

TADS Information and FAQ

- **What are the requirements for financial aid?** The financial need evaluation is different for every school and every family.
- **What documentation will I need to complete the application?** TADS requires page one of your most recently filed 1040 tax form (or verification of non-filing status from the IRS), your most recent W2 statements and your most recent paystubs as well as documentation of the stated debt on your application.
- **How can I find out if TADS has received my application?** If you complete an online application, TADS will present you with a cover sheet that will display your completed application reference number.
- **How can I send in the supporting documentation?**
You can mail, fax or upload your documentation to the TADS system.
- **What if I do not send in my supporting documentation?**
Your application may not be considered for financial aid.
- **What if I want to leave my online application and come back to it later?**
You may log back in to the TADS system and complete the application at any time. It is important to remember your username and password that you created your account with.
- **How do I know if you have received my fax, mail or upload?**
TADS will send you an email within 48 business hours of receiving your fax, mailed document or upload.
- **If my circumstances change, can I change my application?** Please call the TADS helpline if you need to adjust your application.
- **What is the "Parental Report"?** The "Parental Report" is available so the parent can confirm that the information TADS used to calculate your financial aid amount is correct.
- **Does the "Parental Report" tell me how much I will receive in financial aid?**
No, only your school is aware of that information.
- **What if I find an error on my parental report?**
Please submit all changes to TADS in writing by email or fax.
- **Do I include all children and their schools on my application?**
Yes.
- **How do I find out what supporting documentation I need to submit to TADS?**
Required supporting documentation is listed in your application directions for the paper application.
- **What is an application worksheet?**
The worksheet asks the same questions as the TADS application and its purpose is to help prepare a family to fill out an online application.

- **Why is a representative from TADS calling me?**

TADS will call you if something on your application doesn't make sense (entering yearly mortgage payments instead of monthly, a discrepancy between income on taxes and income reported on application, missing documentation, etc.).

- **Can TADS tell me how much aid I will receive?**

No. Our contract is with your school.

- **What is a letter of special circumstance and should I write one?**

This letter is usually submitted when an applicant does not feel that the application accurately reflects the family's situation due to a particular hardship. A letter of special circumstances can be written by any family.

- **What if I need help filling out the application?** You are always welcome to call the TADS helpline at 1-800-884-8237. They are open Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Time. They also offer an online chat. You can instant message customer service representative. You can also email for help at any time at help@tads.com.