

Orientation Presentation

Script to follow the Orientation Presentation

January 23, 2018

Welcome Everyone!!

In today's presentation, we plan to tell you everything you need to know about government student loans and grants, including your responsibilities, what to expect when it's time to repay your loan, and how the National Student Loans Service Centre will support you along the way.

Today we will go over this all in detail so you understand how it works and what your responsibilities are.

We will cover the following:

Who is involved in the world of student loan funding, and who you should contact in various situations

We are going to talk about the 3 stages of your student loan and what happens in each of those stages

We will discuss: what happens when it comes time to repay your student loans — and what happens if you can't, or don't, make your payments

We will explain how the National Student Loan Service Centre keeps in touch with you, and how to make the most of your NSLSC Online Account

And finally, we'll cover some tips and resources that will help you make the most of your funding while you are in school.

First, let's take a look at the bigger picture, and how all the pieces of government student loan funding fits together.

Loans and grants are offered to help you complete your post-secondary education. These are offered by the Federal Government through the Canada Student Loans and Grants Programs

as well as by your province or territory through their own student loan programs

Now what is the difference between a loan and a grant?

Loans must be repaid; where as a grant does not have to be repaid provided you maintain your eligibility.

Loans do not have to be repaid while you are enrolled in full-time studies.
Grants are considered taxable income and must be reported on your taxes.
You will receive a T4A form which is the receipt for tax purposes for your grants;
these are made accessible through your NSLSC Online Account. Some provinces
will mail these to you.

Now, let's talk about the National Student Loans Service Centre – NSLSC
The National Student Loans Service Centre manages ALL of the Government of
Canada student loan and grant programs.

We also manage SOME of the provincial loan and grant programs — specifically, for the following provinces: British Columbia, Saskatchewan, Ontario, New Brunswick and Newfoundland and Labrador.

The provincial loans and grants for Alberta, Manitoba, Nova Scotia and PEI are all managed by that province.

Once your loans and grants are approved, the NSLSC enter the picture and remain until you have repaid your loan.

By the way, the period from the time your loan is approved to the time you repay your loan is known as the “student loan life cycle”. It’s a term you’ll hear us use from time to time and we will explain it later in this presentation.

So what does the NSLSC do?

The people at the National Student Loan Service Centre help you in a number of ways at the various stages of your student loan funding:
Once the federal government and your province or territory approves your grant and/or loans, we deposit the funds to your bank account or have them sent to your school in accordance to the directions we received.

We maintain your loan and grant information to help you know how much you will have to repay.

We provide customer service and answer your questions so that you understand the process and your responsibilities.

When it's time to repay your loans, we assist you in setting up the loan repayment schedule and we ensure you are prepared to successfully meet your repayment obligations.

If you have difficulties with your student loan repayment, we are there to help provide you with options such as the repayment assistance programs, to help you successfully repay the loan and keep your finances in good standing.

Our goal throughout the process is to provide help and support. We will be communicating with you throughout the student loan and grant process through your email, and often we will ask you to log in to your NSLSC Online Account for important updates or when action is required.

From time to time throughout your student loan life cycle, you may have questions about your government student loans or grants, or need to provide information. Who do you contact?

For any questions about your eligibility, the status of your application, appeals, or reassessments,

you will need to contact the province or territory where you applied.

If you have questions about disbursement of your loan or grant, making loan payments, or repayment assistance programs,

you would contact the National Student Loans Service Centre. We also give you 24/7 access to your student loan(s) information through your NSLSC Online Services account.

Remember that your school's Financial Aid Office is also there to provide support and guidance.

Now, let's talk about the three stages of your student loan funding life cycle that you need to know about.

The three stages are:

In Study

Non-Repayment

Repayment

Let's look at each one so you can understand what to expect and know what your responsibilities are at each stage.

Right now, you've just begun the "In Study" stage of your student loan. You probably received your first disbursement just after classes began, and you should get the second disbursement at the start of the 2nd semester or half way through your academic year.

While you are in school full-time, your loans are interest free and you are not required to make payments.

However, you can make payments if you wish, at any time, without penalty.

A great time to do that is if you happen to receive more money than you will need for your education. You can use the excess as a payment on your loan and reduce how much you will have to pay in the future when you enter the repayment stage.

After you leave your full time studies, a 6-month Non-Repayment Period will begin. During this stage, you are not required to make payments but interest does start to accumulate on your Canada Student Loan and on certain provincial loan portions. These are: British Columbia, Saskatchewan and New Brunswick. All other provincial loans will continue to be interest free for the 6 month non-repayment period. Again you can choose to make payments during the Non-Repayment stage if you wish to reduce your debt, helping you in the future. Remember if you are returning to school full-time but are NOT applying for more Student Loan Funding you MUST notify the NSLSC and your province/territory in order to keep your loan in interest free status. Otherwise you will enter the Repayment Stage even if you are still attending school full time.

The final stage of the Student Loan Life Cycle is Repayment.

The Repayment Stage begins in the seventh month after you have left full time studies and ends when you have completely paid your student loan.

Remember this occurs regardless of whether you have completed your program. If you quit your program, have been asked to leave by the school, dropped to part time status or at any time you take a break for 6 consecutive months (or more) from full-time studies.

Before you reach the Repayment stage, it's a good idea to participate in our Repayment Webinar. It explains the kinds of decisions you'll have to make, and it provides information about the help available to you if you're having a hard time making your payments, such as changing the repayment terms or getting help through the Repayment Assistance Plan

Now let's go over what you need to know about repayment

Currently there isn't much you need to be concerned with regarding your repayment stage.

We will contact you ahead of time with the details of your loan and information about the decisions you need to make and the next steps to take.

You will receive a letter approximately 5 months after you have ended your full time studies and before the beginning of the Repayment Period.

This will include the information you will need to know regarding your loan repayment:

- How much you owe.
- The interest rate you'll pay.
- The amount of your monthly payment.
- The date your payments begin.
- The bank account where the funds will be withdrawn.

If you have questions or changes to your information, or if your circumstances have changed and you can't meet the repayment responsibilities, you'll be invited to contact us before the Repayment period begins.

What happens if you leave your program early?

If you leave before the school year is over for whatever reason, and there will be a break of at least 6 months, your loan will be treated as if you'd completed your studies.

First, you must contact the NSLSC and tell us about your change of status immediately.

We will explain what you need to do, and what your options are. You will be made aware of the following:

- You will have to pay back the full loan amount regardless of how long you remained in school.

- After your last day of school, you will enter the 6-month Non-Repayment Period as we talked about earlier

- After six months, you will enter Repayment. At this time you will be required to begin to make payments. We will contact you with your options.

- If at any point you can't make your payments, contact us right away. We can advise you about options that can help.

What happens if you don't repay your loan?

We understand that life can be challenging and you may find yourself having difficulty making your loan payments.

If this happens, contact us right away. We will be able to provide you with advice and tell you about your options.

Choosing to ignore your loans or not accessing the options we provide could result in a negative impact on your financial future.

Your loans would go into default. What does this mean?

Your loans could be forwarded to a collections agency or the Canada Revenue Agency

- If you return to full-time studies later, it will be very difficult for you to be approved for future government funding
- Your credit rating will be affected, meaning, that you may have difficulty getting a loan to purchase a car or house, or you'll pay higher interest rates if you get approved. By allowing your credit to be compromised, you could be affecting other aspects of your future. You may also have difficulty renting an apartment or gaining employment as these situations often require a check on your credit rating.
- Some provinces also have additional penalties if you do not pay your provincial loans

Remember if you are having difficulties making your student loan payments, be sure to contact the NSLSC and we will be happy to provide you with advice and tell you about the options you have available to help you.

There are many ways for us to communicate with you.

We usually communicate with you by sending an email. We'll use the email address you provided to us when you applied for your student loans, so be sure to check that email account regularly and be sure to update us using your NSLSC Online Account if it changes.

You will receive emails from us indicating that you should check your NSLSC Online Account or provide us with any additional information. Be sure to follow up with us and take any actions required right away.

- Be sure to set up your NSLSC Online Account.
- Keep your email address up-to-date at all times.
- It's also a good idea to log into your NSLSC Online Account regularly, in case you missed an email.

You have many responsibilities as a student loan recipient. Remember this is your loan and you need to be responsible for it. At every stage of the Student Loan process we remind you that it's important that you are involved and proactive in communicating with us.

The most important thing you can do is to keep us informed. You must notify us if you:

- change your personal contact information, including your address, email address or phone number,
- change your enrolment status,
- drop courses,
- or if you are required by your school to repeat a year

The good news: keeping us informed is easy — just log in to your NSLSC Online Account and you can update everything you need from there.

We have mentioned your NSLSC Online Account many times so far and now we will tell you how to register for it

To register for your account, you first go to Canlearn.ca, find the link for National Student Loan Service Center and access the OnLine Account registration page. (please see example on the screen)

We'll ask you to provide your:

- First and last name
- Social Insurance Number
- Date of birth, and

Your Loan Account Number or Registration I.D. You would have received this in the Welcome email we sent you recently. If you cannot locate it, you can call the NSLSC Contact Centre.

With your NSLSC OnLine Account you can quickly and easily get and provide information.

Once you login to your Online services account, you can easily change your contact information in the My Profile tab. We can't stress enough how important it is that you make sure the information in this section is always complete and current. Do not forget the correct apartment number and postal code in your address.

You can review the history of your loan disbursements by choosing the Account Information tab once again and going to the Disbursement History page. This is where you can look if you're waiting for a disbursement to come through, for example.

You can also check the status of your loan and get important details by going to the Account Information Tab, and choosing Loan Details. If you're still in school but aren't getting a new loan next year, this is where you'll notify us with a confirmation of enrolment request. Except in the Province of Ontario, where you will update us with the Continuation of Interest Free Status Form through the Financial Aid Office at your school or through your OSAP account online.

Your NSLSC Online Account is also where you'll pick up mail from us, including loan status updates and requests for follow-ups. Don't forget, the Mailbox tab is also where you will receive the income tax receipts.

And, when it comes time to repay your loans, your Online account will also include important information about your repayment options. You'll be able to access this under the Repayment Options tab at the What Are My Options page.

Next we have some information you may find helpful while you are in school.

We want to help you make the most of your education financing. Here are a few tips that will help make your time in school financially successful:

Make sure you stay in touch. Tell us if your contact information or student status changes.

Improve your financial literacy. Start by visiting the website for the Financial Consumer Agency of Canada. You can see their website address on the screen. This website has a lot of useful information and tips that will help you manage your money both while you're in school as well as later when you have left school and are preparing to start your new future.

Don't forget to create a budget. While you are in school this will help you stay on track so that your spending doesn't exceed your income — and it will help ensure that your funds will get you through the year.

Remember to borrow wisely. Use your NSLSC Online Account to keep track of how much you've borrowed. If it's more than you need, consider repaying some early. It will ease your financial responsibilities down the road.

Don't forget to continue looking for scholarships and bursaries. As long as you are in school, there may be additional funding options available to you. Canada Student Grants and Provincial or Territorial Grants and Bursaries may be available throughout the year

Websites such as yconic and

ScholarshipsCanada.com could provide you with information on possible sources of funding.

Remember to check on the Association of Universities and Colleges of Canada website as well as your College or Universities website or financial aid office for scholarships bursaries and awards that may be available throughout the year. (Note: there are often deadlines for these applications so be sure to get all the details). Your employer and that of your parents may also offer scholarships or bursaries.

It's a good idea to re-check the possible funding options every year, including while you are in school, in case new opportunities have opened up.

Now let's recap the 5 key points of this presentation:

A student loan is money borrowed from the Government and it must be repaid.

There are three stages of your loan — In Study, Non-Repayment and Repayment. Be sure you know what stage you are in and know your obligations.

Register on-line with the NSLSC and keep your contact information and enrolment status up-to-date at all times. Remember to contact us immediately if you stop school or drop from full-time to part-time status.

Take advantage of the many resources available to inform and assist you. They can answer your questions, provide information that will help you make important decisions and teach you how to make, and stick to, a budget.

And finally — good luck with your studies and have fun!

Thank you for watching this presentation.

At this time if you have any questions you are welcome to forward them to our Regional Relations Team

Email address is: regionalrelations@nslsc.ca

In the future if you have any other inquiries please refer to canlearn.ca or you can call the NSLSC Contact Centre at 1-888-815-4514.

