What exactly is FAFSA on the Phone?

FAFSA on the Phone is a non-Web, paperless alternative to completing the Free Application for Federal Student Aid (FAFSA). With the assistance of Federal Student Aid Information Center (FSAIC) customer service representatives (CSRs), students are given the flexibility to complete the FAFSA by relaying their information over the telephone.

Will I speak with a real person or an automated system?

With FAFSA on the Phone, you will speak with an actual person, a FSAIC CSR. This one-on-one interaction allows for seamless FAFSA completion.

Who is this service geared toward?

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

How does FAFSA on the Phone work?

STEP 1
Contact FSAIC: 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

STEP 2
Indicate to CSR that you would like to fill out your FAFSA over the phone. Have the necessary information ready. (See below.*)

STEP 3
CSR inputs data into online FAFSA and submits for processing. The process generally takes 25–30 minutes. CSR will supply you with a confirmation number for future use.

STEP 4
You will receive the Student Aid Report (SAR) in the mail 7–10 days after you apply. Review your information on the SAR for accuracy and make changes if necessary. After reviewing your SAR, you (and your parent, if appropriate) must sign and mail your SAR as soon as possible to the address provided on the SAR. For more assistance regarding this process, please call 1-800-4-FED-AID.

*Information Needed to Fill Out the FAFSA

- Social Security number
- Parent’s Social Security number (if you are dependent)
- Driver’s license number (if you have one)
- Alien Registration Number (if you are not a U.S. citizen)
- Federal tax information or tax returns—including W-2 information for yourself, your spouse (if married) and your parents (if you are dependent)
- Records of untaxed income
- Information on savings, investments, and business and farm assets for yourself and for your parents if you are dependent

(Don’t know whether you’re dependent? Call 1-800-4-FED-AID for assistance.)