

What to do if you haven't received your student loan

Assuming you applied on time and provided all the evidence required by Student Finance (SF) you should expect to receive payment of the first instalment of your student maintenance loan within **five** working days of registering on your course.

If you do not receive payment you can find out the cause of the delay by logging into your online account at www.gov.uk/studentfinance. (Computer facilities are available in each of the Student Service Centres.) You will need your customer reference number (CRN) and password to log in.

If you are not able to resolve the problem online you should contact the SF helpline: for England this is 0300 100 0607. It can be difficult to get through at the start of the academic year due to the high volume of calls. Avoid calling at peak times by trying early in the morning or later in the day. Again, you will need your CRN and password to hand.

Useful tips when dealing with Student Finance:

- We recommend that you keep a log of all phone calls made to SF, taking a note of the date and time of the call, and who you spoke with;
- Keep a copy of any documents you send to SF, use recorded or registered post and keep the receipt safe! Send a cover sheet with your documents – available to print from your online account;
- Wait at least 14 days to allow time for the evidence to be sorted, scanned and matched to your application;
- You can then check their receipt by logging onto your online account and viewing the 'Evidence' screen;

Problem still not resolved and need our help?

If after taking the above steps you have not been able to resolve the problem, you may need our help. To enable us to speak to SF on your behalf you will have to set up a 'consent to share' authority with SF.

To arrange this call the SF helpline and advise them that you wish to set up 'company consent to share' so a University staff member can talk to them about your account. You will be asked by the SF advisor to create a password (which you will then need to share with us.)

Once you have set this up, email financialsupport@nottingham.ac.uk with details of your problem, your customer reference number and the password. We will then call SF on your behalf and try to resolve the problem.

No money in the meantime?

Ask your bank for an interest-free overdraft to tide you over until your loan arrives. Alternatively, you may be able to borrow some money from your family and repay them once your loan arrives. If you are unable to do this, the University may be able to offer you a small interest-free loan to be repaid on receipt of your delayed student funding.

Contact us by telephone or email, or come to a Financial Support drop-in session for further information (see overleaf).

Financial Support



The University of
Nottingham

www.nottingham.ac.uk/financialsupport

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How will I pay for my accommodation?

If you are living in University-managed accommodation and the delay in your funding means you are not able to pay the first instalment, email sas@nottingham.ac.uk to explain your situation and discuss the possibility of an alternative payment plan.

Students living in accommodation managed by an external provider should speak to the provider to explain the funding delay and try to come to an arrangement.

What about my tuition fees?

If you have applied for a tuition fee loan and it has still not been finalised by mid-October you will receive an invoice from the University requesting payment of the first instalment of your tuition fees. In these circumstances you must contact the Student Account Services team by emailing sas@nottingham.ac.uk and provide them with an update on the progress of your loan application to avoid late payment charges.

University Core Bursary

We will not be able to assess your eligibility for a University Core Bursary until SF has completed its assessment of your household income and shared this information with the University. The first instalment is paid in early November and by following the advice in this information sheet we hope you will be able to resolve any problems with your SF application in time. If not, don't worry, we will pay the first instalment within a few days of us having access to your household income.

Still concerned about any aspect of your finances?

Come and talk to us either at a Financial Support Drop-in session or make an appointment by speaking to staff at any of the Student Service Centres.

Financial Support Drop-in sessions at the Student Service Centres

University Park Central	Every weekday 10am-4pm
University Park East	Refer to Student Services web pages
QMC	Refer to Student Services web pages
Sutton Bonington, The Barn	Refer to Student Services web pages
Derby	Refer to Student Services web pages
City Hospital	Refer to Student Services web pages

Contact us

t: +44 (0)115 823 2071

e: financialsupport@nottingham.ac.uk

w: www.nottingham.ac.uk/financialsupport

Follow us on Twitter @UoNFS

We have made every effort to ensure the accuracy of this information. However, please note that the information provided is for general guidance only and cannot cover all circumstances.

Financial Support

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