

Give permission for someone to contact us on your behalf

If you'd like to give permission for a nominated person to talk to us about your account, you can use this form to set up Consent to Share (CTS) for them.

A nominated person could be:

- an individual person such as your parent, foster parent, sibling or partner; or
- a university/college advisor or a third party advisor. A third party advisor could be a social worker, personal advisor or charity advisor (from organisations such as WeBelong, Become or StandAlone).

What your nominated person needs to know

When they call us, they'll need to pass our security authentication using the details you provide on this form. They'll be able to discuss and ask for:

- any information about your account, except for your bank details
- the status of your application and any evidence that we need
- correspondence you've been sent or request forms for you

What do I need to do?

Section A - Complete this if you want to give permission to an individual person.

Section B - Complete this if you want to give permission to a university/college advisor or a third party advisor.

You can set up CTS for both an individual person and an advisor using the same access code.

If any of the details on this form are left out, we can't set up CTS.

Once you complete this form, please return it with your application form.

Is there a way to allow a third party to make updates to my account?

You can give Power of Attorney (PoA) to a third party. A PoA is an official document where you can appoint an attorney allowing them to release or update information relating to your account. A PoA must contain the specific period for which the third party can act as an attorney, and the specific tasks they can perform. You can still complete the sections of the form below and send us a copy of the PoA document. As above, the person holding PoA must pass our security authentication.

I've changed my mind and no longer wish to give permission. What should I do?

You can remove your permission at any time. To do this, call us on **0300 100 0607** or write to us at:

Student Loans Company Limited
10 Clyde Place
Glasgow
G5 8DF

Once you tell us that you want to remove your permission, your nominated person won't be able to access your account information.

Section A - Permission for an individual person

Provide the details of the individual person. When they call, they'll need to confirm your full name, customer reference number and these details that you're providing before accessing your account.

Forename

Surname

Date of birth (DDMMYYYY)

Relationship to you

Access code/Password
(this should be different from the password
you use to sign into your account)

Contact address

Postcode

Date you want permission to be active from

Date you want permission to end (this can be
updated/extended at any time).

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Section B - Permission for university or third party advisor

Provide the details of the university or third party advisor. When they call, they'll need to confirm your full name, customer reference number and these details that you're providing before accessing your account.

Advisor details

Advisor forename

Advisor surname

Organisation name

Department

Job title

Access details

Access code/Password

(this should be different from the password you use to sign into your account)

Date you want permission to be active from

Date you want permission to end (this can be updated/extended at any time).

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Student Declaration

I agree that the Student Loans Company Limited can exchange information about my student finance account with the person named.

I confirm where I have provided any personal information in relation to a third party, I have informed them of this.

Your customer reference number

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Your full name (in BLOCK CAPITALS)

Your signature (in ink)

Today's date (DDMMYYYY)

X

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