



## **Conflicting Information**

In the process of reviewing your financial aid file, our office has identified conflicting information. This discrepancy must be resolved before our office can complete the processing of your financial aid. Per federal regulations (34 CFR Part 668), financial aid administrators are required to reconcile any conflicting information found in a student's financial aid file.

Conflicting information results when information is received that is different from previously received information and affects the student's eligibility for financial aid. Please refer to the instructions that were mailed to you from our office regarding the specific documents that must be submitted. Your financial aid cannot be processed further until the conflicting information has been resolved.

Our office understands that financial aid may play a significant role in the financing of your education. We are committed to assisting you in attaining your educational goals by providing you with access to all available financial aid options for which you may be eligible. Your prompt response to this request for required information will ensure the accurate and timely processing of your financial aid.

Questions?

Please contact our office at 202-885-6500 or via email at [facounselor@american.edu](mailto:facounselor@american.edu).

## How to Securely Submit Verification Documents to the Financial Aid Office

### Option 1 (Preferred)

**Current students** can submit documents electronically by following these steps:

1. Open a browser to the webpage [go.american.edu/verification](https://go.american.edu/verification)
2. Enter your (student's) full AU email address\* Ex: [student@american.edu](mailto:student@american.edu)
3. Enter your (student's) AU portal password.
4. Complete the form
  - a. Select the specific documents you are submitting
  - b. To attach the form, click on the attachment icon in the lower right of the form
  - c. Select the documents from your computer/device. They should then appear at the bottom of the form.
5. Hit submit

**Prospective students applying for admission** can submit documents using Option #2 or Option #3 below.

### Option #2

The student or parent(s) can submit documents via secure fax to 202-885-1025. Be sure to include the students name and AU ID# on all documents.

### Option 3

The student or parent(s) can submit documents via the post office to AU Financial Aid Office, 4400 Massachusetts Ave, NW, Washington DC 20016-8001. Be sure to include the students name and AU ID# on all documents.

To protect your information, NEVER submit documents via email.

Questions?

To speak with a financial aid counselor, call our office at 202-885-6500 or email [facounselor@american.edu](mailto:facounselor@american.edu).