



### QUALITY CONTROL REVIEW

We will review your required documents and ensure your application is ready to move to your servicer(s).

Portal status: "Under Review"

### DEBT VERIFICATION REVIEW

Our team verifies your debt with your servicer(s), who provides the information that is the basis for your award amount. Timing of this step depends on when the program receives this information back from your servicer(s). \*Please note that if your servicer is not already enrolled, they must enroll in the program before we can verify debt.

Portal status: "CDF Requested"

### ELIGIBILITY REVIEW

You will be assigned a case manager who will review your full application to make an eligibility determination and will contact you directly throughout your applicant journey.

Portal status: "Under Review"

### COMPLETE YOUR APPLICATION

Complete your application and submit the required documentation. This takes 1 hour to multiple days to complete, dependent on you.

Portal status: "Application"

### PRESCREEN

Answer questions to determine if you can apply for the program. This takes about 1 hour to complete.

Portal status: "Prescreen"

### RECEIVING YOUR AWARD LETTER

Once the debt amount is verified with your servicer, you will receive an award letter. No action is necessary on your part at this time, although you should review the agreement to ensure accuracy. Your application will move to payment.

Portal status: "Award"

### PAYMENT

The award and payment will be sent directly to your servicer(s) once it goes through payment processing. This time period can vary depending on several factors, including some beyond our control. If you have questions about your payment processing, please contact your case manager.

Portal status: "Payments"

### APPLICATION COMPLETE

If you want to check that your payment was received by your servicer(s), log into your application portal.

Portal status: "Complete"



# APPLICATION JOURNEY



See the online application journey from start to finish.