

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



Students

## 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.)



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