

# **Update on SLC Customer Contact Services**

## **Applications for full time undergraduate student finance**

We want to reassure students already at university and those planning to start in September that applications for student finance for the academic year 20/21 are proceeding as normal. If you haven't already done so, you should apply online now.

If you are considering going to University this year but have not yet decided on your chosen University or course you should apply for finance now and can alter details later.

## **Payment of maintenance and tuition fees**

We are continuing to process Maintenance and Tuition Fee payments as normal for the summer term. Students will receive an e-mail or SMS to confirm when their payment is on its way.

Most SLC staff are now working remotely and we are all focused on providing help and support where it is most needed. However, our contact centre staff are receiving a lot of calls and we ask people wherever possible to seek information online.

PLEASE read down – most of the information you need can be found online, and you will be greatly assisting our team in being able to answer essential, time-critical questions for customers.

With thanks for your patience and co-operation.

Information is available online for new and returning students in [England](#) and [Wales](#) who have questions in relation to recent applications for funding for academic year 20/21.

Customers can also contact us on Twitter [@SF\\_England](#), [@SF\\_Wales](#) or [@SLC\\_Repayment](#) and on Facebook at [Student Finance England](#), [Student Finance Wales](#) and [SLC Repayment](#) for help with funding and repayment queries. This can often be much quicker than calling.

Please save the telephone for essential enquiries but be assured that we are here to help if you can't find the information you need.

We have compiled a list of frequently asked questions (FAQs) for; [Prospective Students](#), [Current Students](#) and [Customers in Repayment](#).

Here are some of the most common questions we are being asked at the moment:

## **Will I still get my next student finance payment?**

Students will receive their scheduled or next instalment of their Maintenance Loan at the planned start of their summer term, regardless of whether their university or provider has made alternative arrangements for teaching.

## **Can I still apply for student finance?**

If you're studying at the moment or you'll be starting a full-time, undergraduate course after 1 August 2020, you should apply online for student finance as normal.

## **What if I cannot post the evidence you've asked for because I'm self isolating or unwell?**

Don't worry about sending evidence just now if you're not able to. Our priority is your safety and well-being so stay at home. If you send us evidence later than normal we'll make sure you don't lose out on student finance because of this.

## **Will you still take student loan repayments if I can't work due to COVID-19?**

We are still collecting repayments where appropriate but remember, – repayments to your student loan are only taken when you're earning over the repayment threshold for your repayment plan. This means that if you stop working, or your income drops below the threshold, your repayments will automatically stop too. Find out about the repayment thresholds for Plan 1, Plan 2 and Postgraduate Loans.

## **I have recently graduated. Can you confirm when my repayments will start?**

You become eligible to repay in the April after graduating from your course but you will only repay once your earnings reach the threshold for your plan type. This happens automatically through HMRC and you need take no action at this point.

## **How can I update my details?**

If you want to update your details, change your password or make a change to your application you can do this by logging in to your student finance account.

We will continue to provide further updates for customers here and on our social media channels.

## **Other useful sources of information:**

### **Student Finance England**

For general information, please check:

#### **Full-time and part-time undergraduate students**

0300 100 0607

Open Monday to Friday from 10:00am to 5:30pm

#### **Postgraduate Master's and Doctoral Loans**

0300 100 0031

Open Monday to Friday from 10:00am to 5:30pm

#### **Advanced Learner Loan**

0300 100 0619

Open Monday to Friday from 10:00am to 5:30pm

### **Student Finance Wales**

For general information, please check:

#### **Full-time and part-time undergraduate students**

0300 200 4050

Open Monday to Friday from 10:00am to 5:30pm (except bank holidays)

#### **Postgraduate Master's and Doctoral Loans**

0300 100 0494

Open Monday to Friday from 10:00am to 5:30pm (except bank holidays)

### **Education Maintenance Allowance and Welsh Government Learning Grant FE**

0300 200 4050

Open Monday to Friday from 10:00am to 5:30pm (except bank holidays)

# **Student Finance Northern Ireland**

For general information, you can check [www.studentfinancenir.co.uk](http://www.studentfinancenir.co.uk)

## **Full-time and part-time undergraduate students**

0300 100 0077

Open Monday to Friday from 10:00am to 5:30pm

## **Postgraduate Master's Loan**

0300 100 0493

Open Monday to Friday from 10:00am to 5:30pm

## **Education Maintenance Allowance**

0300 200 7089

Open Monday to Friday from 10:00am to 5:30pm

## **EU students**

Student Finance Services

0141 243 3570

Open Monday to Friday from 10:00am to 5:30pm

Please note, this line is only for students who can't get student finance through Student Finance England, Student Finance Wales or Student Finance Northern Ireland.

If you're not sure if this is you, and you normally live in:

## **Repayments**

For general information please check:

## **General repayment enquiries**

0300 100 0611

Open Monday to Friday from 10:00am to 5:30pm (except bank holidays)

## **Customers with an arrears balance or an overpayment**

Our lines are currently closed due to the COVID-19 outbreak. We're working hard to get the lines open as soon as possible.

## **Customer Relations**

Our lines are currently closed due to the COVID-19 outbreak. We're working hard to get the lines open as soon as possible.

## **Report Suspected Fraud**

Counter Fraud Services

0300 100 0059

Open Monday to Friday from 10:00am to 5:30pm (except bank holidays)