

Federal Pell Grant Program Financial Management Specialists Institutional Financial Management Division

If you have any questions about the information reported on Institutional Payment records, Batch Summaries, Student Payment Summaries, or the Pell Grant Statement of Account, you should contact the Recipient and Financial Management Service (RFMS) Customer Service at 1-800-4-PGRANT (1-800-474-7268) or the Financial Management Specialist assigned to your region. These specialists are listed below. (Backup representatives, along with their telephone numbers, are listed underneath the main representative in parentheses.)

Name (Alternate)	Telephone Number (Alternate)	Region (States and Other Jurisdictions)
Jeannette Bailey (Sarenia Newsom)	202-708-9232 (202-708-9233)	I (Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont)
Barbara Maddox (Shirley Purvis)	202-708-8825 (202-708-6822)	II (New Jersey, New York, Puerto Rico, and Virgin Islands)
Barbara Maddox (Jeannette Bailey)	202-708-8825 (202-708-9232)	III (Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, and West Virginia)
Shirley Purvis (Terry Brooks)	202-708-6822 (202-708-9231)	IV (Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee)
Terry Brooks (Barbara Maddox)	202-708-9231 (202-708-8825)	V (Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin)
Sarenia Newsom (Shirley Purvis)	202-708-9233 (202-708-6822)	VI (Arkansas, Louisiana, New Mexico, Oklahoma, and Texas)
Sarenia Newsom (Carolyn Craddock)	202-708-9233 (202-708-7821)	VII (Iowa, Kansas, Missouri, and Nebraska)
Jeannette Bailey (no alternate)	202-708-9232	VIII (Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming)
Carolyn Craddock (no alternate)	202-708-7821	IX (Arizona, California, Hawaii, Nevada, and the Pacific Islands—American Samoa, Guam, Republic of Palau, Wake Island, and the Federated States of Micronesia)
Terry Brooks (Carolyn Craddock)	202-708-9231 (202-708-7821)	X (Alaska, Idaho, Oregon, and Washington)