

### **Conflicting and Inaccurate Information**

The Office of Financial Aid and Scholarships is responsible for promptly resolving any discrepancies in applicant information that it receives from different sources with respect to the applicant's eligibility. All information discrepancies must be resolved before disbursing Title IV program aid. Office of Financial Aid and Scholarships Advisors will conduct a thorough review of any combination of documents below that it deems necessary for resolving information discrepancies:

- Student aid applications
- Need analysis documents
- Statements of Educational Purpose
- Statements of registration status
- Federal/State income tax returns, or any financial documents normally collected through the verification process
- Documents pertaining to citizenship
- Documents pertaining to previous educational experience
- Documentation verifying Social Security Number
- Any other documents that may assist in determining an applicant's eligibility

The presence of conflicting information does not necessarily trigger selection for institutional verification; however, the OFAS Advisor reviewing the student's file may elect to do so in cases where substantial discrepancies exist. The Advisor should thoroughly document the conflicting information and/or the decision to select the application for institutional verification in the RHACOMM window of Banner.

If information discrepancies lead an OFAS Advisor to suspect the applicant of fraud, the Director of Financial Aid is immediately notified, and an investigation of the matter is conducted by the appropriate staff members. The applicant in question could address the suspicions and provide relevant documentation. If the matter cannot be resolved, the Director of Financial Aid must inform the Assistant Vice President of Student Financial Services (AVPSFS) who will initiate the fraud investigation process.