

## Proof of Default Clearance

The National Student Loan Data System (NSLDS) indicates that you are in DEFAULT on one or more federal student loans. You are not eligible to receive any federal student aid until these items have been resolved.

You may log into NSLDS to review your official loan history at <https://nslds.ed.gov>. This website will list a summary of all federal financial aid that you have received at each institution you have attended. It will also provide the current status and current lender/servicer contact information for each loan. Private non-federal loans and other outside awards will not be listed here.

To regain eligibility for financial aid, you need to submit a letter from your lender indicating that your loan or loans are no longer in default either because the loan has been paid in full or because satisfactory payment arrangements have been completed to remove the loan from a defaulted status. Documentation of a consolidation loan application is insufficient as it does not indicate whether the payment has been received by the lender which holds the defaulted loans. A separate letter must be submitted from each lender for which you have a defaulted loan.

### Questions?

To speak with a financial aid counselor, call our office at 202-885-6500 or email [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](http://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 student's 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 student's name and AU ID# on all documents.

To protect your information, NEVER submit documents via email.

Questions?

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