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TO: Directors of Financial Aid
Public and Private/Independent Institutions of Higher Education

FROM: DeCha Reid
Director, Financial Aid Services

DATE: July 26, 2018

RE: B-On-Time Loan Counseling Module Notification

The Texas B-On-Time (BOT) Loan Counseling Module located on the HHloan website is experiencing technical difficulties. At this time, students are unable to submit their completed loan counseling module results through HHloans. In addition, schools are unable to view or download any BOT loan counseling results through the HelmNet site. We are working to resolve these issues and will provide additional guidance as more information becomes available.

If you have questions, please contact Financial Aid Services at (844) 792-2640 or [CONTACT US](#). (Select the "Student Loan-School Info Request" option in the drop-down selection under Contact Reason.)

cc: Charles W. Puls, Deputy Assistant Commissioner
Rinn Harper, Director, Borrower Services