



BENEFITS OF THE CANADA STUDENT LOANS PROGRAM

MAY 2021 LAUNCH OF NEW FEATURES

Customize My Payment Terms: Non-Repayment

Updated NSLSC.ca Web-Pages

Repayment Assistance Plan (RAP) Online Form

HIGHLIGHTS

- ✓ Clients in non-repayment will receive an email notification providing the option to opt-in to receiving a reminder of when they are eligible to customize their payment schedule.
 - If a client opts to receive a reminder, it will be sent to them during the month they enter repayment.
 - They will then be able to access the **Customize My Payment Terms webpage**, allowing them to adjust the terms of their consolidation.
- ✓ The **My Dashboard** page, which includes clients' funding summaries, will provide "as of" dates and will be re-designed, making it easier to navigate.
 - ✓ The Loan Summary page will now clearly indicate to clients if their accounts are in arrears.
 - ✓ The Confirmation of Enrolment landing page will provide clients with selectable options and a table displaying previously sent requests.
 - ✓ **What's New and Glossary** pages will display updated content and be easier to navigate.
- ✓ Enhancements to the existing online RAP application process provide clients with summaries of previous and pending applications and reasons for ineligibility (if applicable).
 - ✓ Clients who apply will be presented with a series of questions that are tailored to their situation based on their responses to previous questions, including income, residency, and family size.
 - ✓ Clients can review the information they have provided, as well as save, cancel, or submit their applications. Those who save incomplete applications will receive reminders by email.

Additional enhancements

Notifications and Communications

- In cases of **Early Withdrawal** from studies, clients will receive emails notifying them that they can access transaction details, including reasons for early withdrawal, within their accounts.
- **Check-In Reminders** will be sent to clients who have not logged into their accounts in six months, recommending that they access their accounts to verify whether their information is up to date.
- The **45 Day Delinquency Letter** (second of the delinquency letters) is being digitized and will be sent to clients in their secure NSLSC account inbox.
- **Paid In Full Letters** will now be automatically generated for clients, without requiring a request.

Financial Literacy and Improved Correspondence

- The **Learning Hub** will be accessible to clients even when not logged into their accounts. The newly reimagined page will be a gateway to dedicated sections on each of the three main stages of the student loan life-cycle; In-Study, Non-Repayment and Repayment. Each section will contain a banner image, a link to a video, a selection of articles, as well as links to other relevant information.
- **Transcripts of live chat sessions (unauthenticated)** will be made available to clients upon request.
- An **Unread Indicator** will be visible for any NSLSC online account emails that clients have not opened.

New features coming in 2021...

- Interest-only payments
- Enhancements of part-time features
- Digital comms regarding delinquency
- Display Loans with Rehabilitation status