

Case Type	Category	Subcategory	Anticipated Routing Owner & Existing Category Owner	How is Category Owner determined?	Additional Required Case Fields
Complaint/ Research/General Inquiry	Applying for Student Aid (FAFSA)	Completing the FAFSA	CustExp - FSAIC	Category + Subcategory	N/A
		Creating or Resetting an FSA ID	TechOffice - FSA ID	Category + Subcategory	N/A
		Dependency Status	CustExp - CPS	Category + Subcategory	N/A
		Drug Related Offense(s)	CustExp - CPS	Category + Subcategory	N/A
		Expected Family Contribution (EFC)	CustExp - CPS	Category + Subcategory	N/A
		FAFSA Customer Experience	CustExp - FSAIC	Category + Subcategory	N/A
		FAFSA Verification	CustExp - CPS	Category + Subcategory	N/A
		FSA ID Log-in Issue	TechOffice - FSA ID	Category + Subcategory	N/A
		IRS Data Retrieval Tool (DRT)	CustExp - CPS	Category + Subcategory	N/A
	Valid Social Security Number	CustExp - CPS	Category + Subcategory	N/A	
	Credit Reporting	Adverse Reporting by Current Servicer	CustExp - Ombudsman	Category + Subcategory	Primary Servicer
		Adverse Reporting by Previous Servicer	Bus Ops - Escalated Issues	Category + Subcategory	Primary Servicer Associated Entity
		Allegations of Incorrect Credit Reporting	CustExp - Ombudsman	Category + Subcategory	Associated Entity
		Default Notation after Rehabilitation	CustExp - Ombudsman	Category + Subcategory	Associated Entity
	Disbursing Student Financial Aid	Adverse Credit and/or Documenting Extenuating Circumstances (PLUS)	BusOps - Grant & Loan Program	Category + Subcategory	N/A
		Eligibility	BusOps - Grant & Loan Program	Category + Subcategory	Primary School
		FSEOG, Work-Study, and/or Perkins (Pay Out) Process	BusOps - Grant & Loan Program	Category + Subcategory	Primary School
		Grant Disbursement (Pay Out) Process (Pell, TEACH, Iraq and Afghanistan Service Grant)	BusOps - Grant & Loan Program	Category + Subcategory	Primary School
		Loan Disbursement (Pay Out) Process	BusOps - Grant & Loan Program	Category + Subcategory	Primary School
		StudentLoans.gov Counseling	COD Contractor	Category + Subcategory	N/A
		StudentLoans.gov Documentation	COD Contractor	Category + Subcategory	N/A
	Public Service Loan Forgiveness (PSLF) Program	Direct Loan Eligibility	BusOps - PSLF	Category + Subcategory	Primary Servicer
		Employment Certification Form	BusOps - PSLF	Category + Subcategory	Primary Servicer
		PSLF Applications	BusOps - PSLF	Category + Subcategory	Primary Servicer
		Qualifying Employment or Employer	BusOps - PSLF	Category + Subcategory	Primary Servicer
		Qualifying Monthly Payments	BusOps - PSLF	Category + Subcategory	Primary Servicer
		Qualifying Repayment Plan	BusOps - PSLF	Category + Subcategory	Primary Servicer
	Repaying Student Financial Aid	Borrower Defense to Repayment Loan Forgiveness	Federal Loan Servicer/CustExp - Ombudsman	Category + Subcategory + Servicer	Primary Servicer
		Loan Accuracy	Federal Loan Servicer/CustExp - Ombudsman	Category + Subcategory + Servicer	Primary Servicer
		Loan Capitalized Interest	Federal Loan Servicer/CustExp - Ombudsman	Category + Subcategory + Servicer	Primary Servicer
		Loan Consolidation	Federal Loan Servicer/CustExp - Ombudsman	Category + Subcategory + Servicer	Primary Servicer
		Loan Delinquency or Default	CustExp - Ombudsman	Category + Subcategory	Primary Servicer
		Loan Discharge, Cancellation, or Forgiveness	Federal Loan Servicer/CustExp - Ombudsman	Category + Subcategory + Servicer	Primary Servicer
		Loan Fees	Federal Loan Servicer/CustExp - Ombudsman	Category + Subcategory + Servicer	Primary Servicer
		Loan Forbearance or Deferment	Federal Loan Servicer/CustExp - Ombudsman	Category + Subcategory + Servicer	Primary Servicer
		Loan Interest Rates	Federal Loan Servicer/CustExp - Ombudsman	Category + Subcategory + Servicer	Primary Servicer
		Loan Payment Amount	Federal Loan Servicer/CustExp - Ombudsman	Category + Subcategory + Servicer	Primary Servicer
		Loan Repayment Plan	Federal Loan Servicer/CustExp - Ombudsman	Category + Subcategory + Servicer	Primary Servicer
		National Student Loan Data System (NSLDS®) database	Bus Ops - NSLDS	Category + Subcategory	Primary Servicer
		SCRA Interest Rates	Federal Loan Servicer/CustExp - Ombudsman	Category + Subcategory + Servicer	Primary Servicer
		TEACH Grant	Federal Loan Servicer (FedLoan Servicing)	Category + Subcategory	Primary Servicer
		Third-Party Debt Relief	Federal Loan Servicer/CustExp - Ombudsman	Category + Subcategory + Servicer	Primary Servicer
	Total and Permanent Disability (TPD) Discharge	Federal Loan Servicer (Nelnet)	Category + Subcategory	Primary Servicer	
	Repaying Student Financial Aid - In Default	Collection Fees	CustExp - Ombudsman	Category + Subcategory	Collection Agency
		Collection Practices	CustExp - Ombudsman	Category + Subcategory	Collection Agency
		Treasury Offset Program (TOP)	DMCS Contractor	Category + Subcategory	Collection Agency
		Wage Garnishment	CustExp - Ombudsman	Category + Subcategory	Collection Agency
Accreditation	Administrative Capability	Program Compliance	Category + Subcategory	Primary School	
	Borrower Choice (FFEL only)	Program Compliance	Category + Subcategory	Primary School	
	Change in Degree Plan/Requirements	Program Compliance	Category + Subcategory	Primary School	
	Delays Receiving Aid	Program Compliance	Category + Subcategory	Primary School	
	Distance Education	Program Compliance	Category + Subcategory	Primary School	
	Financial Allegations (Tuition and Fee Charges)	Program Compliance	Category + Subcategory	Primary School	

Case Type	Category	Subcategory	Anticipated Routing Owner & Existing Category Owner	How is Category Owner determined?	Additional Required Case Fields
	School	FSEOG, Work-Study, and/or Perkins (Pay Out) Process	Program Compliance	Category + Subcategory	Primary School
		Grades	Program Compliance	Category + Subcategory	Primary School
		Grant Disbursement (Pay Out) Process (Pell, TEACH, Iraq and Afghanistan Service Grant)	Program Compliance	Category + Subcategory	Primary School
		Grant Repayment Due to Withdrawal or Overpayment	Program Compliance	Category + Subcategory	Primary School Primary Servicer
		Lender Inducements (FFEL only)	Program Compliance	Category + Subcategory	Primary School
		Loan Disbursement (Pay Out) Process	Program Compliance	Category + Subcategory	Primary School
		Loan Repayment Due to Withdrawal or Overpayment	Program Compliance	Category + Subcategory	Primary School Primary Servicer
		Military and Veteran Benefits	Program Compliance	Category + Subcategory	Primary School
		Misrepresentation	Program Compliance	Category + Subcategory	Primary School
		PLUS Disbursement (Pay Out) Process	Program Compliance	Category + Subcategory	Primary School
		Postgraduate Job Opportunities	Program Compliance	Category + Subcategory	Primary School
		Third-Party Debt Relief	Program Compliance	Category + Subcategory	Primary School
		School Closure	Program Compliance	Category + Subcategory	Primary School
		School Owes Me Money (Credit Balance Refund)	Program Compliance	Category + Subcategory	Primary School
		School Participation in Federal Student Aid Programs	Program Compliance	Category + Subcategory	Primary School
		School Quality of Education	Program Compliance	Category + Subcategory	Primary School
		School Recruiting and/or Marketing Practices	Program Compliance	Category + Subcategory	Primary School
		TEACH Grant Eligibility	Program Compliance	Category + Subcategory	Primary School
	Transfer Credits to New School	Program Compliance	Category + Subcategory	Primary School	
	Student Eligibility	Academic Qualifications (High School Diploma or GED)	Program Compliance	Category + Subcategory	Primary School
		Aggregate Loan Limit	Program Compliance	Category + Subcategory	Primary School
		Citizenship/ Eligible Non-Citizen	Program Compliance	Category + Subcategory	Primary School
		Conflicting Information	Program Compliance	Category + Subcategory	Primary School
		Cost of Attendance (COA)/ Financial Need	Program Compliance	Category + Subcategory	Primary School
		Dependency Status	Program Compliance	Category + Subcategory	Primary School
		Eligible & Ineligible Programs of Study	Program Compliance	Category + Subcategory	Primary School
		Expected Family Contribution (EFC)	Program Compliance	Category + Subcategory	Primary School
		FAFSA Verification	Program Compliance	Category + Subcategory	Primary School
		Ineligible for Federal Aid due to Customer's Repayment Status In Default	Program Compliance	Category + Subcategory	Primary School Collection Agency
		Pell Grant Lifetime Eligibility Used (LEU)	Program Compliance	Category + Subcategory	Primary School
		Professional Judgement	Program Compliance	Category + Subcategory	Primary School
		Satisfactory Academic Progress (SAP)	Program Compliance	Category + Subcategory	Primary School
		Selective Service Registration	Program Compliance	Category + Subcategory	Primary School
		Unusual Enrollment History (UEH)	Program Compliance	Category + Subcategory	Primary School
		Valid Social Security Number	Program Compliance	Category + Subcategory	Primary School
U.S. Department of Education Customer Support		Confusing Web Navigation	Owner of Entity	Category + Subcategory + Associated Entity	Associated Entity
	Dissatisfied with Level of Support	Owner of Entity	Category + Subcategory + Associated Entity		
	Incorrect or Incomplete Information	Owner of Entity	Category + Subcategory + Associated Entity		
	Site Error Message	Owner of Entity	Category + Subcategory + Associated Entity		
	Unclear or Insufficient Directions	Owner of Entity	Category + Subcategory + Associated Entity		
	Unprofessional Behavior	Owner of Entity	Category + Subcategory + Associated Entity		
	Website Outage	Owner of Entity	Category + Subcategory + Associated Entity		
Suspicious Activity	Allegation of Identity Theft	N/A	CustExp - Ombudsman	Category	Primary Servicer
	Allegation of Misuse of ED Resources	N/A	Program Compliance	Category	N/A
	Allegation of Misuse of FSA ID	N/A	TechOffice - FSA ID	Category	Primary Servicer
	Allegation of Misuse of FSA Intellectual Property or Claim of an ED Affiliation	N/A	Program Compliance	Category	Primary Servicer
	Allegation of Whistleblower	N/A	Program Compliance	Category	Primary School
Positive Feedback	My Collection Agency	N/A	Collection Agency	Category + Collection Agency	Collection Agency
	My Customer Service Experience	N/A	Owner of Entity	Category + Associated Entity	Associated Entity
	My School	N/A	Program Compliance	Category	Primary School
	My Servicer	N/A	Federal Loan Servicer/CustExp - Ombudsman	Category + Servicer	Primary Servicer
	U.S. Department of Education Web Site, Application, or Service	N/A	Owner of Entity	Category + Associated Entity	Associated Entity