

Student Finance Factsheet

What changes have student finance announced as a result of the pandemic?

- They have closed their customer contact centres, meaning that you can't get any individual advice from their advisers at the moment.
- They have promised this is a temporary measure and are looking for an alternative way to provide this support.
- The payment of money to students is working as normal. Student Finance is making payments to students currently at university, and they don't predict any issues with making payments in the near future.

What have Student Finance advised that students should do?

- Start and complete your application to Student Finance as soon as possible to help with the processing of applications.
- Complete your application with the most up to date information you have. This includes university choices and financial information.
- You don't need your confirmed placement at university to apply. You can cancel or edit an application at a later date if necessary and circumstances change.

Useful resources:

- Student finance [official statement](#) on Coronavirus response
- Student Finance [Frequently Asked Questions](#) pages
- [Government student finance](#) – applying as a new student page