

# FAFSA ON THE PHONE<sup>SM</sup>



FSA—Partners

A milestone has been reached that will increase customer accessibility of the *Free Application for Federal Student Aid* (FAFSA). A new option allowing individuals the opportunity to complete the FAFSA is now available.

## What is FAFSA on the Phone?

*FAFSA on the Phone* is a non-Web, paperless alternative to completing the FAFSA. With the assistance of a Federal Student Aid Information Center (FSAIC) customer service representative (CSR), students and parents are given the flexibility to complete the FAFSA by relaying their information over the telephone.

## Who is this service intended for?

*FAFSA on the Phone* provides students who have limited or no access to the Internet at home with a convenient option to complete their FAFSA. This service is also aimed at students who face pressing state and federal deadlines and have no other mechanisms available to complete the application.

Based on conversation with the customer, the FSAIC CSR will determine whether *FAFSA on the Phone* is the most efficient option.

## How does FAFSA on the Phone work?

Prepared with the same required documents necessary to complete any other form of the FAFSA, the student will respond to FAFSA questions asked by the agent. This one-on-one interaction allows the CSR to input data into an actual FAFSA and submit it for processing. The process generally takes 25–30 minutes. The student will receive a confirmation number, as well as directions on what the next steps in the process are.

The student will receive the *Student Aid Report* (SAR) in the mail 7–10 days after submission. The student should review the information on the SAR for accuracy and make changes if necessary. After reviewing the SAR, the student (and parent, if appropriate) **must sign** and **mail** the SAR to the address provided.

## Information Needed to Fill Out the FAFSA

- ▶ Social Security number
- ▶ Parent's Social Security number (if the student is dependent)
- ▶ Driver's license number (if the student has one)
- ▶ Alien Registration Number (if the student is not a U.S. citizen)
- ▶ Federal tax information or tax returns—including W-2 information for the student, the student's spouse (if married) and the student's parents (if the student is dependent)
- ▶ Records of untaxed income
- ▶ Information on savings, investments, and business and farm assets for the student, and for the parents if the student is providing parent information

## Federal Student Aid Information Center:

1-800-4-FED-AID (1-800-433-3243) Sun: Closed, Mon–Fri: 8:00 a.m.–12:00 midnight Eastern Time, Sat: 9:00 a.m.–6:00 p.m. Eastern Time



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