
How to Guide (getting your Deferment Application Form right)

Use these notes to help you complete your student loan Deferment Application Form

If you need any help, please go to
erudiostudentloans.co.uk/portal
or call us on 0333 003 7188/+44 (0)141 278 6114
Alternatively, you can email
deferments@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

What is deferment?

Under the terms of your Mortgage Style Student Loan Agreement(s), if your gross annual income (taking all applicable 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 the 1st September 2022 to 31st August 2023 is £35,092 per year (equivalent to £2,924.33 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 income or means of financial support. This information should be based on the month in which you complete this form and your income over the last two months. Erudio Student Loans 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. Please note, for self-employed or rental income, you only need to provide your net income (the amount you receive after any deductions).

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 repayments 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.

Completing the Deferment Application Form

Filling in this form

- Please complete this form 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
- You may use a highlighter pen to draw attention to particular aspects of any evidence you provide. If you do this, please highlight underneath or around the relevant text, not through it.

You will also need

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

When you have completed the form, please make sure you have signed and dated the declaration on page 6 and enclosed the required evidence. Your application should be returned to:

Erudio Student Loans Ltd
PO Box 1055
CAMBERLEY
GU15 9PA

You can also complete your deferment application online at erudiostudentloan.co.uk/portal

What happens next?

We will get back to you about your application 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.

Once your application is received, if you have a Direct Debit set up, these payments will be placed on hold pending a decision on your application.

1. About You

It is important that the information that we hold about you is accurate as this is a condition of your original loan agreement(s).

(a) 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 correct you can update your details in section (c).

Yes

☐

No

☐

Are the name and address on the covering letter to this form right?
(If "No", fill in the sections below)

(b) Name and/or address update

If the name and/or address shown on the covering letter of this How to Guide 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 your passport, birth certificate or marriage certificate
- Address details - this should be your current address

(c) 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 the property
- 'tenant' if you currently rent the 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.

(d) Date of birth

Enter your date of birth as shown on official documents such as your 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).

(!) Help

If you need any help, please call 0333 003 7188/+44 (0)141 278 6114, or go to www.ErudioStudentLoans.co.uk

Contact details

Please provide us with your contact details in case we need to get in touch with you about your application or loan account.

Section 1 - Your Details

[illegible]

Please note...

You are required to supply supporting documentation with this application (see page 3 for more information).

Seeking help...

If you would like further guidance on how to complete this form, please visit:
www.erudiostudentloans.co.uk/deferment

Or defer online...

You can still defer online at:
www.portal.erudiostudentloans.co.uk/

Declaration...

Please complete sections 1, 2 and 3 before reading and signing this declaration.

Declaration

Once your application form is completed, please read the 'Declaration' section carefully then sign and date the form. If you do not sign and date the form, we will not be able to process your deferment application.

Please write the date in the format DD/MM/YY (e.g. 01/09/2022).

Earnings from employment

This section should be completed if 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.

- For your employment or any temporary employment, this is the amount you are paid before any deductions such as Income Tax, National Insurance, pension contributions, childcare vouchers etc.
- For self-employment, this is the amount you are paid after any deductions such as Income Tax.

Section2 - Income

Employment status:			
	Gross amount	Frequency	Annual
Salary:	£		
Self-employment (***):	£		
Temporary employment:	£		
JSA/income support:	£		
Incapacity benefit/ESA:	£		
Working/child tax credits:	£		
Carers allowance:	£		
Universal credit:	£		
Housing benefit:	£		
Child benefit:	£		
Other benefits:	£		
Description of other: (See page 3 for more information)			

a) If you have income from more than one employment, enter the combined total annual gross pay for both employments in the 'Employment' and/or 'Temporary employment' box. Temporary employment refers to employment for a fixed or short-term period, such as agency work, seasonal work or interim work.

b) *** If you have income from self-employment, please enter the total annual net pay you receive in the 'Self employment' box.

c) This section should be completed if you are receiving state benefits. Please enter the full amount of any benefits that you receive, stating the amount and the frequency that they are paid to you.

d) Incapacity benefits refers to short-term incapacity benefit at the lower rate.

e) 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).

f) 'Other' benefits should include Carers allowance, Income Support, Council Tax Credit and Lone Parent Households.

(!) 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

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

State Benefits

The following disability benefits are not counted towards your annual income calculation:

- 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-Term Incapacity Benefit
- Short-Term Incapacity Benefit at the higher rate
- Universal Credit (where this relates to amounts of limited capability for work or work related activity)

If you receive one of the benefits listed above; when completing the form advise us of the amount you receive and how often you receive this benefit. We do not require any evidence to be supplied for these benefits.

You may be eligible for a longer period of deferment or even for the loan to be cancelled if you are unable to work through disability or long-term sickness. Please contact our Helpline on 0333 003 7188 and we can provide you with more details.

Other Income

This section should be completed if you receive other income, including from savings and investments.

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 income type, using the table in the form. For any interest income, dividends or other savings and investments, please enter the gross annual amount.

This is the amount that you receive before any deductions such as tax. For any rental income, please enter the net annual amount. This is the amount you receive after any deductions such as mortgage repayments or tax.

Section 3 - Other Income

	Gross amount	Frequency	Annual
3rd party income:	£		
Maintenance payments:	£		
Funding for further education:	£		
Interest from savings:	£		
Dividends:	£		
Rental income:	£		
Other:	£		
Description of other: (See page 3 for more information)			

- (a) Payments received from family, spouse or a third party; 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) Interest income: this refers to any income you receive as interest on bank accounts, bonds, ISAs or other savings accounts, e.g. National Savings.
- (e) Dividends: this refers to any share dividends you receive, whether on ISAs, shares in your business or other share investments.
- (f) Rental Income: this refers to any net income you receive from renting properties or other assets, both in the UK and abroad.
- (g) Other: this is any other income you receive that doesn't match any of the criteria stated above for example income from a trust fund. Any other savings and investment income that you receive.

Total Income

Section 4 - Total Income

Total annual income:	£
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Total: please summarise your total income for 'Section 2' & 'Section 3' in this box.

Providing 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 you should provide us with a copy of your returned SA302 tax calculation, with all relevant sections showing your income for that year. If you have not yet received your SA302 from the HMRC we are able to accept a copy of your online self assessment clearly showing that it is 100% complete and submitted to the HMRC or a stamped paper SA100 clearly showing that it has been submitted.

Please note that any documentary evidence supplied to support your deferment application should be both legible and the most up to date versions available.

Earnings from Employment or Self Employment

If you declared earnings from employment and provided details in the 'Employment' section, and we are not enclosing a tax return or SA302, or if your earnings from employment have changed since the period covered by the tax return, you will need to supply one of the following to cover each employment:

- A copy of wage slip(s) confirming your gross income for the last three consecutive calendar months. Where wage slips are not available, 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, etc). Where neither is available, a copy of your most recent P60(s) can be accepted between April to December for the previous tax year, showing your annual earnings for the previous 12-month period should be provided; or
- 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; or
- If you are working for a temping agency, copy of a P11 form, with the company's name, your name and your gross earnings.

If you have declared earnings from self employment in and provided details in the 'Employment' section and are not enclosing a submitted HMRC tax return or SA302, or if your earnings from 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:

- Copies of three months' bank statements showing self employment income and purchase invoices; or
- A copy of an accountant's letter (on company headed paper), signed and dated within the last three calendar months, confirming your net income.

Savings and Investments

If you have declared savings and investment 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:

- For interest income, a copy of annual interest certificates or account statements showing the interest you have received; or
- For dividend income, a copy of dividend certificates or bank account statements showing the dividend(s) you have received; or
- 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
- For other savings and investment income, suitable similar evidence or bank statements showing the income you have received.

State Benefits

If you have declared receipt of state benefits in the 'State Benefits' section you will need to supply one of the following covering each benefit received:

- Benefits or tax credit award letter for the current period confirming your name, date, type and amount of benefit received; or
- A copy of your most recent bank statement showing the payment of benefits into your account with the credits clearly identified, with the full income column with no information edited or blanked out.
- If you receive a disability-related benefit that is included on the last on page 8, we only require you to provide us with the amount and frequency of your benefits. We do not require any evidence of these benefits.

Other Income

If you have declared other income you will need to supply one of the following in respect of each form of other income received:

- If you are being supported financially by a third party, for example a parent, spouse or partner, we require a signed and dated letter from this person confirming the level of support they are providing you with. We would require a copy of your most recent bank statement, if this is how the support is received. Please ensure they are clearly identified with the full income column visible with no information edited or blanked out.
- If you are receiving maintenance payments, a copy of your CSA maintenance agreement or a signed letter from the person making the payments to you. Alongside this we require a copy of your most recent month's current account statements showing the maintenance payments with the credits clearly identified; or
- 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:

- Proof of your savings, such as a bank statement; or
- Proof of your overdraft or overdraft facility, such as a bank statement; or
- A letter from one of your parents, spouse or partner confirming that they support you and a copy of your most recent month's current account statement showing the support payments with the credits clearly identified.

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 medical certificates confirming that you are not in work, unable to work for the foreseeable future or unable to work permanently that is dated within the last 12 months.

Important Information about Evidence

Please note if you are supplying a bank statement as evidence, we require this to clearly show:

- Your full name.
- It must be a copy of the most recent full months bank statement showing the payment of the income into the account with the credits clearly identified.
- We need to clearly see the full income column with no information edited or blanked out.

If you have any queries, regarding any of the above evidence requirements then please contact us via telephone or email and we will look to review your information.

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 Assignment, 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. Some of the sections of the Erudio Student Loans application form require you to provide more detail, so that a better assessment of eligibility for deferment can be made. Once your application has been completed we will inform you of the outcome and let you know if any further information is required.

The deferment threshold continues to be set each year by the UK Government in accordance with the Education (Student Loans) Regulations 1998, and is currently the responsibility of the Department for Education (DfE). That threshold is £35,092 gross annual income (equivalent to £2,924.33 per month) for the year from the 1st September 2022 to 31st August 2023. 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.

What if I stop repayment without an agreed deferment?

If you stop repaying without an agreed deferment, we'll always try to contact you to discuss your situation. Where possible, we'll always try to agree with you how to make repayments of the outstanding balance so that your account is up to date as quickly as possible. If you need to set up a payment arrangement, we'll always try to ensure it is tailored to your own financial circumstances. In cases of genuine hardship you should contact our Helpline on 0333 003 7188/+44 (0)141 278 6114 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 loan(s). If you want more information on this please contact our Helpline on 0333 003 7188/+44 (0)141 278 6114 and we can provide you with more details.

I have been unable to fit my full email address onto the deferment application form, is there an alternative way for me to update my email address?

You can contact one of our customer service representatives on 0333 003 7188 to update your contact information.

Further Information

What happens next?

We will get back to you about your application 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 application, please phone us on 0333 003 7188 to check that we have received your application.

For security reasons, we will send you our decision about your application 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.

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. 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 repayments, your monthly repayments will become due after your current deferment period expires (this date is quoted on the covering letter sent with your application form).

If your application is incomplete

We will write to you to advise that further information needs to be provided in order for your application to be processed.

It is important that you respond to any request for further information quickly so that we can complete the processing of your application as soon as possible. Repayments will become due if your application is incomplete and your existing deferment period expires.

T: 0333 003 7188/+44 (0)141 278 6114
E: deferments@erudiostudentloans.co.uk

(!) Help

If you need any help, please call 0333 003 7188/+44 (0)141 278 6114, or go to www.ErudioStudentLoans.co.uk

