**Q&A BO28: Internal and External Threats Facing Title IV Institutions**

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| Question | Response |
| How do I stay up to date with all the ED OIG News? | If fraud is suspected, the loan servicer should contact the OIG. Here is a list of local ED OIG contacts: https://www2.ed.gov/about/offices/list/oig/oigaddresses.html |
| Can you do a presentation for our staff, association, etc.? | We have provided presentations in the past, but you would have to contact the local OIG office to coordinate that. https://www2.ed.gov/about/offices/list/oig/oigaddresses.htmlYou may also visit our website to access fraud prevention materials for your staff. https://www2.ed.gov/about/offices/list/oig/newsroom.html#brochures |
| Can a federal loan servicer investigate a case of fraud claimed by a borrower, or should that be referred to the OIG? | If you suspect fraud, please contact one of our local OIG offices to discuss. https://www2.ed.gov/about/offices/list/oig/oigaddresses.html |
| About three years ago, my college in Georgia worked with a GED student whose Name and SSN had been used to file a FAFSA and receive funds at a college in California. The student never received resolution after submitting requested information to the Department of Education. | I am very sorry to hear that. Our hotline receives 200-300 complaints per month. Last year, we received over 3200! Please know that we do review every complaint or allegation of fraud we receive. If you have questions regarding a particular complaint, please contact the local OIG office. https://www2.ed.gov/about/offices/list/oig/oigaddresses.html |
| Is school hopping an indication of fraud? i.e. student borrowing at multiple schools for multiple degrees beyond ability to pay. | This is a great question. It could be an indicator of fraud. Here is a link to some fraud indicators: https://www2.ed.gov/about/offices/list/oig/invtreports/edoigfraudIndicatorsonline.pdf Please contact the OIG to discuss the issue in greater detail. Here is a link to our offices: https://www2.ed.gov/about/offices/list/oig/oigaddresses.html |
| Great presentation! | Thank you for joining us! Remember to share this presentation with others! And be sure to visit our website for additional information on how to mitigate fraud risks in our precious programs. Also check out our fraud prevention materials on our website. https://www2.ed.gov/about/offices/list/oig/newsroom.html#brochures |
| Is there an approved list of loan servicers that can request information pertaining to identity theft? Or should those inquiries only come from OIG? | If you receive a request from a loan servicer for information pertaining to identity theft and you are not sure of its legitimacy, you can always reach out to the local ED OIG office to inquire. We may be able to help you navigate your concerns. |
| Where can I find a copy of this Power Point? | Via the Conference Platform, please click on "My Agenda" where you may download the PowerPoint and view the recording. |
| Regards from PR... Mr. Robert Wolf still in the OIG in PR? | Good afternoon! This local OIG contact list will answer your question.  https://www2.ed.gov/about/offices/list/oig/oigaddresses.html |
| Dependent students are getting a hold of their parent's FSA ID and submitting PPL's. Not sure how parent's are not notified since their emails are attached to their FSA ID, but somehow parents don't know they took out that loan for their student. How can we determine if it's the parent? | We'd love to help you identify strategies to make proper determinations on loans. Please contact your local OIG office to discuss further. Here is the link: https://www2.ed.gov/about/offices/list/oig/oigaddresses.html |
| This has been the best presentation I've watched. Thank you! | We appreciate the work the Financial Aid Community does every day. Please remember to visit our website for further information about the CARES Act. You may also download a free poster that can help you identify and report CARES Act fraud to the OIG Hotline. https://www2.ed.gov/about/offices/list/oig/oig006caresactposter02.pdf https://www2.ed.gov/about/offices/list/oig/hotline.html?src=rt |
| What do you do with Suspicious Activity reports submitted from FSA? | We look at every complaint we receive, and we do our best to take action on every action we receive. Due to a number of factors, we have to prioritize the complaints we receive, but we do always look for other avenues to address any potential fraud. If you have questions regarding a particular complaint, please contact the local OIG office. Here is a link to our offices: https://www2.ed.gov/about |