



# Pennsylvania Association of Financial Aid Administrators

## **Student Aid Report (SAR) Comment Code 399**

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# Comment Code 399

Introductions

SAR Comment Code 399 Background

Central Processing Systems (CPS) Modifications

CPS Reprocessing

CPS Contact Information

Discussion Topic

Questions

# Comment Code 399

- How did we get here?
- Beginning with the 2017/2018 FAFSA year
- Prior Prior Year
  - 2015 Tax Information

# Comment Code 399

## Causes for a Discrepancy

EFC

Income (AGI)

Taxes Paid

# Comment Code 399

- What won't cause a 399 C Code?
  - Number in household
  - Number in college
  - Assets

# Comment Code 399

- SAR C Code
- SAR C Code requires further verification by the financial aid administrator (FAA).
- The FAA may contact the FAFSA applicant to resolve issues related to differences in the 2015 income information reported on the 2016/2017 and 2017/2018 FAFSAs.

# Comment Code 399

- What's required to resolve the 399 code?
  - Use of DRT on either 16-17 or 17-18 FAFSA
  - 1040s
  - W2s
  - 1098T
  - Documentation on other untaxed benefits

# Comment Code 399

- CPS Modifications
- Students with an automatic-zero EFC for the 2017/2018, CPS will now compare financial information provided for the 2017/2018 to the student's 2016/2017 financial information; SAR Comment Code 399 will only be assigned if the EFC difference calculated by the CPS is over a certain threshold.



# Comment Code 399

- CPS Modifications
- 2016-2017 Professional Judgement
  - Excluded if it was processed as a PJ

# Comment Code 399

- CPS Reprocessing
- CPS conducted a reprocessing on February 6, 2017 for the 2017/2018 student records with an auto-zero EFC on their 2017/2018 records or a professional judgment on their 2016/2017 record. SAR Comment Code 399 may be added or removed (as needed).

# Comment Code 399

- CPS Reprocessing
- CPS reprocessing will potentially add or remove comment code 399 from the records identified as being affected by this issue.
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- Dependent students with student financial information, and qualified for the cross-year EFC calculation and edit.

# Comment Code 399

- CPS Reprocessing
- Reprocessed Institutional Student Information Records (ISIRs) were sent under the IGSGI80P message class.
- SARs and ISIRs will include SAR comment code “172”. “SAR was produced because we processed a change to your financial based on information reported to us by another agency or as a result of a processing system change.

# Comment Code 399

- Question
- Student is selected for verification after clearing C code. Do you have to complete verification?

# Comment Code 399

- The SAR FAA information page in Student Inquiry on the FAA Access to CPS On-line Web site will display “02” – reprocessed because Comment Code 399 not assigned correctly” for the Reprocessing Code for the transaction resulting from the reprocessing.

# Discussion Topic

- What have you found the best ways to notify students?
- Keep track of students with 399s
- Contacting students
- How many are making corrections without letting them know

# Comment Code 399

- **Contact Information:**
- CPS/SAIG Technical Support at (800) 330-5947 (TDD/TTY 800-511-5806) or by email at: [CPSSAIG@ed.gov](mailto:CPSSAIG@ed.gov).
- You may also post questions to FSATech, go to: <https://www2.ed.gov/offices/OSFAP/services/fasatechsubscribe.html>
- Should your students have questions regarding the changes, they may email the Federal Student Aid Information Center at: [FederalStudentAidCustomerService@ed.gov](mailto:FederalStudentAidCustomerService@ed.gov)
- TDD/TTYservice is also available at 800-730-8913



# Comment Code 399

- Questions?????

- *Thank you,*