

Where's my Money? - Common problems

How can I get more money? Why hasn't my loan arrived? These are some of the questions students ask each year. Read on to find a few answers to questions like these.

My student funding hasn't arrived!

Student Finance England (SFE) only guarantees payment at the beginning of term if your application for finance is submitted by the end of May. If you failed to submit on time, or you applied during 'clearing' it is likely that you will have to wait for your money to come through. If you are having problems meeting your financial commitments, the University can offer a small 'bridging loan' to help you through the first few weeks of term.

Have you sent in all your documents to SFE?

You won't receive any money from SFE unless you send in all your documentation, including your signed declaration and you have had your ID checked by MDX University. Also make sure you have supplied your National Insurance number as the loan will not be paid until this is verified. If you have already sent all the above (at least 6 weeks ago) seek advice from the Student Welfare Advice Team (SWAT).

Have your circumstances changed since completing your application.

If Middlesex was not your first choice of University, or you have transferred from another institution and not told SFE then you will not receive your student funding! If this is the case, then it is vital that you let SFE know that your circumstances have changed. Make an appointment with the Student Welfare Advice Team and bring a copy of your assessment letter and Student Support Number, we can then confirm your attendance with the SLC through the Registry.

Do you have a debt to the University?

If you have a debt to the University from the previous year in certain circumstances you will not be allowed to enrol. This means that your student loan will not be released. Pay off your debt and your loan will arrive in your bank account. If you think you don't owe the University any money; seek advice from SWAT.

My loan doesn't seem to be as much as it should be.

If you don't indicate on your application that you want to apply for the 'income assessed' component of student support you will not be assessed for the full loans and targeted grants or other funding support. This often involves parent(s) or spouses sending in ALL

their income details for the previous tax year e.g. P60's Tax credit letters with PFF2 form(s) (which will also need to be completed by your parents/spouse). For the 18/19 application it would be the 16/17 tax year income details that would be required.

Perhaps your parents refused, or are not able to provide income details?

If you are not in contact with your parents, or there are other reasons why they will not supply income details, seek advice from SWAT.

Perhaps you are in your final year?

If you are in your final year the amount of student loan you receive will be less than previous years.

Perhaps your family income is too high?

The amount of student loan you receive can vary depending on your household income. If your parent(s) income is over £25,000, the amount of student loan received is reduced.

For pre-2016 starters, if your family income is below £25,000 you should receive the full grant of £3,482. If your family income is over this amount then you may receive a proportion of the grant which is reduced as your income increases. For 2016 starters the grant is replaced by the means tested loan.

Note: If your family income goes over £42,875 a year then no grant is payable and your student loan will be reduced. For 2016 starters the grant is replaced by the means tested loans.

Are you repeating study from a previous year for the second time?

If you have previously repeated a period of study you will have used your 'plus one' funding year. If you are having a second repeat period, it is **unlikely** that you will qualify for the grant or fee loan, therefore you will have to pay your own fees. If on the other hand you have 'compelling personal reasons' it may be possible to get extra funding. You **must** seek advice from SWAT immediately.

Why have I received an overpayment from a previous year on my 2017/18 funding letter?

SFE has been reassessing students' entitlement to their funding. As a result some students have received a notification of an overpayment. What should I do? Make an

appointment with the SWAT, so we can investigate your case.

My Childcare Grant has not been processed in the second term (if applicable).

Although you sent in the CCG1 form it may be that you have not completed the Confirmation of Childcare Costs CCG2 form. **Note:** the payment you received in the first term for childcare was based on an estimation of your childcare costs. In order to receive further payments you are expected to 'confirm' these costs with SFE by sending in the CCG2 form (up to 3 charging periods a year). It is quicker to download the CCG2 from www.gov.uk/student-finance for you and your childcare provider to complete. You must return it ASAP recorded delivery to SFE (if you can, keep a photocopy). It normally takes 6 weeks to process and if it takes longer than this time and your child care provider is giving you problems about non-payment of fees seek advice from SWAT.

My friend looks after my children how am I meant to pay?

Unfortunately, you are only entitled to the childcare grant if you use registered childcare. If your childcare provider is **not** registered, we suggest you apply to the University Student Support Fund (SSF), for help towards your childcare costs. Remember they will not pay the full cost so you will be expected to pay the balance out of your SFE student income.

I'm a single parent and am having problems paying my rent!

As a single parent you are one of the few groups of students who can claim benefits. You should submit a fresh claim for Housing Benefit or Universal Credit. You must also include your 'fully' assessed student funding documentation with the application. Be aware you will not receive the full rental amount, as most of your student income will be counted in the assessment. Make sure you also order your student 'exemption' letter for council tax purposes from 'UniHub'.

I'm a single student and receive a loan and a grant but I'm always short of money!

Living in London is expensive, and if you are going to survive you may have to look for paid work! You should also prepare a budget for the whole year. To help plan your finances and deal with current/existing creditors go to:

www.stepchange.org.uk

www.moneyadviceservice.org.uk

www.creditaction.org.uk

I have received a letter from the University saying my fees haven't been paid!

Even if you are a continuing student you must apply for funding each year in order to get your fees paid. You should check that you filled the paper/online form out correctly, alternatively SFE may not have received it, or you have not signed the declaration form. As with ANY funding issue give them a call and ask; "What have I not done to have caused the delay/funding shortfall and what do I need to do to receive my full funding entitlement" and act on the advice they give you.

Note: If you have 2 years previous study before you started at Middlesex University, seek advice from the Student Welfare Advice Team.

I am an EU student, I work but I still don't have enough money to live on!

Did you arrive in the UK before the 1st September in the year you started your course? If the answer is yes, and you are working, you may be eligible for the maintenance loan. Also see the Welfare Advice Guide: 2018/19 'EEA Migrant Worker' as well as seeking advice from the Student Welfare Advice Team.

SFE Contact Details

Make sure you have your passwords and reference number with you when you call!

Student Finance England: Tel: 0300 100 0607

www.gov.uk/student-finance

Note: 'confirmation of attendance' is done automatically. Problems can arise if you have 'transferred' in from another university or changed your course, had previous study, or returning after a gap year. If you are in this situation book an appointment to see the Student Welfare Advice Team.

Any questions?

Contact the Middlesex University Student Welfare Advice Team on 020 8411 3008 or email: welfare@mdx.ac.uk

You can access all of our other Welfare Advice Guides at: unihub.mdx.ac.uk/welfare-guides

Middlesex University Student Welfare Advice Team have made every effort to ensure that the information contained in this leaflet is accurate. Middlesex University however, cannot be held responsible for any omissions or errors.

May 2018

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Produced by the Middlesex University Student Welfare Advice Team