

Contact Student Financial Services (SFS)

Contacting Student Financial Services

Student Financial Services assists students, families, and supports through a range of self-service tools, in-person assistance, and remote services. Connect with our team to access the resources and guidance needed to navigate the financial aspects of your education with confidence.

SELF-SERVICE RESOURCES

Many SFS needs can be addressed through our convenient self-service tools, available 24/7 to our global community.

SFS SERVICE PORTAL

Students and families can find answers to common questions and access a wide range of services through the SFS Service Portal. This portal offers a comprehensive FAQ knowledge base and convenient online forms to help manage needs related to financial aid and student accounts. Services include:

- Requesting a loan adjustment or cancellation
- Reducing or canceling federal work-study funds
- Reporting an outside scholarship
- Submitting outside form requests
- And much more

Students are encouraged to log in utilizing assigned Northeastern University credentials to receive faster service.

Visit the SFS Service Portal to get started quickly and easily.

Other Contact Methods

For more ways to connect with SFS, including phone, fax, walk-in availability, and office hours, please visit the Contact Us page on the Northeastern website.

SFS INQUIRY FORM

If you need additional support beyond our self-service options, the Student Financial Services Inquiry form is the most efficient way to contact our team. Once your form is submitted, a case number will be assigned to your inquiry. This case number allows you to:

- Track the progress of your request
- Reference your inquiry in follow-up communications
- Ensure faster, more accurate assistance from our staff

Please provide as much detail as possible when submitting your form to help us resolve your issue efficiently.

NUSHP SUPPORT

For inquiries related to the Northeastern University Student Health Plan, please contact NUSHP directly. The NUSHP team is best equipped to assist with all health-plan-related questions.