specific date.</p>

## REMINDER ▼

Schools are reminded that the anticipated disbursement date (Disbursement Release Indicator [DRI] = "False") on file may not be reflective of the actual disbursement date (DRI = "True"). Schools should refer to the COD Technical Reference for assistance on updating actual disbursement dates.

# Special Allowance Rates for Federal Family Education Loan Program (FFELP) Stafford and PLUS Loans

## For the Quarter Ending December 31, 2013

The Treasury Bill (T-bill) rate for the quarter ending December 31, 2013, averaged .07%. The categories for which special allowance was paid on loans made or purchased with taxable funds are:

Loan Interest Rate	Special Allowance Annual Rate+	Special Allowance Quarterly Rate+	LaRS (Lender Reporting System) Part III: Special Allowance Category Column E*
7.00%	0.00%	0.00%	SA
7.00%	0.00%	0.00%	SB
8.00%	0.00%	0.00%	
3.15%	0.17%	0.0425%	SD
3.30%	0.02%	0.0050%	
7.00%	0.00%	0.00%	
8.00%	0.00%	0.00%	
3.15%	0.02%	0.0050%	SE
3.15%	0.02%	0.0050%	SG
3.23%	0.00%	0.00%	
2.55%	0.02%	0.0050%	SH
1.75%	0.52%	0.1300%	SJ
2.35%	0.52%	0.1300%	SK

For the quarter ending December 31, 2013, the average Commercial Paper (CP) rate – as calculated by the U.S. Department of Education – was .13%. When the special allowance formula results in a negative rate on a loan first disbursed on or after April 1, 2006, the lender must remit the excess interest to ED.

Loan Interest Rate	Special Allowance Annual Rate+	Special Allowance Quarterly Rate+	LaRS (Lender Reporting System) Part III: Special Allowance Category Column E*
1.75%	0.12%	0.0300%	CA
2.35%	0.12%	0.0300%	CB
3.15% (PLUS)	0.00%	0.00%	CD
1.75%	0.12%	0.0300%	CE
6.80%	(4.93%)	(1.2325%)	
2.35%	0.12%	0.0300%	CF
6.80%	(4.33%)	(1.0825%)	
3.15% (PLUS)	(0.38%)	(0.0950%)	CH
8.50% (PLUS)	(5.73%)	(1.4325%)	
5.6%	(4.28%)	(1.0700%)	CI
6.00%	(4.68%)	(1.1700%)	
6.80%	(5.48%)	(1.3700%)	
5.6%	(3.68%)	(0.9200%)	CJ
6.00%	(4.08%)	(1.0200%)	
6.80%	(4.88%)	(1.2200%)	
8.50% (PLUS)	(6.58%)	(1.6450%)	CM

# Special Allowance Rates for Federal Family Education Loan Program (FFELP) Stafford and PLUS Loans – continued

Beginning with the quarter ending June 30, 2013, lenders were given the option to use “the average of the bond equivalent rates of the quotes of the 1-month London InterBank Offered Rate (LIBOR) in effect for each of the days in such quarter as compiled and released by the British Bankers Association” in place of the Commercial Paper Rate.

- \* For a detailed explanation of the Special Allowance codes, please visit the *Common Manual* at [aesSuccess.org](http://aesSuccess.org). To access the Manual, click on ‘Financial Aid Products and Support for Schools’ on the left-hand side of the screen. Then click on ‘Common Manual Information.’ Select the most recent Common Manual under the Integrated Common Manual heading. The Special Allowance codes are located in Appendix A, figure A-5.
- + For entities approved as not-for-profit holders, Special Allowance payments will be based on another code that ED sets in the respective demographic profiles. Please see the [March/April 2008 issue of Loan Notes](#) for more information.

## Resources:

The applicable Special Allowance Rates, including those for Consolidation loans and loans made or purchased with tax-exempt funds, are available at [www.ifap.ed.gov](http://www.ifap.ed.gov).

Rates for previous quarters may be found on the AES Web site. To access this archive, [CLICK HERE](#).

Created in 1963 by the Pennsylvania General Assembly, the Pennsylvania Higher Education Assistance Agency (PHEAA) has evolved into one of the nation’s leading student aid organizations. Today, PHEAA is a national provider of student financial aid services, serving millions of students and thousands of schools through its loan guaranty, loan servicing, financial aid processing, outreach, and other student aid programs.

PHEAA’s earnings are used to support its public service mission and to pay its operating costs, including administration of the Pennsylvania State Grant and other state-funded student aid programs. PHEAA continues to devote its energy, resources and imagination to developing innovative ways to ease the financial burden of higher education for students, families, schools, and taxpayers.

PHEAA conducts its student loan servicing activities nationally as American Education Services (AES) and FedLoan Servicing.

These materials have been developed and paid for by the Pennsylvania Higher Education Assistance Agency (PHEAA) for informational purposes. Although the information contained in this document is believed to be accurate at the time of printing, PHEAA does not guarantee its accuracy. You should independently verify that this information is correct.

LC-INDBN  
022614

## CONTACT

**BUSINESS DEVELOPMENT  
& OPERATION/LOAN GUARANTY**  
Mon - Fri, 7:30 am to 9:00 pm ET

**STUDENT/PARENT  
GRANT & LOAN INQUIRIES**  
800.692.7392  
[granthelp@aesSuccess.org](mailto:granthelp@aesSuccess.org)  
[studentloans@aesSuccess.org](mailto:studentloans@aesSuccess.org)

**SCHOOL/LENDER INQUIRIES**  
800.443.0646  
[loanhelp@aesSuccess.org](mailto:loanhelp@aesSuccess.org)