



Options When the Parent PLUS Credit is Denied

The following instructions are intended to assist PLUS borrowers navigate the U.S. Dept. of Education's PLUS process.

The U.S. Dept. of Education through <https://studentaid.gov> provides PLUS credit results immediately after submission. If the credit approval is denied the borrower has options on how to proceed. The credit result and selected option is electronically transmitted to USD's Office of Financial Aid within 3-5 business days. The information will ONLY populate the USD Financial Aid portal if the PLUS award is accepted by the student.

Each option is accessible through the site *MENU* listed at the top right corner. Select the **Customer Support** option and then **Sitemap** to begin.

A Federal Direct Loan Borrower Representative is available for assistance by calling (800) 557-7394.

Note: Credit results and the selected option are electronically sent to USD's Office of Financial Aid within 3-5 business days and will reflect depending on the option selected on the student's MySanDiego portal Financial Aid channel.

Do Not email credit results to USD.

Appeal the Decision.

- The U.S. Dept. of Education provides instruction to submit documentation of extenuating circumstances.
- An approved appeal requires the borrower to complete **PLUS Credit Counseling** on <https://studentaid.gov>.
- The appeal process is completed between the borrower and the U.S. Department of Education through <https://studentaid.gov>. When all requirements are met USD will receive an electronic update.
- The PLUS Loan award status will remain at **originated status** on the student's Financial Aid Award tab while the appeal is in process.
- **The PLUS borrower is required to complete a new Master Promissory Note (MPN).**
- **PLUS Credit Counseling is required through <https://studentaid.gov>.**

Pursue an Endorser

- Endorser will require a Federal Student Aid User ID requested through <https://studentaid.gov>. The process can take 3-5 business days for the ID to become available.
- Both the borrower's last name and Endorser Code provided when credit was initially denied are required.
- **The PLUS Borrower is required to complete a new Master Promissory Note** for this and each subsequent PLUS Loan approved with an endorser.
- The PLUS Loan award status will remain at **originated status** on the student's Financial Aid Award tab while an endorser completes the process
- The borrower is required to complete **PLUS Credit Counseling** on <https://studentaid.gov>.

No Longer Pursue the Loan

- The borrower will have no further loan requirements to fulfill.
- USD will update the PLUS Loan status to DENY and the loan origination will no longer be active.
 - To pursue an endorser or to appeal the credit decision a **NEW PLUS award is required.** Contact the Office of Financial Aid with option change.
- **Undergraduate students** are awarded Additional Unsubsidized Loan eligibility based on the current grade level and financial need. Accept award through the MySanDiego portal Financial Aid channel.

Undecided

- The borrower will have no further loan requirements to fulfill.
- The PLUS Loan status on the student's award will reflect *DENY* and **the loan origination will no longer be active.**
- **Undergraduate students** are awarded Additional Unsubsidized Loan eligibility based on the current grade level and financial need. If the award funds are to be used toward the student's account balance the student is required to accept it through their MySanDiego portal Financial Aid channel.

IMPORTANT

Notify the USD Office of Financial Aid when:

- There is a borrower change on a Parent PLUS Loan as ONLY ONE parent can borrower a single award.
- An appeal or endorser will no longer be pursued which will allow the Additional Unsubsidized Loan eligibility to be awarded to the student.