

# SFAP TELEPHONE NUMBERS AND WEB ADDRESSES

## GENERAL INFORMATION AND APPLICATION PROCESSING

- ➔ Federal Student Aid Information Center  
1-800/433-3243 (4 FED AID) toll free

Hours of operation: 8:00 a.m. to 8:00 p.m.  
(eastern), Monday through Friday

1-319/337-5665 Toll Call

Hours of operation: 8:00 a.m. to 8:00 p.m.  
(eastern), Monday through Friday

- ➔ SFA Customer Support Branch  
1-800/433-7327 (4 ED SFAP) toll free

Hours of operation: 9:00 a.m. to 5:00 p.m.  
(eastern), Monday through Friday

- ➔ Ordering FAFSAs  
1-800/284-2788 toll free

Hours of operation: Automated system is available 24 hours a day, 7 days a week

- ➔ *FAFSA on the Web*  
1-800/801-0576 toll free

<http://www.fafsa.ed.gov/>

Hours of operation: 8:00 a.m. to 8:00 p.m.  
(eastern), Monday through Friday

## SFAP SOFTWARE, SYSTEMS AND TELECOMMUNICATIONS

- ➔ Central Processing System (CPS)  
Customer Service  
1-800/330-5947  
(\$12.06 per call, no charge for Direct Loan schools)

[cps@ncs.com](mailto:cps@ncs.com)

(schools may be charged for email,  
depending on content)

Direct Loan schools: [dlts@ncs.com](mailto:dlts@ncs.com)  
(no charge)

Hours of operation: 8:00 a.m. to 8:00 p.m.  
(eastern), Monday through Friday

- ➔ TIV WAN Customer Service  
1-800/615-1189 (\$12.61 per call)

[T4wan@ncs.com](mailto:T4wan@ncs.com)

(no charge for Direct Loan schools)

Hours of operation: 8:00 a.m. to 11:00 p.m.  
(eastern), Monday through Friday

- ➔ NSLDS Customer Service  
1-800/999-8219 toll free

Hours of operation: 7:00 a.m. to 7:00 p.m.  
(eastern), Monday through Friday

## PELL GRANT

- ➔ Pell Grant Institutional Access System  
Hotline

1-800/474-7268 (4 P GRANT) toll free

Hours of operation: Automated system is available 24 hours a day, 7 days a week

## DIRECT LOANS

- ➔ Direct Loan Custom/Combo School  
Technical Support

1-800/756-4220 toll free

[dlts@ncs.com](mailto:dlts@ncs.com)

Hours of operation: 8:00 a.m. to 5:00 p.m.  
(eastern), Monday through Friday

- ➔ Direct Loan Origination Center (LOC) School  
Relations

1-800/848-0978 toll free

- ➔ Applicant Services

1-800/557-7394 toll free

Hours of operation: 8:00 a.m. to 8:00 p.m.  
(eastern), Monday through Friday

- ➔ Direct Loan Borrower Services (Utica)  
CDSI/AFSA

1-800/848-0979 toll free

Hours of operation: 8:00 a.m. to 8:30 p.m.  
(eastern), Monday through Friday