

# Missing Financial Aid Document

Our records indicate you have missing information for financial aid. Please read the guidance below and, if directed, follow the instructions to resolve this outstanding requirement.

**Note:** Each outstanding requirement is linked to a corresponding set of instructions to help you resolve the issue. All requirements must be satisfied before financial aid can be processed.

## [VER –Submit documents to KHEAA Verify](#)

To be considered for federal student aid programs, such as Pell Grant and Stafford loan, the accuracy of your FAFSA must be verified.

**KHEAA Verify** handles the verification process for WKU students. They must collect information as required by the Department of Education to ensure that your FAFSA was completed accurately and in accordance with federal student aid guidelines. Federal aid programs (grants, loans, and college work-study) cannot be administered until verification is complete. KHEAA Verify will send you an introductory email in the next 72 business hours with instructions for starting the verification process.

*Exception: if you have an outstanding discrepancy with your name, birthdate, SSN, gender, veteran status, or dependency status, you must resolve that requirement before KHEAA can be notified that your FAFSA is chosen for verification.*

- After receiving KHEAA's email, the student will register at <https://kheaaverify.com>. Parents of dependent students must also register.

### **WATCH TUTORIAL**

- Review your KHEAA account for a list of items required by the Department of Education.

### **WATCH TUTORIAL**

- If an electronic worksheet is listed on your KHEAA account, carefully complete each section and e-sign using your FSA ID. Parents of dependent students are also required to e-sign the worksheet.
- Tax filers must use the [IRS Data Retrieval Tool on the FAFSA](#) **OR** submit a signed copy of their federal income tax return (plus tax schedules) **OR** submit an IRS "[Tax Return Transcript](#)".
- Students, spouses, and parents who worked but did not file a federal tax return must submit Form W-2 or Form 1099 for each job.
- Non tax filers (except dependent students) must also submit an IRS "Verification of Nonfiling Letter." Please ask KHEAA for assistance in obtaining this document.

- **Submit all verification documents to KHEAA Verify** via secure document upload, fax, or email.

Fax: 502-696-7230. Email: [verification@kheaa.com](mailto:verification@kheaa.com). *Do not submit documents to WKU.*

**WATCH TUTORIAL**

- Monitor your MY KHEAA account often. After comparing your FAFSA with the documents you've submitted, KHEAA may request additional information to resolve conflicting data.
- If your FAFSA contains errors, KHEAA will submit the necessary corrections to the federal processor. The FAFSA EFC number will then be recalculated using accurate data, which is called reprocessing. Your financial aid award will be based on the reprocessed FAFSA results.
- When your MY KHEAA status shows **Verification Complete**, **allow up to 2 weeks** for WKU to post your financial aid 'Award Offer' on TopNet and to email your official award notification.

**Please contact [KHEAA Verify](#) at 855-272-8771 with all verification questions.**