



# Options When the Parent PLUS Credit is Denied

This information is intended to assist PLUS borrowers navigate the Department of Education's PLUS process.

The lender offers options to assist borrowers to continue with the Parent PLUS Loan process.

Each option is accessible through the <https://studentaid.gov/> site. A Federal Direct Loan Borrower representative is available for assistance by calling **(800) 433-3243**.

**IMPORTANT:** To take advantage of the options, *the PLUS Loan award **must be accepted** on the student's Financial Aid portal.*

## Options:

### Appeal the Decision:

- The Department of Education provides instructions 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 between the borrower and lender through <https://studentaid.gov/>. Only when federal requirements are met, will USD receive an electronic update.
- The PLUS Loan status will remain at **ORIG** on the student's Financial Aid tab while the appeal is in process.
- **The PLUS borrower is required to complete a new Master Promissory Note (MPN).**

### Pursue an Endorser:

- An endorser will require a Federal Student Aid (FSA) User ID through <https://studentaid.gov/>. The process can take 2-3 business days for the FSA ID to become available.
- To complete the Endorser Addendum, the endorser requires:
  - The parent borrower's last name.
  - Endorser Code, provided with the parent borrower's credit result. For assistance call **(800) 433-3243**.
- **The parent borrower requires a new Master Promissory Note (MPN)** for this and each subsequent PLUS Loan approved with an endorser.
- The parent borrower is required to complete **PLUS Credit Counseling** on <https://studentaid.gov/>.

The Department of Education will forward all valid information to USD. The loan will not disburse until all federal requirements are met.

### No Longer Pursue the Loan:

- The parent 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**.
- **Undergraduate students** are offered additional Unsubsidized Loan eligibility based on their current grade level and financial need.

### Undecided:

- The borrower will have no further loan requirements to fulfill.
- The PLUS Loan status on the student's portal will reflect *DENY* and **the loan origination will no longer be active**.
- **Undergraduate students** are offered additional Unsubsidized Loan eligibility based on their current grade level and financial need.

**IMPORTANT:** Email the USD Office of Financial Aid at [torerohub@sandiego.edu](mailto:torerohub@sandiego.edu) when:

- A new parent will borrow the PLUS Loan. The loan status will be adjusted for the new borrower.
- No longer pursuing an appeal or endorser which will allow Additional Unsubsidized Loan eligibility for the student.