

Federal Student Aid Ombudsman Information Checklist

Check	Item	Your Notes
<input type="checkbox"/>	Your name	
<input type="checkbox"/>	Social Security number (SSN)	
<input type="checkbox"/>	Your date of birth	
<input type="checkbox"/>	What school did you attend?	
<input type="checkbox"/>	Who is your servicer, holder, guarantor, holder of promissory notes, collection agency? (If you don't know, visit www.nslids.ed.gov to find out.)	
<input type="checkbox"/>	What type of loan is in dispute?	
<input type="checkbox"/>	What has been done so far?	
<input type="checkbox"/>	Whom else have you talked to, and when?	
<input type="checkbox"/>	What were you told?	
<input type="checkbox"/>	Why is this a problem?	
<input type="checkbox"/>	What types of agency contact have been made?	
<input type="checkbox"/>	Do you have any relevant evidence? Examples: <ul style="list-style-type: none"> • Promissory notes • Bills • Canceled checks • Correspondence 	
<input type="checkbox"/>	Can you show immediacy of need? (Make sure to have any relevant documentation available)	

More information: StudentAid.gov/repay-loans/disputes/prepare