Case Type	Customer Category	Customer Subcategory	Additional Question	Additional Questions (Customer Story)	Case Routing	Release
Dispute/Complaint	Applying for Aid (FAFSA® Form) or My FSA ID	My FAFSA® Form	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 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		- 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
	Receiving My Aid	My Aid Eligibility		- 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) - Have you reached out to the U.S. Department of Education or your guaranty agency regarding this issue? (Field Type = Picklist) - Please describe the issue you have with your school. (Field Type = Text) - What do you think would be a fair outcome to your issue? (Field Type = Text)	Understanding FSA BPO Intake	5.6
		Getting My Money			Understanding FSA BPO Intake	5.6
		My Military and Veterans Benefits			Understanding FSA BPO Intake	5.6
		Quality of Education at My School			Understanding FSA BPO Intake	5.6
		My School Closed			Understanding FSA BPO Intake	5.6
		None of These Topics Apply to Me			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
		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
	Repaying My Aid	Details About My Loan or Grant Account	Are your loans in default? (Yes/No)	If Yes - 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) _____ If No - 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	Understanding FSA BPO Intake	5.6
		Trouble Repaying My Loans or Grants			Understanding FSA BPO Intake	5.6
		Discharging, Cancelling, or Forgiving My Loans			Understanding FSA BPO Intake	5.6
		My Military and Veterans Benefits			Understanding FSA BPO Intake	5.6
		None of These Topics Apply to Me			Understanding FSA BPO Intake	5.6
		Dealing with My Servicer	N/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 repaying 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	N/A	N/A	- 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			- 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	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)	Understanding FSA BPO Intake	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 Fields
Complaint/ Research/General Inquiry	Applying for Student Aid (FAFSA)	Completing the FAFSA	CustExp - FSAIC	CustExp - FSAIC	Category + Subcategory	N/A
		Creating or Resetting an FSA ID	TechOffice - FSA ID	TechOffice - FSA ID	Category + Subcategory	N/A
		Dependency Status	CustExp - CPS	CustExp - CPS	Category + Subcategory	N/A
		Drug Related Offense(s)	CustExp - CPS	CustExp - CPS	Category + Subcategory	N/A
		Expected Family Contribution (EFC)	CustExp - CPS	CustExp - CPS	Category + Subcategory	N/A
		FAFSA Customer Experience	CustExp - FSAIC	CustExp - FSAIC	Category + Subcategory	N/A
		FAFSA Verification	CustExp - CPS	CustExp - CPS	Category + Subcategory	N/A
		FSA ID Log-in Issue	TechOffice - FSA ID	TechOffice - FSA ID	Category + Subcategory	N/A
		IRS Data Retrieval Tool (DRT)	CustExp - CPS	CustExp - CPS	Category + Subcategory	N/A
		Valid Social Security Number	CustExp - CPS	CustExp - CPS	Category + Subcategory	N/A
	Credit Reporting	Adverse Reporting by Current Servicer	CustExp - Ombudsman	CustExp - Ombudsman	Category + Subcategory	Primary Servicer
		Adverse Reporting by Previous Servicer	Bus Ops - Escalated Issues	Bus Ops - Escalated Issues	Category + Subcategory	Primary Servicer Associated Entity
		Allegations of Incorrect Credit Reporting	CustExp - Ombudsman	CustExp - Ombudsman	Category + Subcategory	Associated Entity
		Default Notation after Rehabilitation	CustExp - Ombudsman	CustExp - Ombudsman	Category + Subcategory	Associated Entity
	Disbursing Student Financial Aid	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
		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 (Deactivated)	COD Contractor	COD Contractor	Category + Subcategory	N/A
		StudentAid.gov Documentation	DCC Queue	COD Contractor	Category + Subcategory	N/A
	Public Service Loan Forgiveness (PSLF) Program	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
		PSLF Applications	BusOps - PSLF	ECS FedLoan Servicing Queue	Category + Subcategory	Primary Servicer
		Qualifying Employment or Employer	BusOps - PSLF	ECS FedLoan Servicing Queue	Category + Subcategory	Primary Servicer
		Qualifying Monthly Payments	BusOps - PSLF	ECS FedLoan Servicing Queue	Category + Subcategory	Primary Servicer
		Qualifying Repayment Plan	BusOps - PSLF	ECS FedLoan Servicing Queue	Category + Subcategory	Primary Servicer
	Repaying Student Financial Aid	Borrower Defense to Repayment Loan Forgiveness	Federal Loan Servicer/CustExp - Ombudsman	Federal Loan Servicer/Tier 1	Category + Subcategory + Servicer	Primary Servicer
		Loan Accuracy	Federal Loan Servicer/CustExp - CustExp - Ombudsman	Federal Loan Servicer/Tier 1	Category + Subcategory + Servicer	Primary Servicer
		Loan Capitalized Interest	Federal Loan Servicer/CustExp - Ombudsman	Federal Loan Servicer/Tier 1	Category + Subcategory + Servicer	Primary Servicer
		Loan Consolidation	Federal Loan Servicer/CustExp - Ombudsman	Federal Loan Servicer/Tier 1	Category + Subcategory + Servicer	Primary Servicer
		Loan Delinquency or Default	CustExp - Ombudsman	CustExp - Ombudsman	Category + Subcategory	Primary Servicer
		Loan Discharge, Cancellation, or Forgiveness	Federal Loan Servicer/CustExp - Ombudsman	Federal Loan Servicer/Tier 1	Category + Subcategory + Servicer	Primary Servicer
		Loan Fees	Federal Loan Servicer/CustExp - Ombudsman	Federal Loan Servicer/Tier 1	Category + Subcategory + Servicer	Primary Servicer
		Loan Forbearance or Deferment	Federal Loan Servicer/CustExp - Ombudsman	Federal Loan Servicer/Tier 1	Category + Subcategory + Servicer	Primary Servicer
		Loan Interest Rates	Federal Loan Servicer/CustExp - Ombudsman	Federal Loan Servicer/Tier 1	Category + Subcategory + Servicer	Primary Servicer
		Loan Payment Amount	Federal Loan Servicer/CustExp - Ombudsman	Federal Loan Servicer/Tier 1	Category + Subcategory + Servicer	Primary Servicer
		Loan Repayment Plan	Federal Loan Servicer/CustExp - Ombudsman	Federal Loan Servicer/Tier 1	Category + Subcategory + Servicer	Primary Servicer
		National Student Loan Data System (NSLDS®) database	Bus Ops - NSLDS	Bus Ops - NSLDS	Category + Subcategory	Primary Servicer
		SCRA Interest Rates	Federal Loan Servicer/CustExp - Ombudsman	Federal Loan 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 - Ombudsman	Federal Loan Servicer/Tier 1	Category + Subcategory + Servicer	Primary Servicer
		Total and Permanent Disability (TPD) Discharge	Federal Loan Servicer (Nelnet)	ECS Nelnet Queue	Category + Subcategory	Primary Servicer
	Repaying Student Financial Aid - In Default	Collection Fees	CustExp - Ombudsman	CustExp - Ombudsman	Category + Subcategory	Collection Agency
		Collection Practices	CustExp - Ombudsman	CustExp - Ombudsman	Category + Subcategory	Collection Agency
		Treasury Offset Program (TOP)	DMCS Contractor	CustExp - Ombudsman	Category + Subcategory	Collection Agency
		Wage Garnishment	CustExp - Ombudsman	DMCS Contractor Queue	Category + Subcategory	Collection Agency
		Accreditation	Program Compliance	Program Compliance	Category + Subcategory	Primary School
		Administrative Capability	Program Compliance	Program Compliance	Category + Subcategory	Primary School
		Borrower Choice (FFEL only)	Program Compliance	Program Compliance	Category + Subcategory	Primary School
		Change in Degree Plan/ Requirements	Program Compliance	Program Compliance	Category + Subcategory	Primary School
		Delays Receiving Aid	Program Compliance	Program Compliance	Category + Subcategory	Primary School
		Distance Education	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
	School	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	Program Compliance	Program Compliance	Category + Subcategory	Primary School
		Grant Disbursement (Pay Out) Process (Pell, TEACH, Iraq and Afghanistan Service Grant)	Program Compliance	Program Compliance	Category + Subcategory	Primary School
		Grant Repayment Due to Withdrawal or Overpayment	Program Compliance	Program Compliance	Category + Subcategory	Primary School Primary Servicer
		Lender Inducements (FFEL only)	Program Compliance	Program Compliance	Category + Subcategory	Primary School
		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	Program Compliance	Program Compliance	Category + Subcategory	Primary School
		Misrepresentation	Program Compliance	Program Compliance	Category + Subcategory	Primary School
		PLUS Disbursement (Pay Out) Process	Program Compliance	Program Compliance	Category + Subcategory	Primary School
		Postgraduate Job Opportunities	Program Compliance	Program Compliance	Category + Subcategory	Primary School
		School Closure	Program Compliance	Program Compliance	Category + Subcategory	Primary School
		School Owes Me 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
	Student Eligibility	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
		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
	U.S. Department of Education Customer Support	Confusing Web Navigation	Owner of Entity	Owner of Entity	Category + Subcategory + Associated Entity	Associated Entity
		Dissatisfied with Level of Support	Owner of Entity	Owner of Entity	Category + Subcategory + Associated Entity	
		Incorrect or Incomplete Information	Owner of Entity	Owner of Entity	Category + Subcategory + Associated Entity	
		Site Error Message	Owner of Entity	Owner of Entity	Category + Subcategory + Associated Entity	
		Unclear or Insufficient Directions	Owner of Entity	Owner of Entity	Category + Subcategory + Associated Entity	
		Unprofessional Behavior	Owner of Entity	Owner of Entity	Category + Subcategory + Associated Entity	
		Website Outage	Owner of Entity	Owner of Entity	Category + Subcategory + Associated Entity	
Suspicious Activity	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
	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
Positive Feedback	My Collection Agency	N/A	Collection Agency	Collection Agency	Category + Collection Agency	Collection Agency
	My Customer Service Experience	N/A	Owner of Entity	Owner of Entity	Category + Associated Entity	Associated Entity
	My School	N/A	Program Compliance	Program Compliance	Category	Primary School
	My Servicer	N/A	Federal Loan Servicer/CustExp - Ombudsman	Federal Loan Servicer/Tier 1	Category + Servicer	Primary Servicer
	U.S. Department of Education Web Site, Application, or Service	N/A	Owner of Entity	Owner of Entity	Category + Associated Entity	Associated Entity