



## Lander University Financial Aid Office

320 Stanley Avenue, Greenwood, SC 29649  
 Email: [finaid@lander.edu](mailto:finaid@lander.edu) • Web: [www.lander.edu/finaid](http://www.lander.edu/finaid)  
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### 2023-2024 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 2023-2024 application for financial aid due to a problem with your FAFSA/Student Aid Report. 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 2023-2024 FAFSA/Student Aid Report (SAR) to make sure the following information is correct:

- **Questions 1-3** - Your last name, first name and middle initial (Make sure the name you reported on the Student Aid Report is the same as that listed on your Social Security Card.)
- **Question 8** - Your Social Security number reported on the Student Aid Report
- **Question 9** - Your date of birth
- **Questions 14-15** - Your citizenship status (US citizen or, for an eligible non-citizen, your Alien Registration number)
- **Question 103** - Your signature (and one parent's signature if you're a dependent student)

If these items need to be corrected, make corrections on your FAFSA using your FSA ID at <https://studentaid.gov/h/apply-for-aid/afsa>. Be sure to have your parent sign electronically using his/her FSA ID if you are a dependent student. Alternately, you can make corrections on your paper Student Aid Report if you received one and mail it back to the Federal Processor (address listed on SAR).

If these steps resolve the problem and you receive a valid Student Aid Report, no further action is needed. If this does not resolve the issue, proceed to Step 2.

**Step 2** If all the information listed above appears correct, please attach the items listed below and return to the Lander University Financial Aid Office for review.

- a copy of your Birth Certificate
- a copy of your Social Security Card

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

#### Financial Aid Office Use Only

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 138	CNSLR Initials/date	