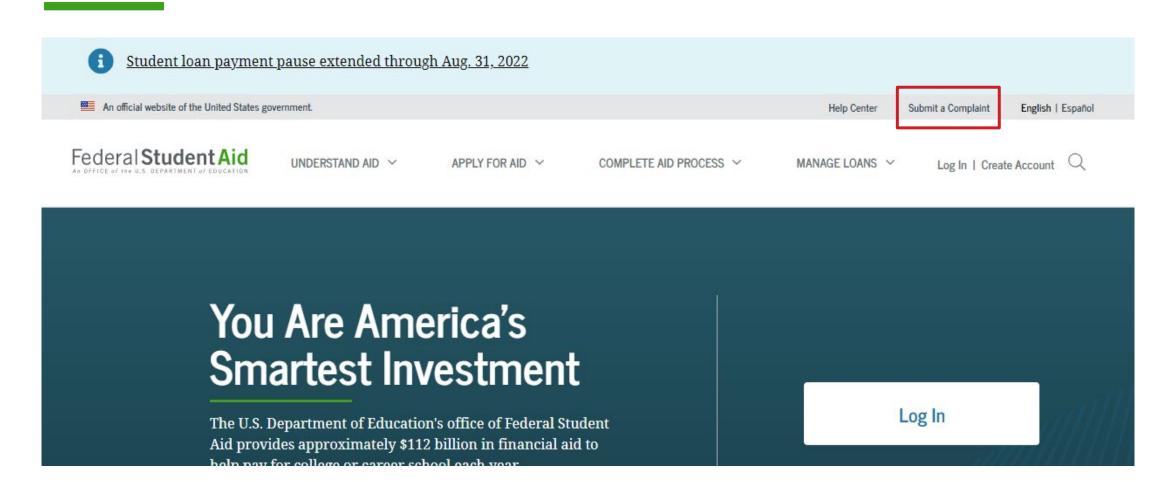
# FSA FEEDBACK AND DISPUTE SYSTEM

*May 17, 2022* 





# **NAVIGATING ON STUDENTAID.GOV**





# LAUNCHING THE FDMS PORTAL



UNDERSTAND AID V

APPLY FOR AID ~

COMPLETE AID PROCESS ~

MANAGE LOANS ~

Log In | Create Account

## Submit a Complaint

Your complaints are important to us. You can submit a complaint (about an issue, suspicious activity, or scam) or review an already-submitted case. If your complaint isn't resolved, reach out to the Ombudsman Group by logging in, adding information to your existing case, and requesting to escalate to the Ombudsman Group.



### Submit a Complaint ?

Submit a complaint or report a suspicious activity or scam, on behalf of yourself or someone else.

**Submit Complaint** 



#### Share Positive Feedback

Share positive feedback about your financial aid experience.

Share Positive Feedback



### Manage My Cases

Log in to your account to view, track, or update your case(s).

Manage Cases



## OPTIONS TO SUBMIT WITH OR WITHOUT LOGGING IN



UNDERSTAND AID Y

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Q

## Submit a Complaint

## Log In

Using your account username and password (FSA ID), you will be able to submit, review, and manage your cases more easily. It will also be simpler for us to contact and update you on your complaint.

Log In

Create an Account

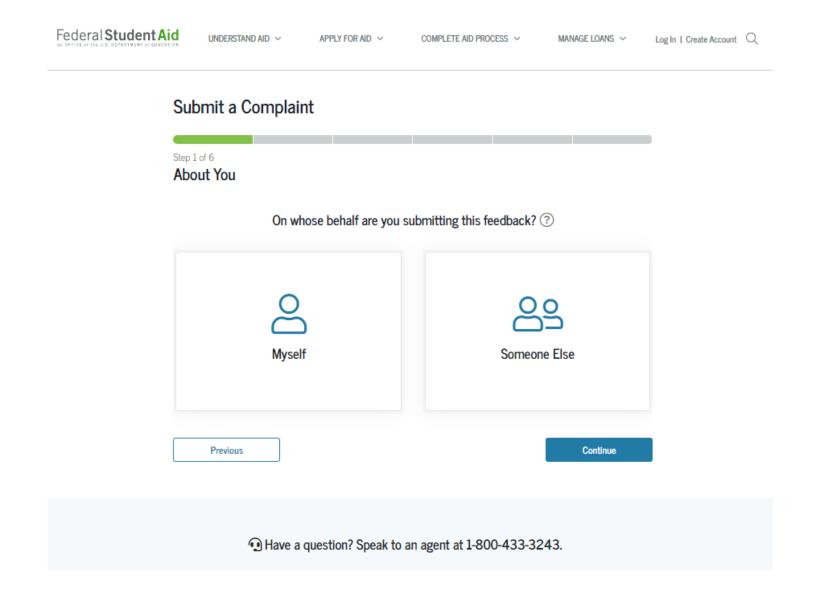
## Continue Without Logging In

You may submit a complaint without logging in using your account username and password (FSA ID); however, most cases require the U.S. Department of Education to review your federal student aid history and it may take longer to research and resolve your complaint.

Continue Without Logging In



## SUBMIT ON BEHALF OF YOURSELF OR A THIRD PARTY





# **CONTACT INFORMATION**



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## Submit a Complaint

Step 1 of 6

#### **About You**

Would you like to share your contact information so we can reach out to you about your case?



You may proceed anonymously; however, you won't receive a response and you'll skip the step to provide your contact information later in this process.



Yes, I'd like to share my contact info.



No, I'd like to remain anonymous.

Previous

Continue



# **SELECTING A CATEGORY**

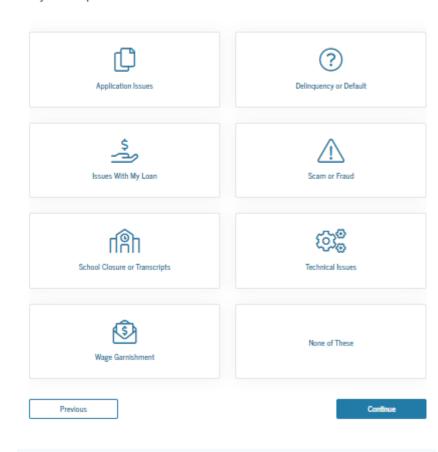
## Submit a Complaint

Step 2 of 6

Common Complaints

Skip This Page >

Before you decide to submit your complaint, consider reviewing some resources you may be able to use to resolve your issue faster on your own. Select a complaint type that may apply to you and explore related links.



1 Have a question? Speak to an agent at 1-800-433-3243.



## SELECTING A SUBCATEGORY

#### Submit a Complaint

Step 3 of 6 Filter Your Complaint Now let's select the category and subcategory of your complaint. This will help us further refine your issue and ensure it reaches the right people. Repaying My Aid RECOMMENDED This category includes making payments; loan consolidation; information about your loan(s) or grant(s) with a servicer or private collection agency; and loan forgiveness, cancellation, or discharge. SELECT SUBCATEGORY Dealing with My Servicer (i) Trouble Repaying My Loans or Grants O Discharging, Canceling, or Forgiving My Loans Website or Online Experience Details About My Loan or Grant Account Dealing with My Collection Agency My Military and Veterans Benefits None of These Topics Applies to Me Receiving My Aid This category includes aid eligibility (including military and veterans benefits), receiving federal aid (including delays, incorrect information, or a school closure), or concerns relating to the quality of education. View More ✓ Applying for Aid (FAFSA® Form) This category includes feedback about your experience using the Free Application for Federal Student Aid (FAFSA®) form. View More ✓

This category includes feedback about your experience creating or using your account

View More ✓

username and password (FSA ID).

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# **COMPLAINT NARRATIVES**

Submit a Complaint

Step 4 of 6

Describe Your Issue	What
Next, describe your issue. Providing detailed information will make it easier for us to respond to you effectively.	ED-
	Have
Dealing With My Servicer	Ye
This includes feedback or issues pertaining to the communication or support you are receiving or attempting to receive from your loan servicer.	Have guara
	Ye
Please describe the issue you have repaying your loans or grants.	
Lorem ipsum	Have relief regard
What do you think would be a fair outcome to your issue?	Ye
Lorem ipsum	
	Pre
Upload a Document - optional	
Attach any documents that are relevant to your case.	
① Upload File	

	your servicer?	
ED-ACS	~	
lave you contacted	your servicer regarding this issue?	
Yes O No		
•	ut to the U.S. Department of Education or your applicable) regarding this issue? ⑦	
Yes O No		
	ith another entity, such as a student loan debt known as a third-party debt relief company), ②	

# **CONTACT INFORMATION**





Step 5 of 6

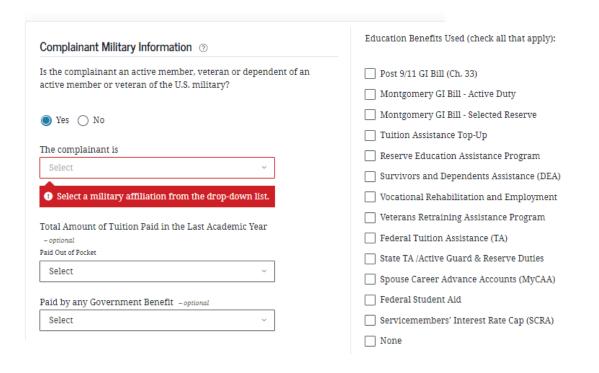
Your Contact Information

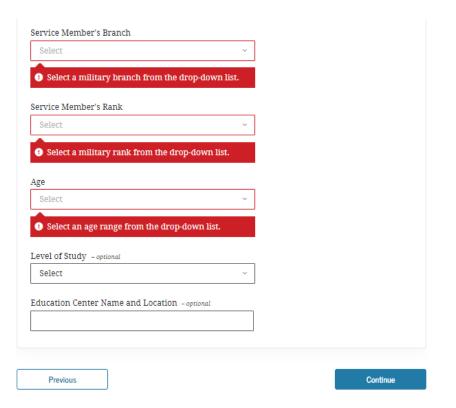
Please add complainant's information.

Complainant's Information ⊙	
Complainant's First Name	
Middle Initial -	
optional [	
Last Name	
Social Security Number-	
optional [	
Mobile Phone Number - optional ext optional	
Alternate Phone - optional ext optional	
Email Address	
Complainant Military Information ③	
s the complainant an active member, veteran or dependent of an	
ctive member or veteran of the U.S. military?	
Yes () No	
Previous	Continue



## MILITARY INFORMATION – PRINCIPLES OF EXCELLENCE







# **SUBMISSION PAGE**

## Submit a Complaint



