

Dear Colleague,

Please see the below information regarding text messaging to students in relation to their student finance payment. Please cascade this information within your institution where you feel appropriate and where possible promote these messages to your students.

Many thanks for your assistance.

Susan Maguire
HEI Services Development Manager

The Student Loans Company are sending a text message to customers to let them know when their student finance payment will be in their bank account.

From Tuesday 6 September, customers will receive a text message the day before their student finance is paid. This text message will be sent to all customers who have provided us with a mobile number. The content of the text message is:

- Your student finance will be paid into your bank tomorrow -

This message will be sent from Student Finance England, Student Finance NI or Student Finance Wales.

Please remind students that:

- The first instalment of their student finance will only be released **after** they have registered with their university or college
- Their university or college will confirm the student's attendance with Student Finance England, Student Finance NI or Student Finance Wales
- Student finance payments will be in the student's bank two to three working days after Student Finance England, Student Finance NI or Student Finance Wales receive this confirmation of attendance
- Students will not receive any money prior to course start
- The Tuition Fee Loan is paid directly to the university or college on their behalf.
- The Maintenance Loan, and any grants that are due, are paid directly into the student's bank account.