

## Submit Feedback

Your feedback is important to us. You can submit feedback (about an issue, suspicious activity, or scam) or review an already-submitted case. If you previously submitted feedback and believe the answer you received is incorrect or incomplete, you can request an escalated review by logging in, adding information to your existing case, and requesting to escalate your case to the office of the Ombudsman.



### Submit Feedback

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

Submit Feedback



### Manage My Cases

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

Manage Cases

Have more questions? We're here to help.

Call, email, or chat with a representative.

Contact Us

## How can we assist you?

### SPEAK TO AN AGENT

Call to submit feedback, report suspicious activity or an alleged scam, or ask questions.

1-844-651-0077

Help Center

### FREQUENTLY ASKED QUESTIONS

[I need help submitting my FAFSA](#)

[How do I reset my FAFSA ID?](#)

[How do I get help with my servicer?](#)

[I don't understand my dependency status](#)

[Where can I find information about my school's closure?](#)

[Get help completing your FAFSA® form](#)

[Complain about a privately issued loan](#)

## Submit Feedback

### Log In

Logging in with your account username and password lets you submit, review, and manage your cases more easily. It will also be simpler for us to contact and update you about your concerns.


[Log In](#)

[Create an Account](#)

### Continue Without Logging In

You may submit feedback without logging in using your account username and password; 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](#)

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



## Submit Feedback

STEP 1 OF 6

### About You

On whose behalf are you submitting this feedback? ⓘ



Myself



Someone Else

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

**Submit Feedback**

STEP 1 OF 6

**About You**[Skip Question >](#)

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 won't be able to manage your case.



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



No, I'd like to remain anonymous.

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



## Submit Feedback

STEP 2 OF 6

### Common Feedback

[Skip Question >](#)

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



Issues With My Loans



Repayment or Loan Forgiveness Scam



FAFSA® Form Issues



Technical Issues



Issues With My School



None of These

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



## Submit Feedback

STEP 3 OF 6

### Filter Your Feedback

Now let's select the category and subcategory of your feedback. 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



Trouble Repaying My Loans or Grants



Discharging, Cancelling, or Forgiving My Loans



Website or Online Experience



Details About My Loan or Grant Account



My Military and Veterans Benefits



None of These Topics Applies to Me

#### Applying for Aid (FAFSA® Form)

This category includes feedback about your experience using the *Free Application for Federal Student Aid* (FAFSA®) form.

[View Details ▾](#)

#### My FSA ID (Account Username and Password)

This category includes feedback about your experience creating or using your StudentAid.gov account.

[View Details ▾](#)

#### Receiving My Aid

This category includes aid eligibility (including military and veterans benefits), receiving federal student aid at your school (including delays, incorrect information, or a school closure), or concerns relating to the quality of education.

[View Details ▾](#)[Previous](#)[Continue](#)

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

## Submit Feedback

STEP 4 OF 5

### Describe Your Issue

Next, describe your issue. Providing detailed information will make it easier for us to respond to you effectively.

#### Dealing With My Servicer

This includes feedback or issues pertaining to the communication or support you are receiving or attempting to receive from your loan servicer.

Please describe the issue you have repaying your loans or grants.

What do you think would be a fair outcome to your issue?

#### Upload a Document - optional

Attach any documents that are relevant to your case.

 Upload File

#### Additional Information

What is the name of your servicer?


 

Have you contacted your servicer regarding this issue?

☐ Yes ☐ No

Have you reached out to the U.S. Department of Education or your guaranty agency (if applicable) regarding this issue? 

☐ Yes ☐ No

Have you worked with another entity, such as a student loan debt relief company (also known as a third-party debt relief company), regarding this issue? 

☐ Yes ☐ No

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

## Submit Feedback

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### Your Contact Information

#### Personal Information

First Name

Middle Initial optional

Last Name

Social Security Number

#### Your Contact Information

Email Address

Mobile Phone

ext.

Alternate Phone

ext.

Country

Address Line 1

Address Line 2

City

State

ZIP Code

Preferred Method of Contact

#### Military Information

Are you an active member, veteran, or dependent of an active member or veteran of the U.S. military?

☐ Yes ☐ No

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



### Military Information ⓘ

Are you an active member, veteran, or dependent of an active member or veteran of the U.S. military?

☒ Yes ☐ No

You are

Total Amount of Tuition Paid in the Last Academic Year

Paid Out of Pocket

optional

Paid by any Government benefit

optional

Education Benefits Used (check all that apply):

- ☐ Post 9/11 GI Bill (Ch. 33)
- ☐ Montgomery GI Bill - Active Duty
- ☐ Montgomery GI Bill - Selected Reserve
- ☐ Tuition Assistance Top-Up
- ☐ Reserve Education Assistance Program
- ☐ Survivors and Dependents Assistance (DEA)
- ☐ Vocational Rehabilitation and Employment
- ☐ Veterans Retraining Assistance Program
- ☐ Federal Tuition Assistance (TA)
- ☐ State TA / Active Guard & Reserve Duties
- ☐ Spouse Career Advance Accounts (MyCAA)
- ☐ Federal Student Aid
- ☐ Servicemembers' Interest Rate Cap (SCRA)
- ☐ None

Service Member's Branch

Service Member's Rank

Age

Level of Study

optional

Education Center Name and Location

optional

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## Submit Feedback

STEP 6 OF 8

## Review Your Details

## Feedback Information

CATEGORY

Repaying My Aid

SUBCATEGORY

Dealing with My Servicer

## Feedback Description

PLEASE DESCRIBE THE ISSUE YOU HAVE REPAYING YOUR LOANS OR GRANTS.

My experience with my servicer have been disappointing and unsatisfying. I have attempt to reach out regarding the issue with my account and still have not heard back.

WHAT DO YOU THINK WOULD BE A FAIR OUTCOME TO YOUR ISSUE?

For my servicer to reach out to me directly and the fee for late payment should be waived.

WHAT IS THE NAME OF YOUR SERVICER?

American Education Services (AES)

HAVE YOU CONTACTED YOUR SERVICER REGARDING THIS ISSUE?

Yes

HAVE YOU REACHED OUT TO THE U.S. DEPARTMENT OF EDUCATION OR YOUR GUARANTY AGENCY (IF APPLICABLE) REGARDING THIS ISSUE?

Yes

HAVE YOU WORKED WITH ANOTHER ENTITY, SUCH AS A STUDENT LOAN DEBT RELIEF COMPANY (ALSO KNOWN AS A THIRD-PARTY DEBT RELIEF COMPANY), REGARDING THIS ISSUE?

No

## Uploaded Documents

 File name  
2.3 MB

## Personal Information

NAME

Emma Watson

SOCIAL SECURITY NUMBER

303-333-1234

## Your Contact Information

EMAIL

crookshanks7@hogwarts.com

MOBILE PHONE

555-555-5555

ALTERNATE PHONE

777-777-7777

ADDRESS

1 Magic Street  
Boston, MA 12345  
United States

MILITARY AFFILIATION

No

PREFERRED METHOD OF CONTACT

Email

☐ I confirm that all the information above is accurate.

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