



THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE

Welcome to LSE

#partofLSE

welcome.lse.ac.uk





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Federal aid

2024/25

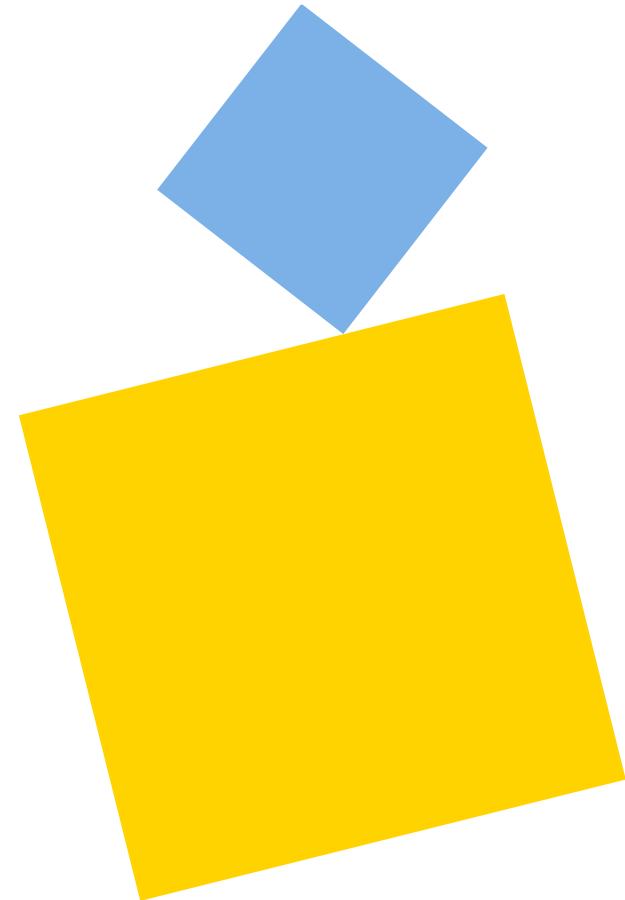
Mr Glenn Ruane – Head of Fees, Income and Credit Control



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What we are going to cover

- Our Services & how to contact us
- Disbursements and right to cancel
- Bank details for surplus payments
- SAP (Satisfactory Academic Progress)
- Tuition and Accommodation fees deadlines
- How to make a payment
- Student Finance Hub





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Our services

- 3 Teams – Customer Support, Cash Management and Credit Control and Compliance
- We do not have a Financial Aid Office
- We will manage all aspects of your financial aid
- Tuition and Accommodation fees
- Payment Plans
- Private Loans
- Refunds & Surplus payments
- Questions about student, family, sponsor payment portals



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Welcome and Autumn Term Support

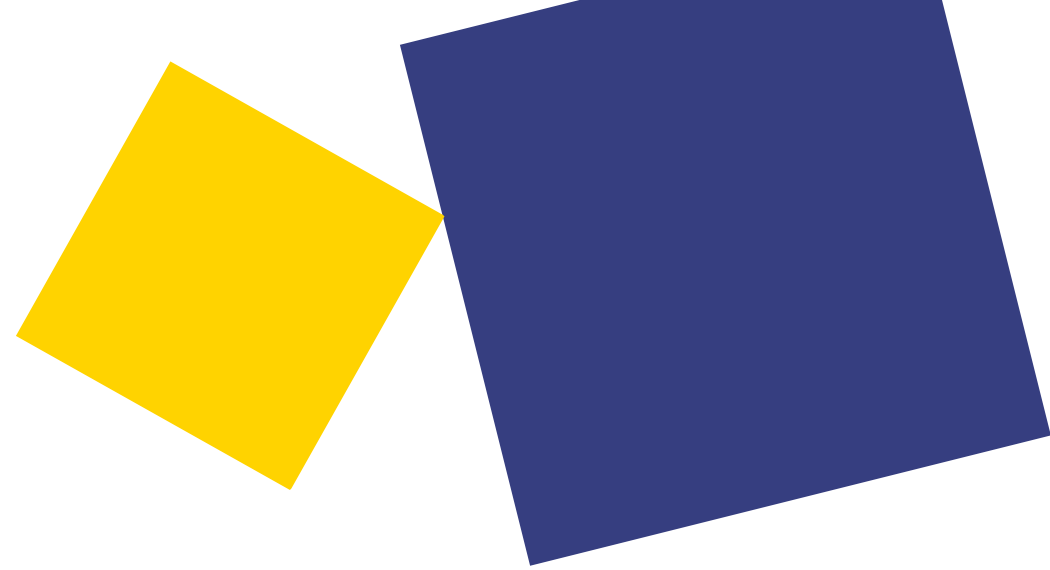
- Refer to our dedicated webpage: info.lse.ac.uk/autumntermsupport
- Hybrid in nature
- Enhanced support 23/9 – 27/9, includes in person support from 10AM to 3PM every day.
- We also offer Live chat and telephone support
- Standard Support 30/9 – 13/12
 - In person drop ins
 - Live chat
 - Telephone support
 - 1-1 Zoom sessions



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Customer Charter

- Aims, mission statement and vision for our team.
- Our commitment to you.
- How to contact us.
- How to escalate an enquiry or make a complaint.
- Feedback
- Service response times





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Student finance in Focus Series

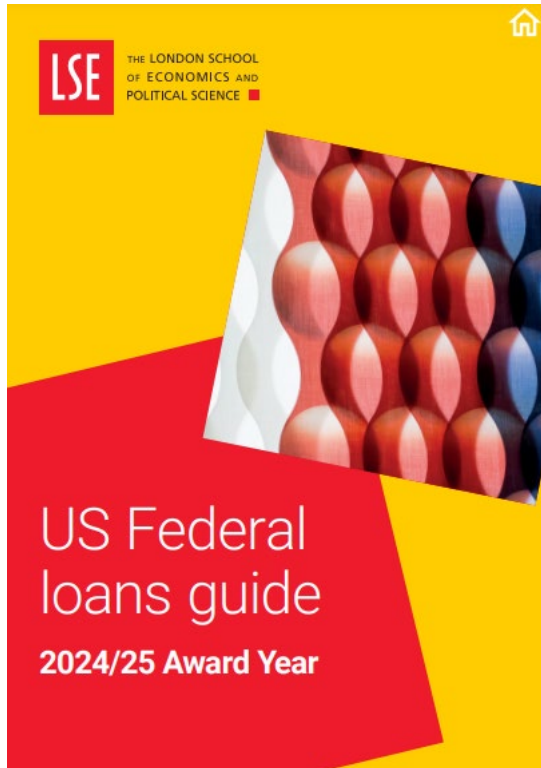
- Short bitesize help/demo videos
- Introduction to key services such as student financial undertaking forms, funding and protect yourself from fraud.
- Info.lse.ac.uk/financeinfocus





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Federal Loan Guide



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Satisfactory Academic Progress

- Federal regulations require schools to monitor academic progress
- If programme is less than 12 months in duration SAP is checked at the end of each payment period.
- If longer than 12 months, SAP is checked in Spring Term
- Is Qualitative (*Grades*) and Quantitative (*Pace*)
- Finance will contact Academic Departments for confirmation of academic progression (*Grades*)
- Attendance registers (*Pace*)
- Financial Aid Warning if SAP is not met (Programmes 12 months or less)
- See LSE SAP Policy info.lse.ac.uk/SAP

Disbursement timeline



Appendix 3: Direct Federal loan indicative timeline 2024/25 award year

Stage/Action	Autumn Term	Winter Term	Spring Term
Beneficiary email – collecting bank details for surplus loan payments	9 September 2024	N/A	N/A
Notice Prior to Disburse – Right to cancel or adjust loans incl Parent Plus notification	10 September 2024	9 December 2024	7 April 2025
Deadline date for adjustments from students	24 September 2024 ^A	23 December 2024	22 April 2025
Deadline date for processing adjustments in COD	26 September 2024	6 January 2025	25 April 2025
Pre disbursement checks	27 September 2024	13 January 2025	28 April 2025
Disbursement date in COD	30 September 2024	20 January 2025	6 May 2025
g5 funds arrive/g5 draw ^{AA}	1 October 2024	21 January 2025	7 May 2025
Notice of disbursement	2 October 2024	22 January 2025	8 May 2025
Second Call for Beneficiary bank details	2 December 2024	Upon request from student	Upon request from student



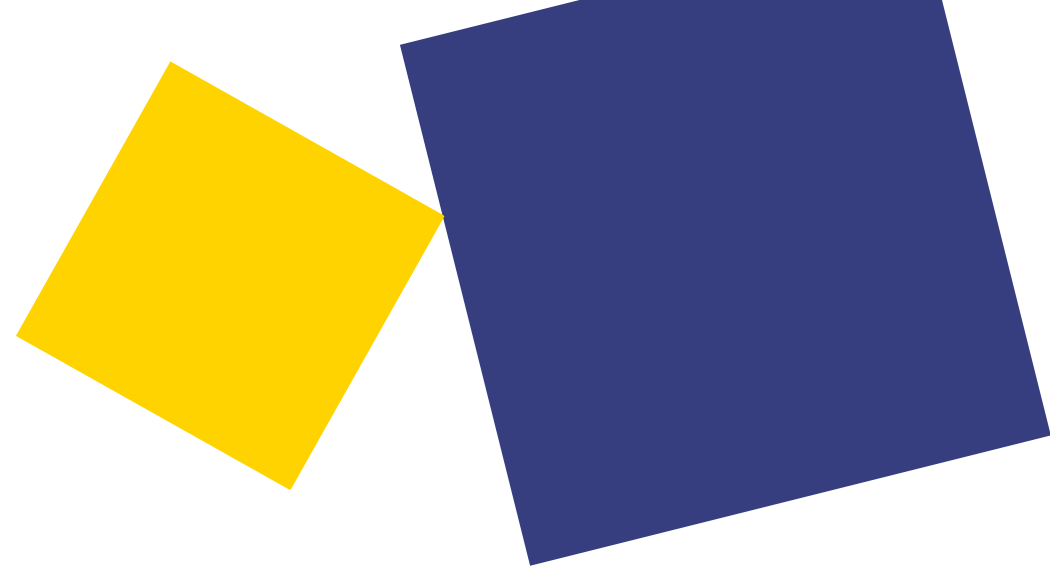
Right to cancel or adjust your loans

- Section 7 of the Guide
- You will be issued with a Notice Prior to Disbursement, you have option to fully cancel, reduce or increase (subject to COA limits)
- Once the loan has disbursed your responsibility to return funds if you no longer need them.



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Disbursement Steps





Institutional charges and surplus

How is my surplus payment calculated?

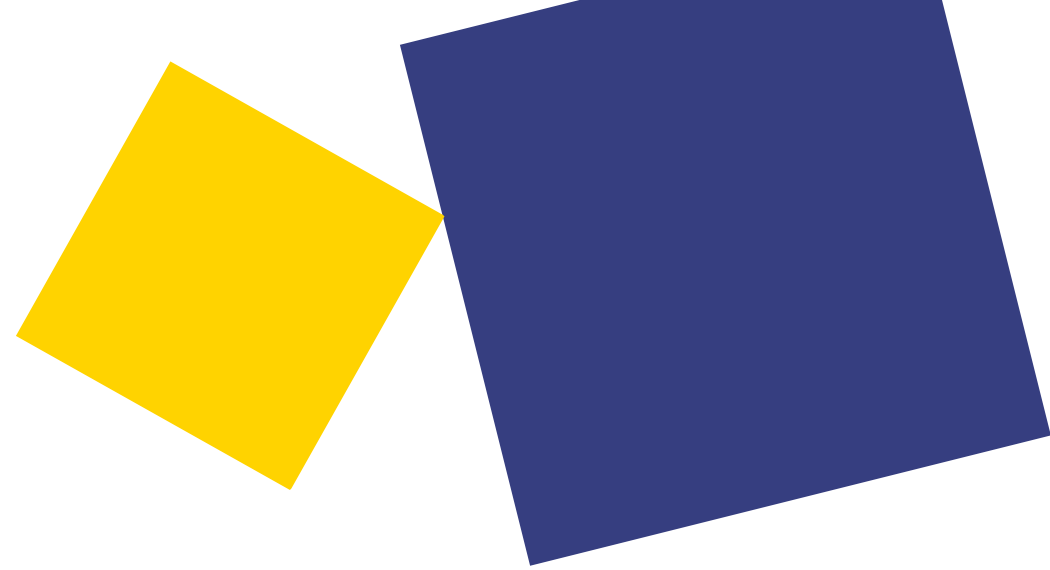
- Disbursement Value £25,000.00
 - Less termly tuition fees £ 9,000.00
 - Less Accommodation Fees £ 2,500.00
 - Balance Payable to student £13,500.00
-
- Note : Any advance payments or LSE scholarships will be taken into account and will affect the payable amount to student
 - Note: Any fees shortfall is payable per term



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Exchange rate

- COA forecast using a rate of 1.4022
- USD loan converted to GBP at the point of each disbursement using approved third-party provider.
- Retail rate and not interbank rate





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Reasons for no disbursement

- No MPN in COD
- Not enrolled
- Not meeting SAP
- If there is an issue we will contact you.

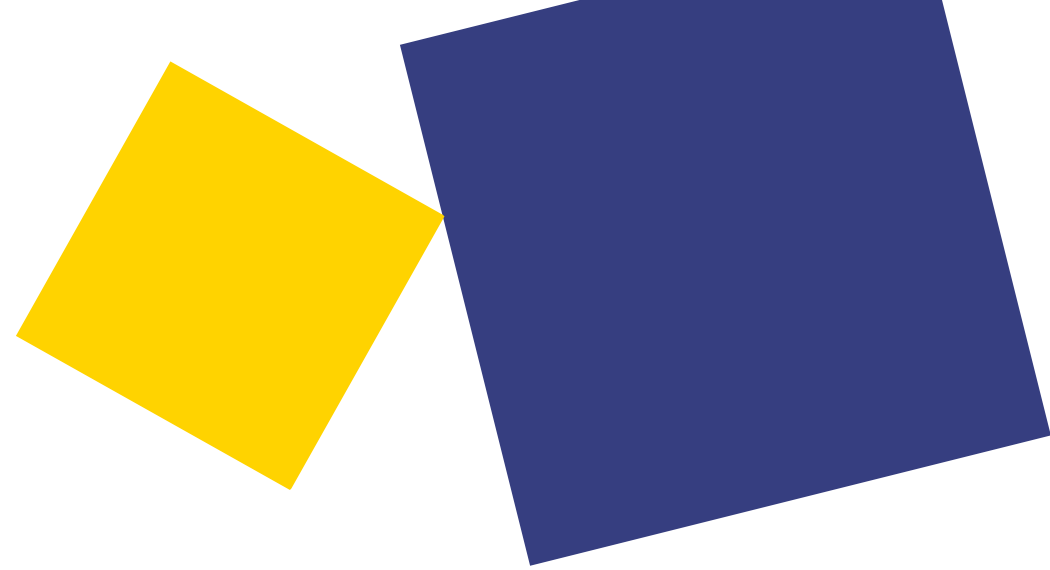




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Surplus payments

- Partner with Convera
- We will reach out to you to collect your bank account details.
- If bank account details are not provided a USD Draft will be issued.
- Students providing US Bank Account, loans will be reconverted back from GBP to USD





Deferment

- You can access your loan history via studentloans.gov

When will repayment start?

Loan type	Repayments	Repayment start dates
Direct Subsidized	No interest or payments required as long as you are enrolled on an eligible programme at least half-time.	Usually six months (known as the "grace period") after your course finishes or you become less than half-time.
Direct Unsubsidized	No payments required as long as you are enrolled on an eligible programme at least half-time. Interest accrues whilst you are studying.	Usually six months (known as the "grace period") after your programme finishes or you become less than half-time.
Graduate PLUS or Parent PLUS	No payments required as long as the student is enrolled on an eligible course at least half-time. Interest accrues whilst studying.	Repayment period begins on the date of the final disbursement. Unless you receive a deferment or forbearance, the first payment will be due within 60 days of the final disbursement date.

Deferments for student borrowers

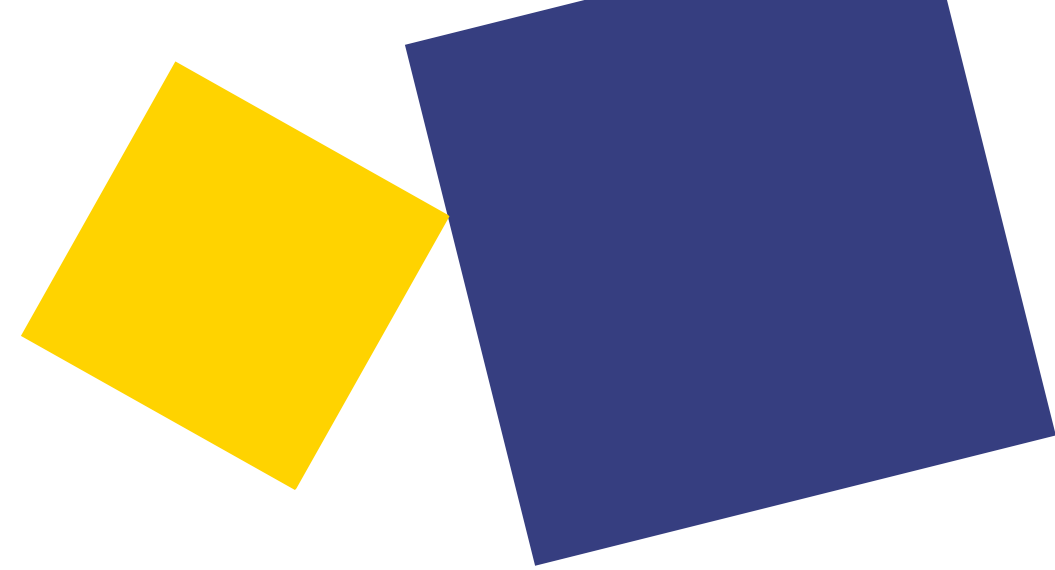
The LSE are required to confirm your attendance every 60 days with National Student Loan Data System (NSLDS), enrolment updates are submitted electronically, and the information will be available to your loan servicers immediately.

You do not need to contact us unless there is a discrepancy with your enrolment data in NSLDS. If there is a discrepancy, please email fees@lse.ac.uk

Deferments for Parent Plus Loan borrowers

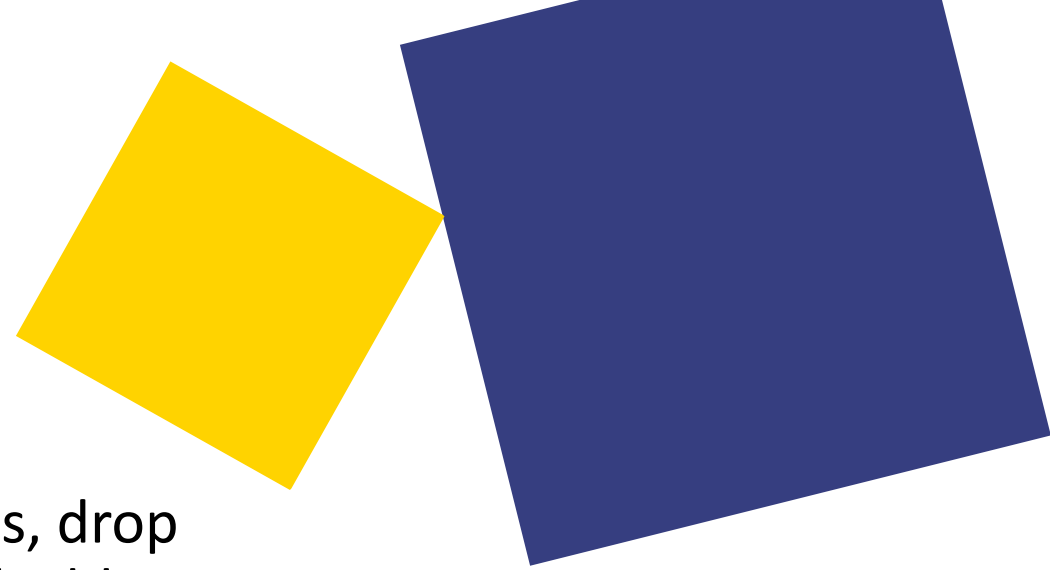
If you request a deferment, you will not need to make payments while your child is enrolled at least half-time and for an additional six months after your child graduates, leaves school, or drops below half-time enrolment.

You will have the option of requesting a deferment as part of the loan request process. You can also contact your loan servicer to request a deferment.



RT24

- If you withdraw from your Programme, suspend status, drop below half-time enrolment, or otherwise become ineligible for Title IV Aid, you must email the Fees, Income and Credit Control team immediately. fees@lse.ac.uk
- The LSE will calculate the amount of Federal Aid that has been earned, using a formula provided by the US Department of Education, if you have received more aid than was earned, the excess funds must be returned to the US Department of Education by you and/or the School.





Repaying your loans

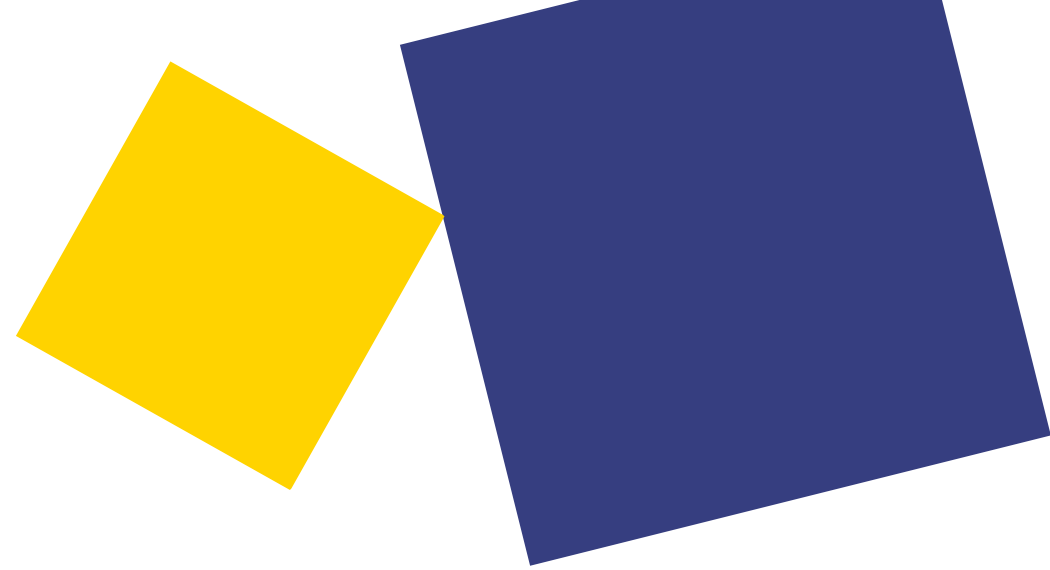
Federal Loans

- Repayment begins
 - After you leave LSE
 - If you drop below 50% attendance

Note: 6 month grace period

PLUS Loans

- Repayment starts once your loan has been fully paid out to you
- Have **no grace** period – but may be eligible for deferment
- All providers must provide you with a repayment schedule that includes payment dates and payment amounts





Tuition fees

- Invoices generated 7-14 days after enrolment.
- Payment Plans for self-funding students generated by 11 October.
- Payment Plans are Interest free
- Payment Plan published in your student finance hub and payment portal accounts.
- Plans automatically generated if you have not paid in full by enrolment.
- Early payment is fine.
- Standard dates 28 October 2024, 28 January 2025, 28 April 2025.



Accommodation fees

- Invoices generated within 7 days of enrolment
- Deadlines for payment:
 - 4 October 2024
 - 24 January 2025
 - 4 May 2025
 - 16 June 2025 (50-week contracts only)
- Early payment is fine
- Invoices published in your Student Finance Hub and payment portal accounts



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How to make a payment

- Students, sponsors and family payers can make secure payments through our approved payment portals.
- Pay in advance for Tuition, Accommodation and Summer School fees.
- Pay by card, wire or alternative payment methods.
- GBP card payments with non –UK issued cards not permitted.
- Payments may take 3-5 days
- Convera trusted payment partner





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Student Finance Hub

- Self-service portal.
- View and download invoices, receipts and statements.
- View payment plans.
- View Federal loans and LSE scholarships(where applicable).
- Request a refund
- Submit bank details for LSE scholarship/stipend payments.



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Financial Undertaking Form

- Advise changes to your funding status
- Add family payers
- Add sponsors



Consent to share

- We cannot disclose any information about your account with a third party without your consent.
- Applicants and students who would like another person to be able to contact our Office on your behalf, must complete a Consent to Share Form (CTSForm).
- Consent can be withdrawn by you at any stage, you can email fees@lse.ac.uk or submit a request via the Finance Hub.



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Fraud and Payment Security

- Dedicated support page
- Advice of how to protect yourself from fraud
- [Info.lse.ac.uk/fraud](https://info.lse.ac.uk/fraud)





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Guides and Policy's

- My LSE Finance
- Step by Step guide to using the Student, family and Sponsor payment portals.
- Student Finance Hub user guide.
- [Info.lse.ac.uk/policies](https://info.lse.ac.uk/policies)





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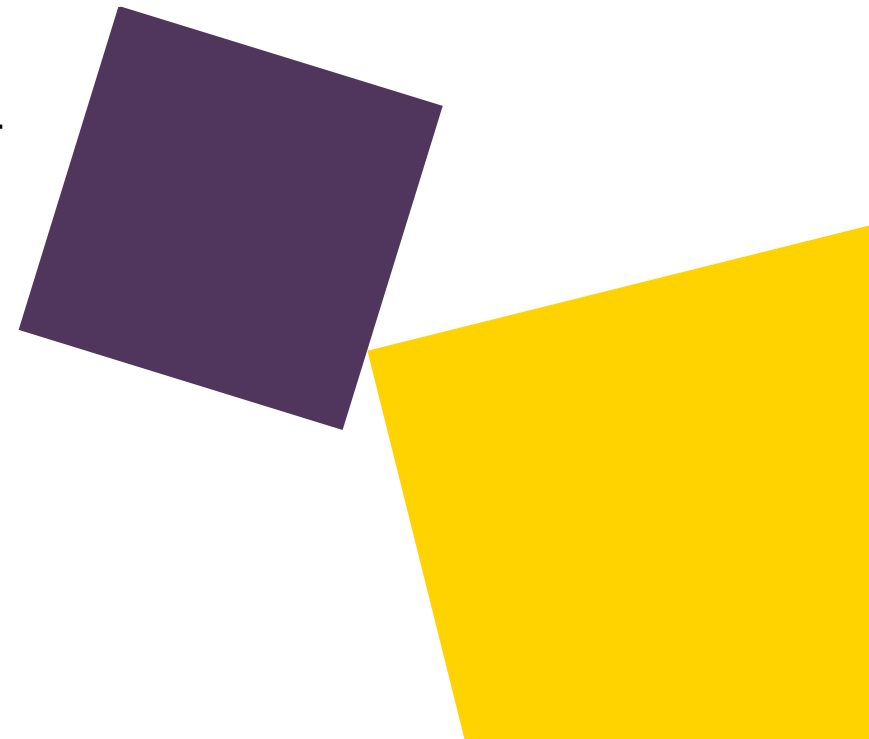
Financial Support Office

The Financial Support Office is responsible for managing, administering and awarding school funds through a range of scholarships, bursaries and other awards at all levels of study.

If you are facing either immediate or future financial difficulty during your studies, we may be able to help with in-course support funding.

Get in touch to talk about it:

Web: lse.ac.uk/financialsupport **Email:** financial-support@lse.ac.uk





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My Skills and Opportunities

[welcome.lse.ac.uk](https://www.welcome.lse.ac.uk)



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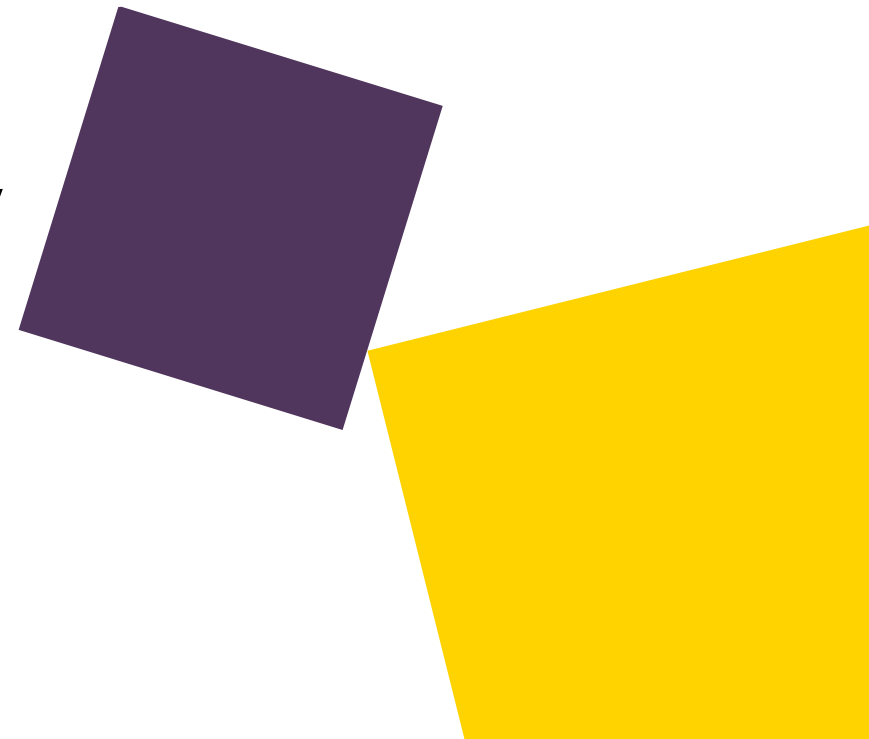


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Blackbullion

Blackbullion is an easy-to-use online learning platform and app, the platform is full of videos, articles, quizzes and tools around a range of financial topics including top money tips, saving ideas, sourcing additional funding, scholarships, bursaries and much more.

Info.lse.ac.uk/Blackbullion





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My Support

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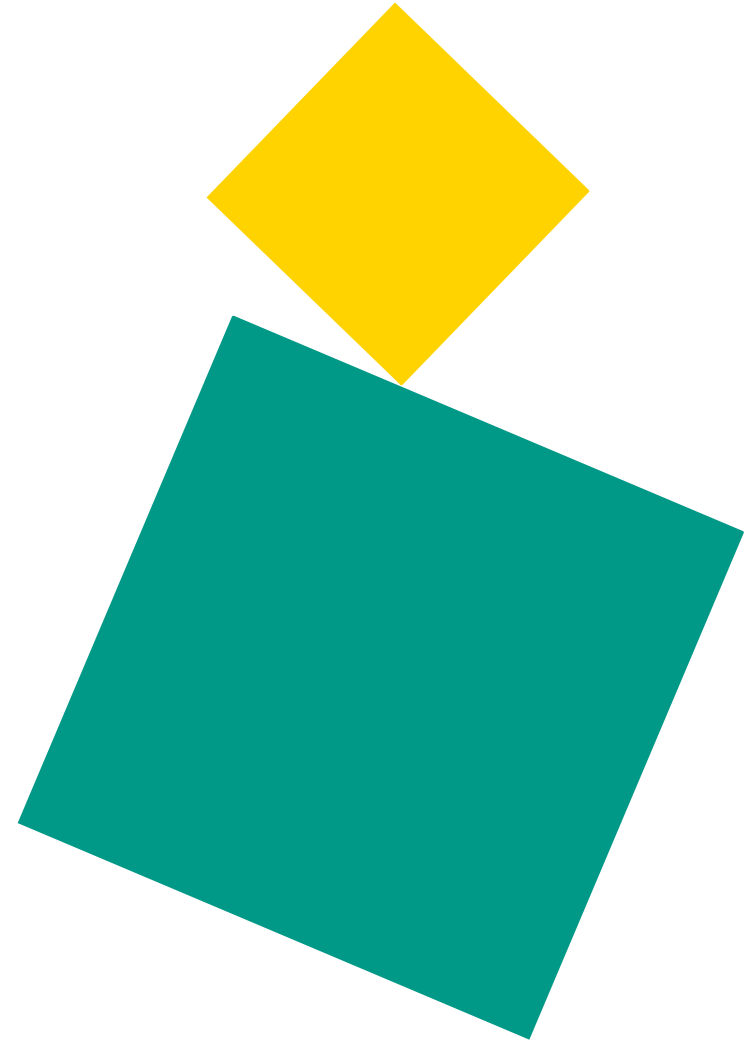
Support for
students during
Welcome

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Support Services

- Website: info.lse.ac.uk/ficc
- Email: fees@lse.ac.uk
- Phone: 0207 107 5555
- 1-1 Zoom bookings
- Live Chat





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Questions

fees@lse.ac.uk