



Get Online Student Loan Counseling in 3 Simple Steps

1

Go to aesSuccess.org.

2

Click on “**Entrance & Exit Counseling**” beneath the “Student Loans” section under the “Find Aid for School” tab.

3

Follow the online instructions to complete your counseling requirement.

INFORMATION YOU NEED:

- Your **Social Security Number (SSN)**
- The name of the **college or career school** that you are attending
- Please **access Online Student Loan Counseling** for the additional information needed in order to complete exit counseling.

Note: You may choose to print the confirmation page for your records.

REMEMBER:

- You **MUST complete Entrance Counseling** before the first disbursement of your Stafford loan, unless you have received a prior Stafford loan through either the Federal Family Education Loan Program (FFELP) or the Direct Loan Program (DLP).
- You **MUST complete Entrance Counseling** before the first disbursement of your Grad PLUS loan, unless you have received a prior PLUS loan through either FFELP or DLP.
- You **MUST complete Exit Counseling** before your enrollment ends.

IMPORTANT CONTACT INFORMATION

Ombudsman Customer Service 1.877.557.2575

Ombudsman Website www.ombudsman.ed.gov

National Student Loan Data System (NSLDS) | For further information on your Title IV loans, contact the NSLDS at nsls.ed.gov or toll free at 1.800.4FED.AID.

Ombudsman | If you develop student loan problems during repayment that can't be resolved through normal customer service, you have the option to contact the US Department of Education. The office of student financial assistance programs will collect documentation and work with you to resolve the situation.

Your financial aid office will be notified when you have completed your online loan counseling.

If you are unable to complete the loan counseling online, or you are not sure if you borrowed a prior Stafford or PLUS loan, contact your financial aid office immediately.

aesSuccess.org

800.692.7392



American Education Services

PHEAA/AES is one of many Guarantors participating in the Federal Family Education Loan Program (FFELP). A student or parent borrower may obtain a FFELP loan from a lender that uses PHEAA/AES as the Guarantor or any other participating lender. These materials have been developed and paid for by PHEAA/AES for informational purposes. The information contained herein is believed to be accurate at the time of printing. Due to the rapidly changing nature of the law and the industry, information contained in this document may become outdated and PHEAA/AES does not guarantee the accuracy of the information herein. You should verify that this information is correct.

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