

FOR FASTER SERVICE

LOSFA is currently experiencing very high call volume. If you are unable to get through by phone, or don't want to wait for a representative, here are some tips to receive faster service.

- If you are calling about your TOPS status, you may check it online by accessing or creating your LOSFA Student Hub account at <https://www.osfa.la.gov/studenthub.html>.
- If you do not have your LOSFA ID number, send an Email to custserv@la.gov with your name, date of birth, home address and a request for your LOSFA ID and it will be Emailed back to you.
- All other inquiries will receive much faster service and resolution if the issues are clearly described in an E-mail to custserv@la.gov.