



## Lander University Financial Aid Office

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### 2024-2025 National Student Loan Database Match - Resolution Required

Student's Last Name	First Name	Lander ID (L#)	Social Security #
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We are unable to continue processing your 2024-2025 application for financial aid due to a problem with your FAFSA/FAFSA Submission Summary. The National Student Loan Data System (NSLDS) found your reported Social Security Number on their database, but your name and date of birth did not match. Follow the instructions below to resolve the problem.

#### Step 1

Check your 2024-2025 FAFSA/FAFSA Submission Summary to make sure the following information is correct:

- Your last name, first name and middle initial as it appears on your Social Security Card. If you have changed your name (because of marriage, etc.), you must update your record with the Social Security Administration. Proceed to Step 2.
- Your Social Security number reported on the FAFSA Submission Summary
- Your date of birth
- Your signature (and the signature of all required contributors to your FAFSA)

If these items need to be corrected, you should do the following:

- Sign in to <https://studentaid.gov> and update your information in Account Settings. The record will be sent to SSA for matching.
- Once SSA verifies the account, you should update your FAFSA form by submitting a correction.
- You would sign in to make corrections on your FAFSA using your FSA ID at <https://studentaid.gov/h/apply-for-aid/fafsa>. Be sure to have your contributors sign electronically using his/her FSA ID if you are a dependent student.
- Alternatively, you could make corrections on your paper FAFSA Submission Summary if you received one and mail it back to the Federal Processor (address listed on the FAFSA Submission Summary).
- The student must contact the Federal Student Aid Information Center (FSAIC) at 1-800-433-433-3243 and ask them to manually sync their data with SSA.
- Alternatively, if the student notifies the school that they received confirmation from SSA, the FAA may update the Resend to Matches field to "Y" in the FAFSA Partner Portal and submit it as a correction so the transaction can go back to SSA for an updated match flag.

**If these steps resolve the problem and you receive a valid FAFSA Summary Submission, no further action is needed. If this does not resolve the issue, proceed to Step 2.**

#### Step 2

Please complete and return this form to the Lander University Financial Aid Office, along with:

- A copy of your birth certificate –AND–**
- A copy of your Social Security Card**

**If you have questions, call the Lander University Financial Aid Office at (864)388-8340.**

DATA ENTRY		COUNSELOR REVIEW	
RRAAREQ	N=Pending Review	Access NSLDS on-line using SSN only to retrieve matching data. This method will reveal which data provider supplied conflicting info. Contact provider directly to resolve. No need to wait for NSLDS update if resolution documented. Use the NSLDS info to determine aid eligibility.	Notes re. resolution: NSLDS Customer Support Staff 1-800-999-8219
Initials/date		RNARSxx	
Fwd to Counselor date		RRAAREQ	S = Satisfied, eligible, X = Ineligible
		RHACOMM	
SAR Comment Codes and Text	Comment Code 162	CNSLR Initials/date	

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