Case Type	Customer Category	Customer Subcategory	Additional Question	Additional Questions (Customer Story)	Case Routing	Release
	Applying for Aid (FAFSA® Form) or My FSA ID	My FAFSA® Form		- Have you reached out to the Federal Student Aid Information Center at 1-800-4-FED-AID (1-800-433-3243) regarding this issue? (Field Type = Picklist) Please select your school. (Field Type = Lookup) - Please select your branch or campus. (Field Type = Picklist, dependent on selection in "Please select your school." question) - Have you contacted your school regarding this issue? (Field Type = Picklist) - Please describe your experience filling out the FAFSA* form. (Field Type = Text) - What do you think would be a fair outcome to your issue? (Field Type = Text)	Understanding FSA BPO Intake	5.6
		My FSA ID		- Have you reached out to the Federal Student Aid Information Center at 1-800-4-FED-AID (1-800-433-3243) regarding this issue? (Field Type = Picklist) - Please describe your feedback regarding the FSA ID. (Field Type = Text) - What do you think would be a fair outcome to your issue? (Field Type = Text)	Understanding FSA BPO Intake	5.6
		Dealing with a Customer Service Center		- What is the name of the customer contact center you interacted with? (Field Type = Picklist) - Please describe your customer service experience. (Field Type = Text) - What do you think would be a fair outcome to your issue? (Field Type = Text)	Understanding FSA BPO Intake	5.6
		Website or Online Experience		- Which website were you on? (Field Type = Picklist) - Please describe your website or online experience. (Field Type = Text) - What do you think would be a fair outcome to your issue? (Field Type = Text)	Understanding FSA BPO Intake	5.6
		None of These Topics Apply to Me	N/A	- Have you reached out to the Federal Student Aid Information Center at 1-800-4-FED-AID (1-800-433-3243) regarding this issue? (Field Type = Picklist) - Please describe your experience filling out the FAFSA® form. (Field Type = Text) - What do you think would be a fair outcome to your issue? (Field Type = Text)	Understanding FSA BPO Intake	5.6
		My Aid Eligibility		- What do you think would be a fair outcome to your issue: (i leid Type - Text)	Understanding FSA BPO	5.6
<u><u>=</u></u>		Getting My Money		- Please select your school. (Field Type = Lookup)	Understanding FSA BPO	5.6
mpla				- Please select your branch or campus. (Field Type = Picklist, dependent on selection in "Please select	Intake Understanding FSA BPO	
/cor		My Military and Veterans Benefits		your school." question) - Have you contacted your school regarding this issue? (Field Type = Picklist)	Intake	5.6
Dispute/Complaint		Quality of Education at My School		- Have you reached out to the U.S. Department of Education or your guaranty agency regarding this	Understanding FSA BPO Intake	5.6
Dis		My School Closed		issue? (Field Type = Picklist) - Please describe the issue you have with your school. (Field Type = Text)	Understanding FSA BPO	5.6
	Receiving My Aid			- What do you think would be a fair outcome to your issue? (Field Type = Text)	Intake Understanding FSA BPO	
		None of These Topics Apply to Me			Intake	5.6
		Website or Online Experience		 Which website were you on? (Field Type = Picklist) Please describe your website or online experience. (Field Type = Text) What do you think would be a fair outcome to your issue? (Field Type = Text) 	Understanding FSA BPO Intake	5.6
		Dealing with a Customer Service Center		- What is the name of the customer contact center you interacted with? (Field Type = Picklist) - Please describe your customer service experience. (Field Type = Text) - What do you think would be a fair outcome to your issue? (Field Type = Text) If Yes	Understanding FSA BPO Intake	5.6
	Repaying My Aid	Details About My Loan or Grant Account		- What is the name of your collection agency? (Field Type = Picklist) - Have you contacted your collection agency regarding this issue? (Field Type = Picklist) - Have you reached out to the U.S. Department of Education or your guaranty agency regarding this issue? (Field Type = Picklist) - Have you worked with another entity, such as a student loan debt relief company or also known as a third-party debt relief company, regarding this issue? - Please describe the issue you have repaying your loans or grants. (Field Type = Text)	Understanding FSA BPO Intake	5.6
		Trouble Repaying My Loans or Grants			Understanding FSA BPO Intake	5.6
		Discharging, Cancelling, or Forgiving My Loans	Are your loans in default? (Yes/No)	- What do you think would be a fair outcome to your issue? (Field Type = Text)	Understanding FSA BPO Intake	5.6
		My Military and Veterans Benefits		If No - What is the name of your servicer? (Field Type = Picklist)	Understanding FSA BPO Intake	5.6
		None of These Topics Apply to Me		 - Have you contacted your servicer regarding this issue? (Field Type = Picklist) - Have you reached out to the U.S. Department of Education or your guaranty agency regarding this issue? (Field Type = Picklist) 	Understanding FSA BPO Intake	5.6
		Dealing with My Servicer		- Have you worked with another entity, such as a student loan debt relief company or also known as a - What is the name of your servicer? (Field Type = Picklist) - Have you contacted your servicer regarding this issue? (Field Type = Picklist) - Have you reached out to the U.S. Department of Education or your guaranty agency regarding this issue? (Field Type = Picklist) - Have you worked with another entity, such as a student loan debt relief company or also known as a third-party debt relief company, regarding this issue? - Please describe the issue you have renaving your loans or grants. (Field Type = Text)	Understanding FSA BPO Intake	5.6
		Dealing with My Collection Agency	,	- What is the name of your collection agency? (Field Type = Picklist) - Have you contacted your collection agency regarding this issue? (Field Type = Picklist) - Have you reached out to the U.S. Department of Education or your guaranty agency regarding this issue? (Field Type = Picklist) - Have you worked with another entity, such as a student loan debt relief company or also known as a third-party debt relief company, regarding this issue? - Please describe the issue you have repaying your loans or grants. (Field Type = Text) - What do you think would be a fair outcome to your issue? (Field Type = Text)	Understanding FSA BPO Intake	5.6
		Website or Online Experience		 - Which website were you on? (Field Type = Picklist) - Please describe your website or online experience. (Field Type = Text) - What do you think would be a fair outcome to your issue? (Field Type = Text) 	Understanding FSA BPO Intake	5.6
Positive Feedback	My School			- Please select your school. (Field Type = Lookup) - Please select your branch or campus. (Field Type = Picklist, dependent on selection in "Please select your school." question) - Please describe the positive feedback you have for your school below. (Field Type = Text)	Understanding FSA BPO Intake	5.6
	My Servicer			- What is the name of your servicer? (Field Type = Picklist) - Please describe the positive feedback you have for your servicer below. (Field Type = Text)	Understanding FSA BPO Intake	5.6
	My Collection Agency	N/A	N/A	- What is the name of your collection agency? (Field Type = Picklist) - Please describe the positive feedback you have for your collection agency below. (Field Type = Text)	Understanding FSA BPO Intake	5.6
	My Customer Service Experience			- What is the name of the customer contact center you would like to compliment? (Field Type = Picklist) - Please describe the positive feedback you have for the contact center below. (Field Type = Text)	Understanding FSA BPO Intake Understanding FSA BPO	5.6
	U.S. Department of Education Website, Application, or Service			- Please describe the positive feedback you have for the website, application, or service below. (Field Type = Text)		5.6
	None of These Topics Apply to Me			- Please describe the positive feedback you have below. (Field Type = Text)	Understanding FSA BPO Intake	5.6

Case Type	Category	Subcategory	Category Owner	Anticipated Routing	How is Category Owner determined?	Additional Required Case
		Completing the	CustExp - FSAIC	CustExp - FSAIC	Category + Subcategory	Fields N/A
		FAFSA Creating or Resetting an FSA ID	TechOffice - FSA ID	TechOffice - FSA ID	Category + Subcategory	N/A
		Dependency Status Drug Related	CustExp - CPS	CustExp - CPS CustExp - CPS	Category + Subcategory	N/A N/A
		Offense(s) Expected Family	CustExp - CPS CustExp - CPS	CustExp - CPS	Category + Subcategory Category + Subcategory	N/A
	Applying for Student Aid (FAFSA)	Contribution (EFC) FAFSA Customer	CustExp - FSAIC	CustExp - FSAIC	Category + Subcategory Category + Subcategory	N/A
		Experience FAFSA Verification FSA ID Log-in Issue	CustExp - CPS TechOffice - FSA ID	CustExp - CPS TechOffice - FSA ID	Category + Subcategory Category + Subcategory Category + Subcategory	N/A N/A
		IRS Data Retrieval Tool (DRT)	CustExp - CPS	CustExp - CPS	Category + Subcategory Category + Subcategory	N/A
		Valid Social Security Number	CustExp - CPS	CustExp - CPS	Category + Subcategory	N/A
		Adverse Reporting by Current Servicer	CustExp - Ombudsman	CustExp - Ombudsman	Category + Subcategory	Primary Servicer
	Credit Reporting	Adverse Reporting by Previous Servicer	Bus Ops - Escalated Issues	Bus Ops - Escalated Issues	Category + Subcategory	Primary Servicer Associated Entity
		Allegations of Incorrect Credit	CustExp - Ombudsman	CustExp - Ombudsman	Category + Subcategory	Associated Entity
		Reporting Default Notation after Rehabilitation	CustExp - Ombudsman	CustExp - Ombudsman	Category + Subcategory	Associated Entity
		Adverse Credit and/or Documenting Extenuating Circumstances (PLUS)	BusOps - Grant & Loan Program	BusOps - Grant & Loan Program	Category + Subcategory	N/A
		Eligibility	BusOps - Grant & Loan Program	BusOps - Grant & Loan Program	Category + Subcategory	Primary School
		FSEOG, Work-Study, and/or Perkins (Pay Out) Process	BusOps - Grant & Loan Program	BusOps - Grant & Loan Program	Category + Subcategory	Primary School
	Disbursing Student Financial Aid	Grant Disbursement (Pay Out) Process (Pell, TEACH, Iraq and Afghanistan Service Grant)	BusOps - Grant & Loan Program	BusOps - Grant & Loan Program	Category + Subcategory	Primary School
		Loan Disbursement (Pay Out) Process	BusOps - Grant & Loan Program	BusOps - Grant & Loan Program	Category + Subcategory	Primary School
		StudentLoans.gov Counseling (Deactivated)	COD Contractor	COD Contractor	Category + Subcategory	N/A
		StudentLoans.gov Documentation	COD Contractor	COD Contractor	Category + Subcategory	N/A
		(Deactivated) StudentAid.gov Documentation	DCC Queue	COD Contractor	Category + Subcategory	N/A
		Direct Loan Eligibility	BusOps - PSLF	ECS FedLoan Servicing Queue	Category + Subcategory	Primary Servicer
		Employment Certification Form	BusOps - PSLF	ECS FedLoan Servicing Queue	Category + Subcategory	Primary Servicer
	Public Samiles I F ' COST F	PSLF Applications	BusOps - PSLF	ECS FedLoan Servicing Queue	Category + Subcategory	Primary Servicer
	Public Service Loan Forgiveness (PSLF) Program	Qualifying Employment or	BusOps - PSLF	ECS FedLoan Servicing	Category + Subcategory	Primary Servicer
		Employer Qualifying Monthly	BusOps - PSLF	Queue ECS FedLoan Servicing	Category + Subcategory	Primary Servicer
-		Payments Qualifying Repayment	BusOps - PSLF BusOps - PSLF	Queue ECS FedLoan Servicing	Category + Subcategory Category + Subcategory	Primary Servicer
		Plan Borrower Defense to Repayment Loan	Federal Loan Servicer/CustExp -	Queue Federal Loan Servicer/Tier 1	Category + Subcategory +	Primary Servicer
		Forgiveness	Ombudsman Federal Loan	Federal Loan Servicer/Tier 1	Servicer Category + Subcategory +	Primary Servicer
		Loan Accuracy	Servicer/CustExp - CustExp - Ombudsman Federal Loan	Federal Loan	Servicer	
		Loan Capitalized Interest	Servicer/CustExp - Ombudsman Federal Loan	Servicer/Tier 1 Federal Loan	Category + Subcategory + Servicer	Primary Servicer
		Loan Consolidation	Servicer/CustExp - Ombudsman	Servicer/Tier 1	Category + Subcategory + Servicer	Primary Servicer
		Loan Delinquency or Default	CustExp - Ombudsman	CustExp - Ombudsman	Category + Subcategory	Primary Servicer
		Loan Discharge, Cancellation, or	Federal Loan Servicer/CustExp -	Federal Loan Servicer/Tier 1	Category + Subcategory + Servicer	Primary Servicer
		Forgiveness Loan Fees	Ombudsman Federal Loan Servicer/CustExp -	Federal Loan Servicer/Tier 1	Category + Subcategory + Servicer	Primary Servicer
		Loan Forbearance or	Ombudsman Federal Loan Servicer/CustExp -	Federal Loan Servicer/Tier 1	Category + Subcategory +	Primary Servicer
	Repaying Student Financial Aid	Deferment	Ombudsman Federal Loan	Federal Loan	Servicer Category + Subcategory +	Primary Servicer
		Loan Interest Rates	Servicer/CustExp - Ombudsman Federal Loan	Servicer/Tier 1 Federal Loan	Servicer	
		Loan Payment Amount	Servicer/CustExp - Ombudsman	Servicer/Tier 1	Category + Subcategory + Servicer	Primary Servicer
		Loan Repayment Plan	Federal Loan Servicer/CustExp -	Federal Loan Servicer/Tier 1	Category + Subcategory + Servicer	Primary Servicer
		National Student Loan	Ombudsman Dua Ona NSI DS	Due O Not Do		Primary Servicer
		Data System (NSLDS®) database	Bus Ops - NSLDS Federal Loan	Bus Ops - NSLDS Federal Loan	Category + Subcategory	
		SCRA Interest Rates	Servicer/CustExp - Ombudsman	Servicer/Tier 1	Category + Subcategory + Servicer	Primary Servicer
		TEACH Grant	Federal Loan Servicer (FedLoan Servicing)	ECS FedLoan Servicing Queue	Category + Subcategory	Primary Servicer
		Third-Party Debt Relief	Federal Loan Servicer/CustExp -	Federal Loan Servicer/Tier 1	Category + Subcategory + Servicer	Primary Servicer
		Total and Permanent Disability (TPD)	Ombudsman Federal Loan Servicer (Nelnet)		Category + Subcategory	Primary Servicer
		Disability (TPD) Discharge Collection Fees	CustExp - Ombudsman	CustExp - Ombudsman	Category + Subcategory Category + Subcategory	Collection Agency
Complaint/		Collection Practices	CustExp - Ombudsman CustExp - Ombudsman	CustExp - Ombudsman CustExp - Ombudsman	Category + Subcategory Category + Subcategory	Collection Agency
search/General Inquiry	Repaying Student Financial Aid - In Default	Treasury Offset	DMCS Contractor	CustExp - Ombudsman CustExp - Ombudsman	Category + Subcategory Category + Subcategory	Collection Agency
		Program (TOP) Wage Garnishment	CustExp - Ombudsman	DMCS Contractor Queue	Category + Subcategory Category + Subcategory	Collection Agency
		Accreditation Administrative	Program Compliance	Program Compliance	Category + Subcategory	Primary School
		Capability Borrower Choice	Program Compliance	Program Compliance	Category + Subcategory	Primary School
		(FFEL only) Change in Degree	Program Compliance Program Compliance	Program Compliance	Category + Subcategory	Primary School Primary School
		-	Liogram Compliance	Program Compliance	Category + Subcategory	1
		Plan/ Requirements Delays Receiving Aid	Program Compliance	Program Compliance	Category + Subcategory	Primary School

Case Type	Category	Subcategory	Category Owner	Anticipated Routing	How is Category Owner determined?	Additional Required Case Fields	
		Financial Allegations (Tuition and Fee Charges)	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		FSEOG, Work-Study, and/or Perkins (Pay Out) Process	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Grades Grant Disbursement	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		(Pay Out) Process (Pell, TEACH, Iraq and Afghanistan Service Grant)	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Grant Repayment Due to Withdrawal or	Program Compliance	Program Compliance	Category + Subcategory	Primary School Primary Servicer	
		Overpayment Lender Inducements	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
	School	(FFEL only) Loan Disbursement (Pay Out) Process	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Loan Repayment Due to Withdrawal or Overpayment	Program Compliance	Program Compliance	Category + Subcategory	Primary School Primary Servicer	
		Military and Veteran Benefits Miscappasentation	Program Compliance Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Misrepresentation PLUS Disbursement (Pay Out) Process	Program Compliance Program Compliance	Program Compliance Program Compliance	Category + Subcategory Category + Subcategory	Primary School Primary School	
		Postgraduate Job Opportunities	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		School Closure School Owes Me	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Money (Credit Balance Refund)	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		School Participation in Federal Student Aid Programs	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		School Quality of Education	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		School Recruiting and/or Marketing Practices	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		TEACH Grant Eligibility	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Transfer Credits to New School	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Academic Qualifications (High School Diploma or GED)	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Aggregate Loan Limit	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Citizenship/ Eligible Non-Citizen	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Conflicting Information	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Cost of Attendance (COA)/ Financial Need	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Dependency Status	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Eligible & Ineligible Programs of Study	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
	Student Eligibility	Expected Family Contribution (EFC)	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		FAFSA Verification	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Ineligible for Federal Aid due to Customer's Repayment Status In Default	Program Compliance	Program Compliance	Category + Subcategory	Primary School Collection Agency	
		Pell Grant Lifetime Eligibility Used (LEU)	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Professional Judgement	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Satisfactory Academic Progress (SAP)	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Selective Service Registration	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Unusual Enrollment History (UEH)	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Valid Social Security Number	Program Compliance	Program Compliance	Category + Subcategory	Primary School	
		Confusing Web	Owner of Entity	Owner of Entity	Category + Subcategory +		
		Navigation Dissatisfied with Level of Support	Owner of Entity	Owner of Entity	Associated Entity Category + Subcategory + Associated Entity		
		Incorrect or Incomplete Information	Owner of Entity	Owner of Entity	Category + Subcategory + Associated Entity		
	U.S. Department of Education Customer Support	Site Error Message	Owner of Entity	Owner of Entity	Category + Subcategory + Associated Entity	Associated Enti	
		Unclear or Insufficient Directions	Owner of Entity	Owner of Entity	Category + Subcategory + Associated Entity	1	
		Unprofessional Behavior	Owner of Entity	Owner of Entity	Category + Subcategory + Associated Entity		
		Website Outage	Owner of Entity	Owner of Entity	Category + Subcategory + Associated Entity	1	
	Allegation of Identity Theft	N/A	CustExp - Ombudsman	CustExp - Ombudsman	Category	Primary Servicer	
	Allegation of Misuse of ED Resources	N/A	Program Compliance	Program Compliance	Category	N/A	
Suspicious Activity	Allegation of Misuse of FSA ID	N/A	TechOffice - FSA ID	TechOffice - FSA ID	Category	Primary Servicer	
	Allegation of Misuse of FSA Intellectual Property or Claim of an ED Affiliation	N/A	Program Compliance	Program Compliance	Category	Primary Servicer	
	Allegation of Whistleblower	N/A	Program Compliance	Program Compliance	Category	Primary School	
	My Collection Agency	N/A	Collection Agency	Collection Agency	Category + Collection Agency	Collection Agenc	
	My Customer Service Experience	N/A	Owner of Entity	Owner of Entity	Category + Associated Entity	Associated Entity	
	,	i e		+	†	Primary School	
ositive Feedback	My School	N/A	Program Compliance	Program Compliance	Category	Timary School	
Positive Feedback		N/A	Program Compliance Federal Loan Servicer/CustExp - Ombudsman	Program Compliance Federal Loan Servicer/Tier 1	Category + Servicer	Primary Servicer	