



Aid Overpayment

The National Student Loan Data System (NSLDS) indicates that you have received one or more overpayments of federal student aid funds. You may review your official history online at NSLDS at <https://nslds.ed.gov>. You are required by law to repay any federal student aid funds received for which you were not entitled. You are not eligible to receive any additional federal student aid until you resolve your over-payment(s). To resolve your aid overpayment, call the U.S. Department of Education at 1-800-621-3115, or write to the U.S. Department of Education, P.O. Box 5609, Greenville, Texas 75403-5609.

Questions?

Please contact our office at 202-885-6500 or via email at 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
2. Enter your (student's) full AU email address* Ex: 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?

To speak with a financial aid counselor, call our office at 202-885-6500 or email facounselor@american.edu.