

DRAFT – NOT FOR USE

Getting your deferment application form right (How to Guide)

Use these notes to help you complete your student loan deferment application form

If you need any help, please go to
www.ErudioStudentLoans.co.uk
or call us on 0845 217 1134*
Alternatively, you can email
DefermentQueries@ErudioStudentLoans.co.uk

*Calls will be charged at local rates for landline numbers. Calls from mobile and other providers' charges may vary.

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Introduction

Why have I received the deferment application form?

You will have received the application form if your current deferment period is due to expire shortly, or because you have requested that we send you the form.

What is deferment?

Under the terms of your Mortgage Style Student Loan Agreement(s), if your gross annual income (taking all sources into account) falls below the current threshold, as set by the UK Government, you may apply to suspend your repayments for a period of 12 months (or 36 months if you meet the criteria as a disabled customer). This is called deferment. The deferment threshold for the year from 1st September 2014 is £26,727 per year (equivalent to £2,227.25 per month).

How to apply for deferment

In order to defer your repayments you need to complete and return the deferment application form and be able to provide proof of your gross income or means of financial support. This information should be based on the month in which you complete this form and your expected income over the next two months. Erudio Student Loans will use electronic means to make checks as far as is possible, but may contact others to verify what you say on this form. Only your own income and finances are taken into account – you do not need to provide the income of your spouse, partner, parents or any other relatives. Your gross income is the amount you earn or receive from other sources before any deductions (such as Income Tax or National Insurance) are taken.

Since Erudio Student Loans took over the management of your loan(s), there have been no changes to the terms and conditions. The process of setting the annual deferment income threshold as well as the requirements to successfully defer remain the same as before. However, the processes to manage the loan(s) have changed in order to provide a more robust and effective system and that is why you may notice some differences.

If you are not currently in deferment, you must continue to make repayments until you receive confirmation in writing from us that your deferment has been accepted. If you are unable to make repayment or are unable to meet the minimum repayment amount required, you can contact us to discuss your circumstances. If your deferment application is accepted and you are currently making repayments by Direct Debit, we will suspend your Direct Debit automatically for the period of your deferment. However, even if your deferment application is accepted, you must still maintain a valid Direct Debit so that if payments revive, they can still be collected by the existing Direct Debit.

If you apply for deferment we will get back to you about your request within 28 days of receiving it. If you have any changes to your circumstances after you have sent your application to us, you should tell us about them as soon as possible.

Completing the Deferment Application Form

Filling in this form

- This form must be completed in capital letters using black ink
- Leave any tick box that does not apply to you blank, or enter 'Nil' in any other non-tick box fields that do not apply to you
- If you make a mistake, put a line through your entry and write the correct information underneath the box.

You will also need

- Evidence of your income; or
- Evidence of your means of financial support.

When you have completed this form, please make sure that you have signed and dated the Direct Debit Form and the declaration on page 7, and enclosed the required evidence and then return it to:

Erudio Student Loans Limited
PO BOX 580
Rotherham
S63 3FR

We may check the information that you provide with the information that is already on our records and/or with third parties. This can include information provided by you, as well as other third party sources.

What happens next?

We will get back to you about your deferment request within 28 days of receiving it. If you have any changes to your circumstances after you have sent your application to us, you should tell us about them as soon as possible.

1. Your Details

Our records are used to communicate with you and the address that we hold has been used to produce the covering letter, so please check that your name, address and contact details are correct. It is important that the information is accurate as this is a condition of the loan agreement.

(a) Date of birth

Enter your date of birth as shown on official documents such as a birth certificate or passport. If you amend your date of birth to one that differs from that held on our records, we will contact you to request a copy of one of these items in order to be able to update our records. Please write the date in the format dd/mm/yyyy (e.g. 01/12/1976).

(b) Name and address confirmation

Please confirm that the name and address details on the covering letter to this form are correct by ticking the relevant box. If it is not you can update your details in section (c).

(c) Name and/or address update

If the name and/or address shown on the covering lettering to this pack are incorrect, or if you are completing a blank form, please provide your up to date details here. You only need to do this to amend the information that we hold.

First name - If you have numerous first names, please provide as many as you can in the space available giving the official first name as used on your passport and other similar documents.

Surname - As shown on official documents such as a passport, birth certificate or marriage certificate.

Address details - This should be your current address.

(d) How long have you been resident at this address?

If you have not been at your current address for long it may be difficult for us to verify your identity and the details you provide. It will therefore save time and make it easier to process your application if you provide details of all addresses you have lived at in the last three years at section (f).

(e) Address status

This information is optional. We may use this information to assist us in understanding your personal circumstances. If you do decide to complete it please select:

- 'Homeowner' if you own your property
- 'Tenant' if you currently rent your property, either privately or otherwise
- 'Other' if you are currently living with family/friends without paying rent, in prison, long-term hospital/care facility etc.

(f) Previous address details

Please provide details of any previous address you have lived at in the last three years. If there are multiple addresses, please provide these on a separate sheet.

(g) - (j) Contact details

If we need to discuss your application we will always try to do so by your preferred method. By providing us with phone numbers and email addresses we can deal with any queries more swiftly than if we have to write to you.

(!) Help

If you need any help, please call 0845 217 1134, or go to www.ErudioStudentLoans.co.uk

2. Direct Debit set up

Keeping your Direct Debit details current (whether your account is in deferment or not) is a condition of your credit agreement. By completing this section you are either confirming that the information we already hold is current or advising us of any changes. For your peace of mind, all repayments made by Direct Debit will be covered by the Direct Debit Guarantee. If you do not have the facility to set up a Direct Debit, then please state this in your deferment application.

YOU MUST COMPLETE THIS INFORMATION IN ORDER FOR US TO PROCESS YOUR REQUEST

If your deferment application is accepted, we will not take any repayments made by Direct Debit from you while you are in deferment.

(a) Direct Debit details

Name of account holder

Enter the name of the account holder exactly as it is shown on your bank or cash card, statement, passbook or cheque book. If it is a joint account, make sure you enter both names.

Account number

Your account number is usually eight digits and is shown on your bank or cash card, statements or cheque book. Please include any zeros – for example, 00123456.

Sort code

Enter the sort code shown on your bank or cash card or statements from your bank or building society.

If your account number is longer than eight digits, it may be because your account is with a building society or bank that used to be a building society. Please contact us and we will advise further, depending upon your building society.

Please sign and date the Direct Debit Form in the relevant box.

2. Direct Debit set up

In line with the terms and conditions of your original loan agreement, you are required to maintain a Direct Debit Mandate for your repayments even if your repayments are deferred. If your account details have changed or there is no Direct Debit in place, please provide Direct Debit details. Direct Debit repayments will not be taken without prior notice. If you do not have a bank account, then please state this.

INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY TO PAY BY DIRECT DEBIT

Name and full postal address of your bank or building Society

To: The Manager Bank/building society

Address

Postcode

Service user number

Reference

Name(s) of account holder(s)

Bank/building society account number

Branch sort code

FOR ERUDIO STUDENT LOANS OFFICIAL USE ONLY
This is not part of the instruction to your bank or building society

Instruction to your bank or building society
Please pay Erudio Student Loans Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Erudio Student Loans and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

3. Declaration of Income

This information should be based on the month in which you complete this form and your expected income over the next two months.

You can tick more than one box. For example, if you are employed in a full-time job and receive interest from savings each month, you should tick the box next to 'earning from employment or self-employment' and the box next to 'income from investments and savings'. Or, if you are employed in a part-time job and receive Child Tax Credits each month, you should tick the box next to 'earnings from employment or self-employment' and the box next to 'state benefits'.

(a) Earnings from employment or self-employment

You should tick this box if you receive earnings from employment or self-employment, including any statutory sick pay of 28 weeks or less, maternity or adoption leave of two weeks or less, or additional paternity leave taken during the mother's maternity leave. If you have ticked this box you should also complete section '4. Earnings from Employment'.

(b) Income from investments and savings

You should tick this box if you receive income from investments and savings, including any savings accounts, bonds, shares, stocks etc. If you have ticked this box you should also complete section '5. Income from Savings and Investments'.

(c) State benefits

You should tick this box if you receive any state benefits, including any of the following:

- Contribution-based Jobseeker's Allowance (JSA)
- Contribution-based Employment and Support Allowance
- Carers Allowance
- Incapacity Benefits

(For a full list of State Benefits that are not counted towards your income for the purpose of assessing deferment, please see page 11.)

If you have ticked this box you should also complete section '6. State Benefits'.

(d) Other income

You should tick this box if you receive any other income, including:

- Payments or allowances from family members, partners or third parties such as trust funds
- Maintenance receipts
- Further education funding

If you have ticked this box you should also complete section '7. Other Income'.

3. Declaration of Income

Please tick to confirm the types of income which you are currently receiving and complete the relevant section. This information should be based on the month in which you complete this form and your expected income over the next two months.

(a) Earnings from employment or self-employment (Complete section 4)

(b) Income from investments and savings (Complete section 5)

(c) State benefits (Complete section 6)

(d) Other income (Complete section 7)

(!) Help

If you need any help, please call 0845 217 1134, or go to www.ErudioStudentLoans.co.uk

4. Earnings from Employment

This section should be completed if you ticked the box indicating that you receive income from employment or self-employment.

Please enter the full amount of any employment income that you receive, stating the amount and frequency that they are paid to you. This is the amount you are paid before any deductions such as Income Tax, National Insurance, pension contributions, childcare vouchers etc.

Please ensure that you include an annual figure using the table in the form.

(a to d) If you have income from more than one employment, enter the combined total annual gross pay for both employments in the 'Employment' box.

Temporary employment refers to employment for a fixed or short-term period, such as agency work, seasonal work or interim work.

If you were required to submit a self assessment tax return for the most recently completed financial year, please tick this box if this statement applies to you. If you have ticked this box, you must attach a copy of your most recently submitted tax return.

4. Earnings from Employment		
Based on your current circumstances, please confirm amount of GROSS ANNUAL income (before tax and deductions) from those listed below. We know income from employment is often received at different frequencies so we have devised a table below to help you calculate annual equivalent amounts (please state NIL if not applicable).		
Amount Received	Frequency	Annual equivalent
	<small>Please state if student is weekly, fortnightly, 4 weekly or monthly.</small>	<small>For weekly earnings x 52 For fortnightly earnings x 26 For 4 weekly earnings x 13 For monthly earnings x 12</small>
(a) Employment	£	£
(b) Self employment	£	£
(c) Temporary employment	£	£
(d) I was required to submit a self assessment tax return for the most recently completed financial year.		<input type="checkbox"/> (Please attach a copy of your most recently submitted Self Assessment Tax Return form)

(e) Number of current employers

Enter '1' if you only have one paid employment. If you have more than one paid employment, put the number of employers you have. For example, if you have a day job and a part-time evening job as well, you should enter '2'.

Include self-employment in this field. For example, if you have one employer and run a business as well, you should also enter '2'.

(e) Number of current employers	<input type="text"/>
<small>Please confirm the details of your current employers, the business description and your job title. This information is optional, however, your answers will help us if we need to contact your employer to verify the income provided in your application (optional).</small>	

(f) and (g) Employer details

This information is optional and, if you do provide it, it may be helpful for you to notify your employer before providing us with their contact details so that they will not be surprised if we do contact them. If you choose not to provide it, and we need to verify your income from employment, we will have to contact you for this information and this might delay your application.

Employer name - If you have more than one employer, please list employers in the order of hours worked (greatest first).

Employer address - This refers to your employer's pay office, which might not be the same as your workplace - check your wage slip or ask your employer for confirmation.

Employer Telephone number - This refers to the phone number of your employer's pay office, which might not be the same as your workplace office number. Check your wage slip or ask your employer for confirmation.

Business description - This refers to the type of work that your company does. For example, if your employer is a bank, you would answer 'Financial Services'.

Employer contact name - This is the name of the person that we can contact at your company to confirm details of employment. This will usually be a member of your company's Human Resources department. If you do not know the name of this person, you can enter the name of the department or 'unknown' in this box.

(f) First employer (optional):	
Employer name	<input type="text"/>
Employer address	<input type="text"/>
Employer phone number	<input type="text"/>
Business description	<input type="text"/>
Your job title	<input type="text"/>
Employer contact name	<input type="text"/>

(g) Second employer (optional):	
Employer name	<input type="text"/>
Employer address	<input type="text"/>
Employer phone number	<input type="text"/>
Business description	<input type="text"/>
Your job title	<input type="text"/>
Employer contact name	<input type="text"/>
<small>If you have or expect to have more than two employers in the current or next two months, please complete and enclose details separately.</small>	

If you have additional employments, please list these on a separate sheet and attach to the application form.

(!) Help

If you need any help, please call 0845 217 1134, or go to www.ErudioStudentLoans.co.uk

5. Income from Savings and Investments

This section should be completed if you ticked the box indicating that you receive income from savings and investments.

The amounts you enter should always be the gross annual amount. This is the amount you receive before any deductions such as tax. If you receive this income less frequently than annually then please enter the annual equivalent amount. For example, if received monthly, multiply the amount by 12.

If any field is not applicable to your circumstances, enter 'NIL' in the box.

(a) Interest Income

This refers to any income you receive as interest on bank accounts, bonds, ISAs or other savings accounts, e.g. National Savings.

(b) Dividends

This refers to any share dividends you receive, whether on ISAs, shares in your business or other share investments.

(c) Rents

Any income you receive from renting properties or other assets, both in the UK and abroad.

(d) Other

Any other savings and investment income that you receive.

(e) Description of other

If you have entered income as 'Other', please provide details of what this savings and investment income comes from in this box.

5. Income from Savings and Investments
Based on your current circumstances, please confirm the average amount of GROSS annual income from the following (please state NIL if not applicable)

(a) Interest income	£	
(b) Dividends	£	
(c) Rent	£	
(d) Other	£	Provide details below
(e) Description of other		

6. State Benefits

This section should be completed if you ticked the box indicating that you receive State Benefits. If any field is not applicable to your circumstances, enter 'NIL' in the box.

(a) Please enter the full amount of any benefits that you receive, stating the amount and frequency that they are paid to you.

Incapacity Benefit should exclude long-term incapacity benefit or short-term incapacity benefit at the higher rate.

Universal Credit should only be included if it applies to you, as this is yet to be rolled out nationwide (excluding any amounts in respect of limited capability for work or work-related activity).

"Other" benefits should include Carers Allowance, Income Support and Council Tax Credit.

The following disability benefits are not counted towards your income and do not need to be declared to evidence your means of support:

- Personal Independence Payment
- Armed Forces Independence Payment
- Employment and Support Allowance
- Severe Disablement Allowance
- War Pension
- Disability Living Allowance
- Disabled Persons Tax Credit
- Industrial Injuries Benefit
- Severe Disability Premium
- Disability Premium Long Term
- Long or Short-Term Incapacity Benefit (excluding Short-Term Incapacity Benefit at lower rate which is counted)
- Universal Credit where this relates to amounts of limited capability for work or work related activity.

6. State Benefits
Based on your current circumstances, please confirm the average amount of state benefits which you will receive annually. We know benefits are often received at different frequencies so we have devised a table below to help you calculate annual equivalent amounts. Most incapacity benefits as well as employment and support allowance can be disregarded. Please see the How to Guide (page 10) for information about which benefits count towards your deferment limit.

	Amount Received	Frequency	Annual equivalent
		Please state if support is weekly, fortnightly, 4 weekly or monthly	For weekly benefits x 52, For fortnightly benefits x 26, For 4 weekly benefits x 13, For monthly benefits x 12
(a) Jobseekers allowance/ income support	£		£
(b) Incapacity benefits (short term at lower rate)	£		£
(c) Working/Child tax credit	£		£
(d) Invalid care allowance	£		£
(e) Universal credit	£		£
(f) Housing benefit	£		£

7. Other Income

This section should be completed if you ticked the box indicating that you receive other income.

Please enter the full amount of any other income that you receive, stating the amount and frequency that they are paid to you. Please ensure that you include an annual figure for each other income type, using the table in the form.

If the field is not applicable to your circumstances, enter 'NIL' in this box.

(a) Spouse, Family or Third Party Payments

This refers to any unearned income you receive from any members of your family, spouse or third parties such as an allowance.

(b) Maintenance Payments

This refers to any payments made to you for child maintenance to assist with the care of a child, for example, payments from an absent parent.

(c) Further Education Funding

This refers to any assistance you receive to support you in further education, whether by loan grant or otherwise.

(d) Other

This is any other income you receive that doesn't fit in the above categories such as income from a trust fund.

(e) Description of other

You should add a brief description of any payments you have added in the box for 'Other'.

7. Other Income			
Based on your current circumstances, please describe any other income or payments you receive and the GROSS average annual amount (before tax and deductions) (please state NIL if not applicable)			
	Amount Received	Frequency	Annual equivalent
		<small>For weekly income x 52 For fortnightly income x 26 For 4 weekly income x 13 For monthly income x 12</small>	
(a) Spouse, family or third party payments	£		£
(b) Maintenance payments	£		£
(c) Further education funding	£		£
(d) Other (provide details below)	£		£
(e) Description of other			

8. Total Income

(a) Your total annual gross income can be calculated by adding all the values declared in sections 4 to 7. You can use the table below to help you work the total out.

Annual employment/self-employment/ temporary employment	£
Annual income from savings and investments	Interest Income: £ Dividends: £ Rent: £ Other: £
Annual state benefits	£
Other income	Spouse, family or third party payments: £ Maintenance payments: £ Further education funding: £ Other: £
Total	£

Once your application form is completed, please read the certificate and warranty carefully and sign and date the form. If you do not sign the form, we will not be able to process your request. Please write the date in the format dd/mm/yyyy (e.g. 01/12/2014).

(!) Help

Where you are paid monthly this will be three wage slips. If you are paid weekly this will be up to 12 weekly wage slips. If you have multiple employers this must be wage slips for all employers covering the same period.

(!) Help

If you need any help, please call 0845 217 1134, or go to www.ErudioStudentLoans.co.uk

Additional requirements – Proof of Income

You must supply proof of your income or means of financial support with your deferment application form.

If you are required by HMRC to submit a self assessment return and have declared this in section 3 of the form, you should provide us with a copy of your most recently submitted (NOT DRAFT) return, with all relevant sections showing your income for that year, or if HMRC calculates your income tax liability for you, a copy of the most recent SA302 tax calculation HMRC has sent to you. If you submit this supporting evidence you will not need to provide any further evidence, unless your income has changed since the period covered by this return or calculation period.

Earnings from Employment or Self Employment

If you have declared Earnings from Employment or Self Employment in section 3 (Declaration of Income) and are not enclosing a tax return or SA302, or if your earnings from Employment or Self Employment have changed since the period covered by the tax return, you will need to supply one of the following to cover each employment:

1. Copies of wage slips confirming your gross income for the last three consecutive calendar months and a copy of your most recent P60(s) showing your annual earnings for the previous 12 month period. Where wage slips are not provided, a signed and dated letter from your employer, (on company headed paper) stating that wage slips are not available and confirming your gross monthly income for each of the last three calendar months (including overtime, bonuses, allowances, London weighting etc.);
2. A copy of an offer of employment or a copy of your employment contract dated within the last three months, together with your most up to date wage slip for the new employment;
3. If you are working for a temping agency, a copy of a P11 form, with the company's name, your name and your gross earnings; or
4. If you have income from self employment and have not yet completed a self assessment tax return, copies of three months' bank statements showing self-employment income and purchase invoices.

Savings or Investment

If you have declared Savings and Investment income in section 3 (Declaration of Income) and are not enclosing a tax return or SA302, or if your income from Savings and Investments has changed since the tax period covered by that return or SA302, you will need to supply the following:

1. For interest income, a copy of annual interest certificates or account statements showing the interest you have received;
2. For dividend income, a copy of dividend certificates or bank account statements showing the dividend(s) you have received;
3. For rental income, a copy of your letting agreement or a letter from your letting agent or tenant confirming the frequency of payments and the amount paid in the last three calendar months, or bank account statements showing the rent(s) you have received; or
4. For other Savings and Investment income, suitable similar evidence or bank statements showing the income you have received.

Benefits

If you have declared receipt of State Benefits in section 3 (Declaration of Income) and are not enclosing a tax return or SA302, or if your income from State Benefits has changed since the tax period covered by that return of SA302, you will need to supply one of the following covering each benefit received:

1. Benefits or tax credit award letter for the current period confirming your name, date, type and amount of benefit received; or
2. A copy of your most recent bank statement showing the payment of benefits into your account with the credits clearly identified.

Other

If you have declared Other Income in section 3 (Declaration of Income) you will need to supply one of the following in respect of each form of other income received:

1. If you are being financially supported by a third party, for example a parent, spouse or partner, a signed and dated letter from this person confirming the level of support and a copy of your most recent bank statement showing the support payments with the credits clearly identified;
2. If you are receiving maintenance payments, a copy of your maintenance agreement or letter from the person making payments to you and a copy of your most recent month's current account statement showing the maintenance payments with the credits clearly identified;
3. If you have borrowed money to live on, a copy of your loan agreement; or
4. If you are a student, a copy of your grant award letter or student loan agreement for the academic year spanning the relevant month. For the current academic year - the first instalment of your loan must already have been paid to be classed as income.

Travelling for an extended period such as a Gap Year

If you are already travelling please supply written confirmation with details of your expected travel itinerary plus one of the following pieces of evidence in support:

1. Proof of your savings, such as a bank statement;
2. Proof of your overdraft or overdraft facility, such as a bank statement; or
3. A letter from one of your parents, spouse or partner confirming that they support you with a copy of your most recent month's current account statement showing the support payments with the credits clearly identified (please circle using a black pen, do not use a highlighter pen).

Prison

If you are in prison you will need to supply a letter from your prison authority or solicitor confirming that you are serving a custodial sentence.

Hospital or extended sickness

If you are in hospital or on extended sick leave we will require a medical certificate confirming that you are not in work.

(!) Help

If you need any help, please call 0845 217 1134, or go to www.ErudioStudentLoans.co.uk

FAQs

Why is this form different to SLC's?

This form has been sent to you by Erudio Student Loans. As you should already have been advised in a notice of transfer, your account(s) have been sold to Erudio Student Loans by the Student Loans Company. While the terms and conditions have not changed and the UK Government will continue to set the threshold income for deferment; Erudio Student Loans will be managing your account and administering the deferment process.

What has changed since Erudio Student Loans took over my loan?

The terms and conditions have not changed and the legal requirements to successfully apply for deferment remain the same as in previous years. However, some of the sections of the application form require you to provide more detail, so that a better assessment of eligibility for deferment can be applied. Once your application has been completed we will inform you of the outcome and let you know if any further information is required. The requirements to successfully apply for deferment remain the same as in previous years.

The deferment threshold continues to be set each year by the Government in accordance with the Education (Student Loans) Regulations 1998, and is currently the responsibility of the Department for Business, Innovation and Skills. That threshold is £26,727 gross annual income (equivalent to £2,227.25 per month) for the year from 1st September 2014 to 31st August 2015. If you complete the form and provide the required evidence that your gross income is below that threshold, your application will be processed quickly and efficiently and your deferment application should be accepted.

Which loans does this agreement cover?

The deferment application covers the loans set out on the covering letter to this form.

Why do I need to have a new Direct Debit setup if I am applying for a deferment?

As part of the terms and conditions of your loan agreement, you must always have a valid Direct Debit set up to cover your monthly repayment, in case your application is not deferred and repayments are due. This is a requirement of your loan agreement and has not changed as a result of the account now being managed by Erudio Student Loans.

The purpose of the new Direct Debit Mandate included in our correspondence is to switch the details from your previous student loan company to Erudio Student Loans, who are now managing your account.

If your deferment application is accepted, no repayments made by Direct Debit should be taken from your account and all Direct Debit details and any repayments made will be covered by the Direct Debit Guarantee. If you believe a Direct Debit has been taken incorrectly please notify us.

Why are you checking my deferment application details at third parties such as Credit Reference Agencies?

Credit Reference Agencies (CRAs) may be used to verify your identity and validate the information that you provide in your application such as income. This should ensure the correct and fair outcome of your deferment application. This helps us to move your deferment application forward as quickly and efficiently as possible. This check will leave a "footprint" on your credit file to show to you and others that you have applied for a deferment and that Erudio Student Loans has accessed your information.

How will this work in practice?

In all cases, when you submit a deferment application a footprint will be left on your credit file. This footprint will be visible to you if you view your credit file, and to other creditors to whom you may make an application for credit. This footprint is not dependent upon the year your loan agreement was signed.

If a "footprint" is left on my credit file will this affect my ability to obtain credit in the future?

Large numbers of applications for credit, within a short period of time, can have a negative impact on an applicant's ability to obtain credit, but unless you have other negative characteristics large numbers of credit searches are unlikely to result in you being turned down for credit. Responsible lenders use shared credit data to help them assess the likelihood of you becoming over indebted and/or having difficulty in making repayments on the credit you seek. Credit application searches are just a part of that assessment and will be considered in conjunction with many other items of information.

Why is a footprint left on my file?

As agreed between the CRAs and the ICO it is a requirement under the fair processing requirements of the Data Protection Act 1998 that a footprint should be recorded so that you know who has looked at your data and why.

Why is Erudio Student Loans assessing my application in this way?

The data that is provided by CRAs on past and existing credit as well as applications in the form of search data and footprints is statistically proven to be predictive of financial circumstances such as income as well as credit behaviour. In the UK, standard practice is for such assessments to include the use of CRA data in order to give a responsible lending decision and to verify the information provided in order to prevent and/or detect fraud.

Will my deferment application impact how you report to CRAs on a monthly basis?

Separately to your deferment application, we will report your current outstanding balance and how up to date you are with repayments to CRAs on a monthly basis, in line with the terms and conditions of your original loan agreement(s):

- For loan agreements signed before or during 1997, we have permission to report details of the loan to CRAs every month, including if you are in deferment.
- For loan agreements signed during 1998 and onwards, we have permission to report details of the loan to CRAs every month, but only if the loan is in arrears or defaulted.

If your application for deferment is successful and your account(s) meet the terms and conditions of your original loan agreement as stated above, your account will be listed at the CRAs as in a payment holiday.

The signing and submission of your deferment application form to Erudio Student Loans does not change your terms and conditions in any way in relation to any recording of information about your account.

Is this a change in my agreement, I didn't think the Student Loans Company did this previously?

No, your agreement is not changing. The owner of the loans has always been permitted to use CRAs for the purposes of data validation and to share details of the operation of all loan accounts opened before 1998 and of those opened in or after 1998 that are, or have been in breach of their agreement by being in arrears or default. This is set out in section 16 ('Disclosure of Information') on loan agreements signed before 1998, and in section 12 ('Disclosure of Information') on loan agreements signed after 1997.

The Student Loans Company has previously registered defaults with CRAs and the terms and conditions have always permitted the Student Loans Company to share data in the way detailed above. Erudio Student Loans will be processing and managing student loans on a system which will use and register the data in a manner which facilitates data validation and supports responsible lending and borrowing, which is a legal obligation for all lenders to support their applicants and customers in an effort to prevent financial difficulty arising from over-indebtedness. Details of the operation of your account will show whether your account is up to date in deferment, (where we are permitted to disclose this

(!) Help

If you need any help, please call 0845 217 1134, or go to www.ErudioStudentLoans.co.uk

information), in arrears or in default. In the event that your account is up to date, your record will also provide evidence to other lenders that you are managing and repaying your loan and this will be important information in your credit file.

What if I stop repayment without an agreed deferment?

Your account will go into arrears. If an account is in arrears we will try to contact you to discuss your situation. Where possible we will agree with you how to make repayments of the outstanding balance to bring the account up to date as quickly as possible, whilst ensuring that any arrangement is tailored to each particular customer's own financial circumstances. However, until and unless you make repayments that you owe, or a deferment is agreed, we may also register that repayment has not been made with credit reference agencies and this may impact on your ability to obtain credit in the future. In cases of genuine hardship you should contact our Helpline to discuss your situation as soon as possible so we can tailor the right approach for you.

I understand that under the terms and conditions I may be eligible for a longer period of deferment or even for the loan to be cancelled if I am unable to work through disability or long-term sickness?

That is correct and the exact rules vary according to your circumstances and when you took out your loans. If you want more information on this please contact our Helpline and we can provide you with more details.

Further Information

What happens next?

We will get back to you about your deferment request within 28 days of receiving it. If you have any changes to your circumstances after you have sent your application to us, you should tell us about them as soon as possible.

If you have not heard from us within 28 days of posting your claim, please phone us on 0845 217 1134 to check that we have received your application. For security reasons, we will send you our decision in writing.

If your application is accepted

We will notify you by post and your repayments will be deferred for a period of 12 months (or three years in the case of disability). During this time you will continue to be charged interest on your outstanding balance.

Prior to the end of your deferment period

We will write to you eight weeks before your deferment period is due to end to inform you of when your repayments are due to start again and how much they will be. You will also be given the opportunity to apply for a further 12 months deferment at that time.

If your application is rejected

We will notify you by post and you must continue to make monthly repayments or your account will fall into arrears.

If you are currently deferred from making payments and your renewal request has been declined, we will notify you by post, and will include details on the repayments you will be required to make and when the repayments are due and how much they will be.

Checklist

Before submitting your application to us, please refer to the following checklist:

- Filled in the application form.
- Signed and dated the application form.
- Supplied copies of all relevant supporting evidence of income (please only provide copies of originals as returns of originals cannot be guaranteed).
- Attached sheet of additional addresses and employment details (if applicable)
- Completed the Direct Debit Mandate.

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