

### Late Loan checklist

Issue	How to check	Solution to resolve
Has the Student applied?	Student can log into their online Student Finance account to check	Students will need to apply asap. -Contact <a href="mailto:income.tuition@swansea.ac.uk">income.tuition@swansea.ac.uk</a> to advise of possible late fee payment. -Contact <a href="mailto:money.campuslife@swansea.ac.uk">money.campuslife@swansea.ac.uk</a> for any other advice
Has the student enrolled?	Check University intranet account	Students can enrol online using the student intranet ( <a href="http://www.swansea.ac.uk/enrolment/enrol-online/">www.swansea.ac.uk/enrolment/enrol-online/</a> )
Have they collected their ID Card? (New students only)*	You can check using the student enquiry function available on the Intranet*	If the student is physically present at the University, this can be updated on the system speaking with student records*
Student has gone through clearing and not updated the University they're attending	Student has Financial Notification but hasn't received an update with Swansea University on it.	Student needs to contact their funding provider for guidance. Any further issues, please contact us via our Live Chat - <a href="https://www.swansea.ac.uk/money-campuslife/live-chat/">https://www.swansea.ac.uk/money-campuslife/live-chat/</a>
Awaiting Signed Declaration	Students can check using student finance online system	This can be sent via the student's online Student Finance account and should be done ASAP.
Has student changed bank details?	Student to check their Student Finance online account	Student will need to call their funding provider with new and old bank details to update on system.
Anything else.	If everything above has been confirmed and your loan is still unpaid, please contact us via our Live Chat - <a href="https://www.swansea.ac.uk/money-campuslife/live-chat/">https://www.swansea.ac.uk/money-campuslife/live-chat/</a>	

*\*Not applicable for academic year 2021/2022*