On Thu, Aug 26, 2010 at 12:21 PM, FSA Ombudsman <octsrply@ed.gov> wrote:

Thank you for contacting the Office of the Ombudsman.  Your request for assistance has been forwarded to an ombudsman specialist.  Your CASE # is:1-14432208.  Please refer to this case number when you contact us.  You can expect to hear from an ombudsman specialist within the next 7-10 business days.   THIS IS AN ACKNOWLEDGMENT MESSAGE ONLY. Do Not Reply to this message.    Please reserve additional comments for the specialist who contacts you.