

# Online Student Loan Application

## Need Help General Instructions 2020-21

### Before You Start

#### Checklist for Completing your Application

As you enter the application, read the instructions by pressing **Need Help** on each screen. This Help contains essential information you need to know to complete the application. You should review the overview of the student assistance program in the Student Loan Handbook. The handbook is available from the “About Student Loans” link located on the left side of each screen. The following tips will help you through the application process.

- Make sure you have your Social Insurance Number (SIN) and Saskatchewan Health Services Number (HSN).
- If you are married, you will need your spouse’s SIN, HSN, birth date, and information about what they will be doing while you are in school.
- If you have dependent children, you will need the HSN and birth date for each child.
- If you are dependent upon your parents, you will need your parents’ SIN, dates of birth, and information about their marital status including the date they were married, or the date separated if you are dependent on one parent.
- Make sure the email you used to set up your portal account is one you check often because you will receive an email when your application is processed.
- Make sure you have access to a printer as you may be required to print documents at the end of the process.
- Keep your browser maximized through the application process so that you will be able to view the full screen.
- Do NOT use the Back button at the top of browser. Use Back, Next or Cancel at the bottom of each entry screen.
- You must press Next on each screen to save your information. Pressing Back or Cancel does not save the information.
- Apply early! You may apply for assistance before you are officially accepted into your program as long as you know the school and the dates of study. You cannot apply more than four months before your program start date.
- The information reported must be current as of the date of application.
- Important Deadlines: Applications and any changes to information must be received 14 business days before your program end date to allow time for processing.
- You may be asked to confirm the information you declare on the application. Make sure you keep all documents related to the information you provide about yourself and your spouse.
- It is your responsibility to understand and complete all applicable questions in the application. If you have questions, contact the Student Service Centre at 1-800-597-8278.
- You may have exceptional education expenses that can be considered that you will not be able to declare within the online application. You can send a letter to the Student Service Centre outlining your circumstances after you apply.
- If you do not press the Submit Application button on the “Review/Submit Application” screen, the information you have entered will be deleted in 30 days.
- If you wish to meet to discuss any aspect of student assistance with a Student Services Representative, please call 1-800-597-8278 ahead of time to make an appointment. Include your SIN when calling the Student Service Centre.

It is an offence under *The Canada the Student Service Centre Act* and *The Saskatchewan Student Assistance and Student Aid Fund Act, 1985*, to knowingly give false or misleading information on your application or other forms. Offences may also be punishable under *The Criminal Code of Canada*. All of the information you provide is subject to verification and audit.

## Create/Update/Delete an Application

### Create Application

To begin entry of your application for assistance, make sure you select the correct loan year according to the instructions under “Create Full-Time Student Loan Application”.

### Update or Delete Application

You will be able to return to your portal account to update or to delete your online application if you do not finish the process by submitting the application. Once the application has been submitted, you must contact the Student Service Centre at 1-800-597-8278 to make changes or to cancel the application.

### Review/Submit Application

When you press **View Application** you can review the information you have entered to ensure it is accurate.

If there are errors or omissions, return to the screen to update the information. Remember to press Next to save the information on each screen.

You can access each screen by pressing the relevant button on the left hand side of the entry screen.

When you are confident the information is accurate, print the application information for your records.

When you press **Submit Application** your online application will be submitted electronically to the Student Service Centre.

If you receive a message indicating information is missing, click the link to the screen stated in the message and update the information. Once you have updated the information, return to the “Review/Submit Application” screen and submit the application again. You will then be taken to the “Required Documents and Forms” screen.

## Required Documents and Forms

If you are having trouble printing the required documents or if you do not have a printer, please contact the Student Service Centre at 1-800-597-8278 to have the documents mailed to you. You must print all of the documents listed on this screen.

If this is your first loan you must read and check the box as your agreement to the Applicant Consents, Authorizations and Agreements. If you are married there will be a document for your spouse to read and sign the Applicant Consents, Authorizations and Agreements or if you are dependent there will be a document for your parents to read and sign the Applicant Consents, Authorizations and Agreements and forward to the Student Service Centre to finalize the processing of your student loan application.

These documents will only need to be signed and sent in once in your academic career, unless there is a break in student financial assistance for a period of two or more years.

If you are attending a school other than a Saskatchewan university or Saskatchewan Polytechnic you will be required to print the Program Information Form. This must be completed by your school and forwarded to the Student Service Centre.

### Student Service Centre

**Ministry of Advanced Education**

**1120 - 2010 12th Avenue**

**Regina, Saskatchewan S4P 0M3**

**Phone: 306-787-5620 Toll-Free: 1-800-597-8278**

**Fax: 306-787-1608**

To protect your privacy, information about your application will not be released to a third party without your consent. If you would like your spouse, your parents or any other person to discuss your application with the Student Service Centre you must complete and submit the [Consent to Release Information Form](#). You are not required to list individuals at your educational institution on this consent form because you provide consent to share information between the school and the Student Service Centre when you sign your *Applicant Consents, Authorizations and Agreements*.

## Once All the Required Documentations Are Received

The results of your student loan assessment will be electronically posted in the Message Centre of your portal account. You will receive an email when the documents are ready for you.

If you are eligible to receive student loans and grants and this is your first application, you will receive your Notice of Assessment and a 10-digit Master Student Financial Assistance Agreement (MSFAA) number and instructions on how to complete the Agreement.

Within two to three business days of receiving your Notice of Assessment and 10-digit MSFAA number, you will receive a “Welcome Email” from the National Student Loans Service Centre (NSLSC). A secure URL in the email will invite you to use your MSFAA number to:

1. Verify your identity by registering your account with the NSLSC; and
2. Complete your MSFAA where you will be asked to Accept the Terms and Conditions of the agreement.

Note: the MSFAA is a multi-year legally binding contract, requiring a one-time signature, that outlines your responsibilities and terms and conditions of accepting student grants and repaying your provincial and federal loans.

To complete this two-step process you will need to have the following information:

- Your bank account information (Transit, Institution and Account number);
- Your SIN;
- Your 10-digit MSFAA number; and
- Date of Birth.

If you have already signed a MSFAA you do not need to complete the new online MSFAA process unless you leave full-time study for two years or establish residency in a new province or territory. Therefore, if you are a returning student who does not require a new MSFAA, NSLSC will send an email from [info@csnpenslsc.ca](mailto:info@csnpenslsc.ca) with a subject line of “Important Update: Check your Mailbox” when the student loan/grant funds are disbursed.

If you have questions about the MSFAA process, please visit <https://msfaa-emafe.cibletudes-canlearn.ca/en/help> for a list of Frequently Asked Questions (FAQs).

If your information has changed, please contact the NSLSC to update your account at:

Toll Free Telephone: 1 888 815-4514 (within North America) 800 2 225-2501 (outside North America)

TTY: 1 888 815-4556”

This new online MSFAA process must be completed in order to receive your student assistance. Remember, by signing the MSFAA you agree to accept responsibility for all funding you receive from that date forward. You will not have to sign another agreement for future loan assistance.