

TG Loans By Web™

for parent borrowers

A step-by-step guide to completing your student loan application online



Borrower Request

Creating a Loan Request with TG Loans By Web

TG Loans By Web is a powerful tool that enables you to complete your loan applications online. It simplifies applying for a student loan and offers many other benefits, including:

- A streamlined approach
- Online access to your loan information
- Notification of loan status within minutes
- Reduced paperwork
- The ability to sign your application electronically

For your convenience, this step-by-step guide will help you through the process of completing your student loan application. **If you need assistance with TG Loans By Web, please call (800) 530-1449.**

Instructions *Before starting your loan application, please review the tips on the back of this page.*

1. Open your browser to TG Loans By Web located at **lbw.tgslc.org**.
You will be directed to the **myTG** portal to log in. If this is your first visit to **myTG**, you will be required to register as a new user. After registering, you will then log in to **myTG** and be directed to TG Loans By Web.
2. Select your borrower type — **parent borrower**.
3. Select **Complete a Loan Award** from the **Main Menu**.
4. Enter your student's SSN and date of birth.
5. Under **Option 2 – Create a Loan Request**, select your student's school from the list of schools on the drop-down list and then choose **Create Loan Request**. Disregard Option 1.
6. Follow the steps outlined under **Complete Loan Request**.
7. Confirm your personal information and provide any missing information.
8. Provide two references that do not share the same last name, address, or phone number.
9. If a lender is not provided, or if you wish to change lenders, choose **Select Lender** to retrieve a list of lenders. If your school offers a recommended lender list, it will be displayed. You are not required to select a lender from your school's lender list. For additional lender options, use the **Search**

feature to locate a lender by name, address, or lender ID.

10. Complete your loan request by entering the **Requested Loan Amount** and **Loan Period Begin and End Dates**.
11. Verify your loan information and click **Send Request** to submit the application.
12. If the selected lender offers the option to electronically sign (e-sign) a promissory note, a link to the e-sign site will be displayed. Follow the prompts on the screen. If the e-sign option does not appear, your Master Promissory Note (MPN) will be mailed to you to sign and return to your lender.

PLUS loans require a credit check. If your lender supports an electronic credit process, you will be presented a link to the lender's Web site to view the status of your request. Bookmark the Web site for future reference.

Before you log out:

- If your loan was not guaranteed immediately, you may return to TG Loans By Web to view the status of your request. To see the status, refer to the **Complete a Loan Award** screen in step 3 above.
- To create another request, select the **Back** button. If you have completed the application process, select Logout.

Keep in mind

- In order to receive a loan through TG Loans By Web, you must complete an electronic application. Contact TG if you do not have access to a computer with an Internet connection (refer to contact information below).
- Be prepared to provide your student's SSN and date of birth.
- Provide an e-mail address for prompt delivery of your loan information.
- Be prepared to provide the name, address, and phone number of two references. Your references must not share the same last name, address, or phone number.
- PLUS loans require a credit check. Some lenders can provide a credit decision in a matter of minutes. However, most lenders have a more involved credit evaluation process which may require several days. If you have any questions about the status of your credit request, please contact the lender.
- You may have the option to electronically sign (e-sign) a Master Promissory Note (MPN) with participating lenders. You will be asked to provide your Department of Education personal identification number (PIN). If you do not have a PIN, you can obtain one at www.pin.ed.gov.
- The school is notified of your loan electronically. Do not send the MPN to the school.
- TG communicates important loan processing information via e-mail. To prevent delays, promptly read and act upon e-mails from **TG** and **TG Customer Assistance** (cust.assist@tgslc.org).

About TG

TG is a public, nonprofit corporation that administers the Federal Family Education Loan Program (FFELP), a federal government-sponsored program of low-interest loans to help families and students pay for education beyond high school.

As a FFELP administrator, TG does not issue loans but guarantees loans. Guaranteeing a student loan protects the lender from possible loss if a borrower fails to, or is unable to, repay the loan. Because of this guarantee, lenders more readily issue loans to borrowers for higher education.

For more information about TG, visit www.tgslc.org.

To learn more about college and career planning, visit *Adventures In Education* at www.AIE.org.

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Helpful resources

TG Customer Assistance

Members of TG's Customer Assistance team are experts on TG Loans By Web as well as student loan programs and issues. If you need assistance, contact TG Customer Assistance at (800) 845-6267, or send an e-mail message to cust.assist@tgslc.org.

Ask TG™

Have a question about student loans? Submit it online through *Ask TG* and receive an instant answer from TG's extensive archive of frequently asked questions, or from one of our friendly experts. Visit *Ask TG* at tg.custhelp.com.

AIE™

Adventures In Education (www.AIE.org) is your source of reliable information about preparing for college and planning for the future. AIE contains useful information about financial aid, career planning, money management, and much more.

Contact us

(800) 845-6267
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