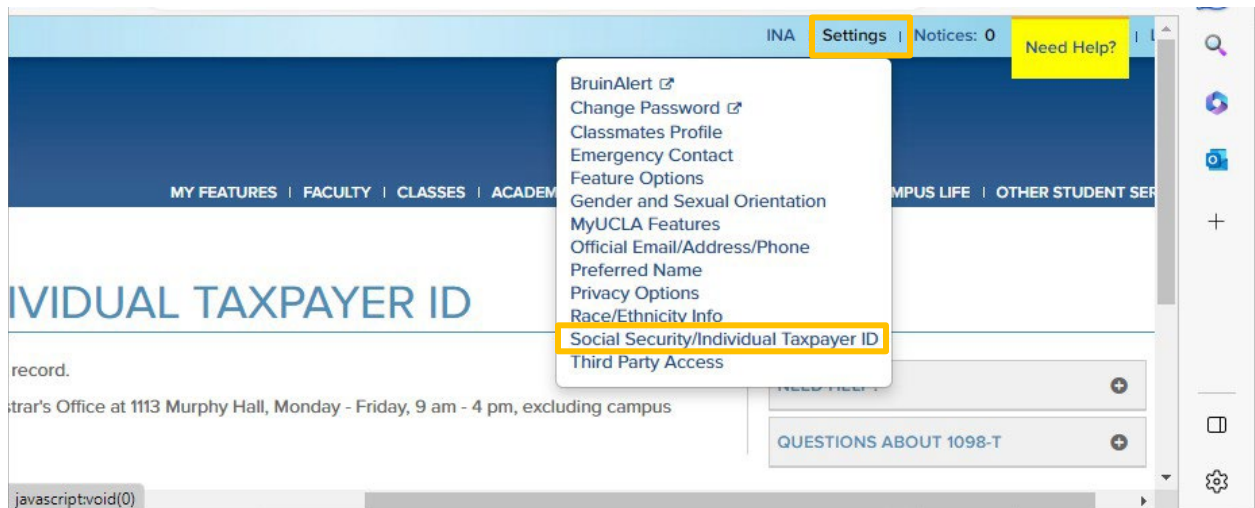## Common Reasons Why Your Provisional Aid Letter (PAL) May Not be Available

- **You are on an admission wait list**. If you are admitted from the wait list, your Provisional Aid Letter will be available on MyUCLA the next business day. Please check your admission status.

- **You did not list UCLA on your FAFSA or DREAM Act Application**. Please check your FAFSA at www.studentaid.gov. If UCLA is not on your application, please add school code 001315 and allow 2-3 business days (for FAFSA) for UCLA to receive your application and generate your PAL. Allow 5 – 10 business days for UCLA to receive your DREAM Act application. You can check MyUCLA (View All Documents under Finances and Jobs menu) to see if your financial aid application was received.

- **You did not provide your Social Security Number on your admission application**. Please check MyUCLA to see if we have your SSN. You will find Social Security/Individual Taxpayer ID information under Settings on MyUCLA. If your SSN is missing, please update it under Social Security/Individual Taxpayer ID menu. PAL will be available the next business day after you update your SSN on MyUCLA.

- **Your SSN is incorrect on the FAFSA.** Please check you FAFSA application at www.studentaid.gov to verify that your SSN is correct and make changes, if necessary. If your SSN on your FAFSA is correct

AND your SSN is updated on MyUCLA (see the bullet above), please contact Financial Aid and Scholarships. If incorrect SSN was listed on your admission application one of our staff will need to correct it.

- **You may have saved your application on the processor's site without submitting it**. If did not see a confirmation page at the time you completed your application, it may have been saved and not submitted for processing. Please log back in to the application site and submit it. Allow 1 - 2 business days for the FAFSA and 5 – 10 business days for UCLA to receive your DREAM Act Application.

- **There was no Student Aid Index (SAI) calculated at the time you submitted your application.** We cannot estimate your eligibility for aid, if the processor did not calculate your SAI. Please go back to your application and submit missing information.

- **Financial Aid and Scholarships needs additional information from you**. You can check MyUCLA (View All Documents under Finances and Jobs menu) to see if we need additional documentation before your PAL can be generated.

- **If you are a DREAM Act applicant, your First, Middle and Last Name on the DREAM Act Application and Date of Birth must match your First, Middle and Last Name in UCLA's records (from the admission application).** If a mismatch exists, you will need to update the incorrect information. To make corrections on your DREAM Act Application, go to CA Dream Act Application. If UCLA needs to correct your information, please contact Financial Aid and Scholarships.

You can find our contact information at https://financialaid.ucla.edu/contact-us.