PHEAA conducts its student loan servicing operations commercially as American Education Services and for federally-owned loans as FedLoan Servicing.
Frequently Asked Questions
Income Validation Review Process

Am I required to provide this information?
If you do not respond to this request and funds have already been sent to your school, we will request repayment of any funds you may have received; if funds have not been sent to your school and you choose not to respond, then no further processing of your application will occur.

Can this review impact my award amount?
Yes. If the income information you provide to us is different than the income information provided on your Free Application for Federal Student Aid (FAFSA®), your award amount may be changed.

Will I receive notification once the review process has been completed?
Yes. Students are also encouraged to view and manage their Pennsylvania State Grant application/record online. You may do this through Account Access located at pheaa.org. You may also receive notification and/or requests for additional information from us via email (using the email address you provided on your FAFSA). Please note that providing a valid email address enables the State Grant Program to more efficiently communicate with you.

My school has requested similar information (or I have already supplied my school with this information). Do I need to submit this information to both PHEAA and the school?
Yes. Schools do conduct their own verification and it is not uncommon for students to receive requests for income information from both the school and PHEAA.

I have other family members in school who also have a Pennsylvania State Grant application with PHEAA. Are they impacted by this request?
Yes. Only one copy of the information requested is required. However, all information received may be used in the Income Verification Review process for both you and any family members that may have an active Pennsylvania State Grant record on file.

How long will it take PHEAA to complete this review?
Provided that all necessary information has been included in your response, you can expect this review to be completed in about 30 business days of receipt; more complex reviews and/or incomplete responses can extend this review period.

What should I do if I or my spouse do not have a copy of the 2016 U.S. Income Tax Return?
In those cases, copies should be requested from the tax preparer; copies may also be requested directly from the Internal Revenue Service (IRS).

Will you accept a Form 8453(U.S. Individual Income Tax Declaration for an IRS e-file return)?
No. A Form 8453 cannot be used as a substitute for the complete U.S. Income Tax Return.

My spouse and I are separated or divorced but filed a joint 2016 U.S. Income Tax Return. What should I do?
The joint tax return should still be submitted. However, you should also complete and return a ‘Separation/Divorce Form’ along with your income-tax information. This form can be found on our web site, pheaa.org, under ‘Funding Opportunities, State Grant Program Documents and Forms’.

During 2016, payments were made into tax-deferred plans. How should this be reported to PHEAA?
Payments to tax-deferred pension plans (paid directly or withheld from earnings) will be used as untaxed income and will be determined by subtracting the federal taxable wages (Box 1 of W-2 form) from the state/local taxable wages (Box 16 or 18, whichever is higher) to calculate voluntary and involuntary amounts. However, the amount which the Agency will use may be greater depending upon the specific references to tax-deferred contribution amounts on the W-2 forms. Where it is clearly reported on the W-2 form that tax-deferred income represents payments to a flexible pre-tax account for medical/dental expenses, the Agency will not use such. However, where not clearly shown, the flexible pre-tax medical/dental expenses may be used unless you submit verification of these pre-tax amounts.
PHEAA considers me an ‘independent’ student, and I am married. Do I need to send a copy of my spouse’s income taxes as well?

Yes. If you were married at the time you completed your FAFSA, you should also include your spouse's income taxes (even if you were not married in 2016).

What if I cannot provide the required information within the 30 days?

You should contact us immediately if you will be unable to provide this information within the requested timeframe. Remember, we will be unable to complete the processing of your Pennsylvania State Grant application until all necessary information has been received. No information will be accepted after April 1, 2019.