

Consent to Share (CTS) Form

If you'd like another person to be able to contact us on your behalf, you can use this form to set up Consent to Share (CTS) for them.

CTS is the written or verbal authorisation which allows us to provide account information to an individual person or third party advisor you have nominated.

When your nominated person or third party advisor calls us, they'll need to pass our security authentication using the details you provide on this form. If they do, 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 have been sent or request forms

What do I need to do?

Give us the details of the person you want to set up CTS for. If anything is left out, we cannot set it up.

Complete section A if you want to set up CTS for an individual person. This person could be a parent, foster parent, sibling or partner.

Complete section B if you want to set up CTS for 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).

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

Once completed you need to upload the form to your online account or return it to us by post.

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 satisfy our authentication process.

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

You can withdraw your consent to share your details with individuals or organisations at any time. Please contact the relevant number:

Student Finance England – **0300 100 0607**

Student Finance Wales – **0300 200 4050** (minicom - **0300 100 1693**)

or write to: Student Loans Company Limited

100 Bothwell Street

Glasgow

G2 7JD

Once we have received notification that you have withdrawn your consent, we will no longer allow your nominated third party to access your account information.

To upload your form online

1. Download and save the form.
2. Complete your saved form. Your college or university can complete their sections for you. You do not need to sign the form if you're uploading it through your own online account.
3. Sign into your student finance account.
4. Upload your form and click submit.

If you cannot upload your form online

Complete and sign the form, then return it to:

Student Loans Company Limited
100 Bothwell Street
Glasgow
G2 7JD

Section A - Consent to share for an individual person

Provide the details of the third party. This person could be a parent, foster parent, sibling or partner. With the exception of duration, they will need to confirm your full name, customer reference number and these details any time they contact us.

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 CTS to be active from

 / /

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

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Section B - Consent to share for university or third party advisor

Provide the details of the university or third party advisor. This person could be a university or college student advisor, social worker, personal advisor or charity advisor (from organisations such as WeBelong, Become or StandAlone). When they call, they'll need to confirm your full name, customer reference number and access code/password 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 CTS to be active from

 / /

Date you want CTS 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

Your full name (in BLOCK CAPITALS)

Your signature (in ink)

Today's date (DDMMYYYY)

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