

Guidance on contacting the Student Loans Company

Our phone lines have reopened but we're offering a partial service at the moment. Due to the very large number of calls we are receiving, it will take longer than usual to get through. Please consider calling back later or reading our FAQs.

Please be aware that we have fewer colleagues than usual answering phones right now because of the COVID-19 outbreak. To help us to support those in the most urgent need please don't call if you can avoid it.

If you have a general question about student finance we've included links to online resources you might find helpful.

If you want to update your details, change your password or make a change to your application you can do this by logging in to your student finance account.

If you want to know how the COVID-19 outbreak will affect your student finance go to www.gov.uk/slc to check our latest guidance for prospective students, current students and repayment customers.

Student Finance England

For general information, you can check:

Full-time and part-time undergraduate students

0300 100 0607

Open Monday 6 April to Friday 10 April from 10:00am to 5:30pm

It's taking a little longer to get our Disabled Students' Allowances (DSAs) team set up. We're hoping to have their line open from Tuesday 7 April.

Postgraduate Master's and Doctoral Loans

0300 100 0031

Open Monday 6 April to Friday 10 April from 10:00am to 5:30pm

Advanced Learner Loan

0300 100 0619

Open Monday 6 April to Friday 10 April from 10:00am to 5:30pm

Student Finance Wales

For general information, you can check:

Full-time and part-time undergraduate students

0300 200 4050

Open Monday 6 April to Friday 10 April from 10:00am to 5:30pm

Postgraduate Master's and Doctoral Loans

0300 100 0494

Open Monday 6 April to Friday 10 April from 10:00am to 5:30pm

Education Maintenance Allowance and Welsh Government Learning Grant FE

0300 200 4050

Open Monday 6 April to Friday 10 April from 10:00am to 5:30pm

Student Finance Northern Ireland

For general information, you can check www.studentfinancenir.co.uk

Our lines are currently closed due to the COVID-19 outbreak. We're working hard to get the lines open as soon as possible. We know this is frustrating for you, so we really appreciate your patience and understanding.

Full-time undergraduate applications for the 2020 to 2021 academic year are now open. Go to www.studentfinancenir.co.uk and sign in to apply.

EU students

Student Finance Services

0141 243 3570

Open Monday 6 April to Friday 10 April from 10:00am to 5:30pm

Please note, this line is only for students who can't get student finance through Student Finance England, Student Finance Wales or Student Finance Northern Ireland.

If you're not sure if this is you, and you normally live in:

Repayments

For general information you can check:

Our lines are currently closed due to the COVID-19 outbreak. We're working hard to get the lines open as soon as possible. We know this is frustrating for you, so we really appreciate your patience and understanding.

Customer Relations

Our lines are currently closed due to the COVID-19 outbreak. We're working hard to get the lines open as soon as possible. We know this is frustrating for you, so we really appreciate your patience and understanding.

Report Suspected Fraud

Counter Fraud Services

0300 100 0059

Open Monday 6 April to Friday 10 April from 10:00am to 5:30pm

[Foreign flagged ships detained in the UK during March 2020](#)

During March, there were zero new detentions of foreign flagged vessels in a UK port.

1. In response to one of the recommendations of Lord Donaldson's inquiry into the prevention of pollution from merchant shipping, and in compliance with the EU Directive on Port State Control (2009/16/EC as amended), the Maritime and Coastguard agency (MCA) publishes details of the foreign flagged vessels detained in UK ports each month.
2. The UK is part of a regional agreement on port state control known as the Paris Memorandum of Understanding on Port State Control (Paris MOU) and information on all ships that are inspected is held centrally in an electronic database known as THETIS. This allows the ships with a high risk rating and poor detention records to be targeted for future inspection.
3. Inspections of foreign flagged ships in UK ports are undertaken by surveyors from the Maritime and Coastguard Agency. When a ship is found

to be not in compliance with applicable convention requirements, a deficiency may be raised. If any of their deficiencies are so serious, they have to be rectified before departure, then the ship will be detained.

4. All deficiencies should be rectified before departure.
5. When applicable, the list includes those passenger craft prevented from operating under the provisions of the EU Directive on a system of inspections for the safe operation of Ro-Ro passenger ships and high-speed passenger craft in regular service and amending directive 2009/16/EC and repealing Council Directive 1999/35/EC (Directive EU 2017/2110).

Notes on the list of detentions:

- Full details of the ship: The accompanying detention list shows ship's International Maritime Organization (IMO) number which is unchanging throughout the ship's life and uniquely identifies it. It also shows the ship's name and flag state at the time of its inspection.
- Company: The company shown in the vessel's Safety Management Certificate (SMC) or if there is no SMC, then the party otherwise believed to be responsible for the safety of the ship at the time of inspection.
- Classification society: The list shows the classification society responsible for classing the ship only.
- Recognised organisation: Responsible for conducting the statutory surveys: and issuing statutory certificates on behalf of the flag state.
- White (WL), grey (GL) and black lists (BL) are issued by the Paris MoU on 01 July each year and shows the performance of flag state.
- Deficiencies: The deficiencies listed are the ones which were detainable. Further details of other deficiencies can be provided on request.

SHIPS DETAINED IN MARCH 2020

DETENTIONS CARRIED OVER FROM PREVIOUS MONTHS

Vessel Name: BANYAN PRIDE

GT: 24910

IMO: 9223265

Flag: Marshall Islands (white list)

Company: Centennial Maritime Venture PTE Ltd

Classification society: Isthmus Bureau of Shipping, S.A
Recognised organisation: Isthmus Bureau of Shipping, S.A

Recognised organisation for ISM Doc: Isthmus Bureau of Shipping, S.A

Recognised organisation for ISM SMC: Isthmus Bureau of Shipping, S.A

Date and place of detention: 27th February 2020 at Gibraltar

Summary: Twelve deficiencies with five grounds for detention

Defective item	Nature of defect	Ground for Detention
18420 – Cleanliness of engine room	Not as required	Yes
13106 – Insulation wetted through (Oil)	Damaged	Yes
18302 – Sanitary Facilities	Inoperative	Yes
18313- Cleanliness	Signs of vermins	Yes
13108 – Ventilators, air pipes, casings	Not as required	Yes
15150 – ISM	Not as required	Yes

This vessel was released 5th March 2020

Vessel Name: POHJANMERI

GT: 1582

IMO: 4542642

Flag: Finland (white list)

Company: Meritaito Oy

Classification society: N/A

Recognised organisation: N/A

Recognised organisation for ISM Doc: N/A

Recognised organisation for ISM SMC: N/A

Date and place of detention: 29th February 2020 at Sunderland

Summary: Twenty -Two deficiencies with one ground for detention

Defective item	Nature of defect	Ground for Detention
15150 – ISM	Not as required	Yes

This vessel was released 17th March 2020

Vessel Name: LIVA GRETA

GT: 851

IMO: 8801072

Flag: Lativa (white list)

Company: Liepajas Trading & Shipping Agency Ltd

Classification society: RINA

Recognised organisation: RINA

Recognised organisation for ISM Doc: RMRS

Recognised organisation for ISM SMC: RMRS

Date and place of detention: 11th January 2020 at Birkenhead

Summary: Nine deficiencies with two grounds for detention

Defective item	Nature of defect	Ground for Detention
11113 – Launching arrangements for rescue boats	Inoperative	Yes
15150 – ISM	Not as required	Yes

This vessel was still detained on 31st March 2020

Vessel Name: JIREH

GT: 743

IMO: 7112204

Flag: Nigeria (not listed)

Company: Norled AS

Classification society: None

Recognised organisation: None

Recognised organisation for ISM Doc: None

Recognised organisation for ISM SMC: None

Date and place of detention: 26th November 2019 at Portland

Summary: Twenty-two deficiencies with five grounds for detention

Defective item	Nature of defect	Ground for Detention
01140 – Maritime Labour Certificate	Missing	Yes
01106 – Document of Compliance (DOC/ISM)	Missing	Yes
01107 – Safety Management Certificate (SMC/ISM)	Missing	Yes
01199 – Other (Certificates)	Other	Yes
15150 – ISM	Not as required	Yes

This vessel was released 3rd March 2020

Vessel Name: KUZMA MININ

GT: 16257

IMO: 7721263

Flag: Russian Federation (Grey list)

Company: Murmansk Shipping Co

Classification society: RMRS

Recognised organisation: RMRS

Recognised organisation for ISM Doc: RMRS

Recognised organisation for ISM SMC: RMRS

Date and place of detention: 18th December 2018 at Falmouth

Summary: Thirteen deficiencies with six grounds for detention

Defective item	Nature of defect	Ground for Detention
01220 – Seafarers’ employment agreement (SEA)	Expired	Yes
18314 – Provisions quantity	Insufficient	Yes
01139 – Maritime Labour Certificate	Expired	Yes
01101 – Cargo Ship Safety Equipment (including exemption)	Survey out of window	Yes
10104 – Gyro compass	Inoperative	Yes
01104 – Cargo Ship Safety Radio 9 (including exemption)	Survey out of window	Yes

This vessel was still detained on 31st March 2020

Vessel Name: POSEIDON

GT: 1412

IMO: 7363217

Flag: Iceland (White list)

Company: Neptune EHF

Classification society: NA

Recognised organisation: NA

Recognised organisation for ISM Doc: DNV-GL

Recognised organisation for ISM SMC: DNV-GL

Date and place of detention: 19th July 2018 at Hull

Summary: Ten deficiencies with two grounds for detention

Defective item	Nature of defect	Ground for Detention
02106 – Hull damage impairing seaworthiness	Holed	Yes
07113 – Fire Pumps	Insufficient Pressure	Yes

This vessel was still detained on 31st March 2020

Vessel Name: TECOIL POLARIS

GT: 1814

IMO No: 8883290

Flag: Russian Federation (Grey list)

Company: Tecoil Shipping Ltd

Classification society: RMRS

Recognised organisation: RMRS

Recognised organisation for ISM DOC: RMRS

Recognised organisation for ISM SMC: RMRS

Date and place of detention: 6th June 2018 at Immingham

Summary: Twenty-seven deficiencies with eight grounds for detentions

Defective item	Nature of defect	Ground for Detention
10105 – Magnetic compass	Inoperative	Yes
10104 – Gyro compass	Inoperative	Yes
11129 – Operational readiness of lifesaving appliances	Not as required	Yes
10127 – Voyage or passage plan	Not as required	Yes
15150 – ISM	Not as required	Yes
11104 – Rescue boats	Not properly maintained	Yes
11101 – Lifeboats	Not ready for use	Yes
01117 – International Oil Pollution Prevention (IOPP)	Invalid	Yes

This vessel was still detained on 31st March 2020

Vessel Name: CIEN PORCIENTO (General Cargo)

GT: 106.

IMO No: 8944446.

Flag: Unregistered.

Company: Open Window Inc.

Classification society: Unclassed.

Recognised organisation: Not applicable.

Recognised organisation for ISM DOC: Not applicable.

Recognised organisation for ISM SMC: Not applicable

Date and place of detention: 4 March 2010, Lowestoft

Summary: Thirty deficiencies including seven grounds for detention

This vessel was still detained on 31st March 2020

Notes to Editors • The MCA is a partner in the Sea Vision UK campaign to raise awareness and understanding of the sea and maritime activities. Sea Vision promotes the importance and economic value of the sector and works to highlight the exciting range of activities and career opportunities available to young people within the UK growing maritime sector.

• Follow us on Twitter: @MCA_media

For further information please contact Maritime and Coastguard Agency Press Office, on: +44 (0) 2380 329 401 Press releases and further information about the agency is available [here](#).

Coronavirus: DIT offers support to exporters and investors

- 160,000 exporters and investors trading internationally reached by government with outline of support on offer.
- UK businesses now eligible to secure export insurance cover to major international markets.

Guidance on how to help secure export finance to keep trading during the coronavirus outbreak has been set out by government in direct communication to 160,000 exporters and investors Today (Monday 6 April).

As well as advice on what financial support is available for companies to manage the impacts of coronavirus, DIT stands ready to provide assistance with customs authorities to ensure smooth clearance of businesses' products, and to offer advice on intellectual property and other issues with business continuity.

The message follows the news that UK businesses will now be eligible to secure export insurance cover to markets including the EU, US, Japan, Australia, New Zealand, Canada, Iceland, Norway and Switzerland with immediate effect, following UK Export Finance expanding the scope of its [Export Insurance Policy](#) (EXIP). Exports from the UK to these markets totalled £499 billion last year, accounting for 74% of all international sales from the UK.

International Trade Secretary, Liz Truss, said:

During this turbulent time, we are taking every step we can to ensure UK exporters are protected and that the economy remains strong. As part of this, the UK government has emailed 160,000 exporters and investors across the country to outline the support measures available to them.

The government's network of trade, policy and business specialists across the UK and around the world will continue to provide support where it is most needed, to ensure the country can continue trading during this difficult time.

This comes after the government [announced](#) it will waive import taxes on medical equipment crucial to the fight against coronavirus, including ventilators, coronavirus testing kits and protective clothing. The removal of the tariffs, which can be up to 12 per cent on the price of these goods, will mean more vital supplies will flow into the UK to help the brave frontline workers treating patients with coronavirus.

The Department for International Trade's 170 International Trade Advisers are already reaching out to businesses across the country to provide advice on keeping trade flowing. DIT is also working closely with trade bodies and business organisations to support the government's business campaign. To find an ITA in your area, visit: <https://www.great.gov.uk/contact/office-finder/>

Businesses are being encouraged to:

[SLC restores partial customer contact services](#)

We have been working hard to continue providing our core student finance services for those applying for academic year 2020/21, for current students expecting summer term payments, for customers in repayment and for the universities and colleges we work closely with.

In response to Government guidance on the COVID-19 pandemic we took the decision to temporarily close our contact centres to enable us to change the way our services are delivered. To start to restore customer contact services, we have enabled a team of colleagues working remotely to support a core team of critical office based workers.

Partial customer contact services are now available, however we anticipate our telephone lines will be very busy. We will continue to work to restore more of our services over the coming days and weeks.

We are prioritising urgent student finance cases and we request that before calling us customers visit the Frequently Asked Questions which are available for [Prospective Students](#), [Current Students](#) and [Customers in Repayment](#).

Customers can also contact us on Twitter [@SF_England](#), [@SF_Wales](#) or [@SLC_Repayment](#) for help with funding and repayment queries.

New and returning students in [England](#) and [Wales](#) can continue to apply for student finance. [Information is also available online for customers who have questions in relation to recent applications for funding for academic year 20/21.](#)

We are processing Maintenance and Tuition Fee payments for existing students as normal. Students will shortly receive an e-mail or SMS to confirm their payment is on its way.

We apologise for any inconvenience caused and trust you understand the reasons for these changes and the importance of the measures we are taking in the current circumstances.

Will I still get my next student finance payment?

SLC can confirm that students will receive their scheduled or next instalment of their Maintenance Loan at the planned start of their summer term, regardless of whether their university or provider has made alternative arrangements for teaching.

Can I still apply for student finance?

If you're studying at the moment or you'll be starting a full-time, undergraduate course after 1 August 2020, you can apply online for student

finance as normal.

Will you still take student loan repayments if I can't work due to COVID-19?

We are still collecting repayments but it's important to remember that you'll only make repayments to your student loan once you're earning over the repayment threshold for your repayment plan type. This means that if you stop working, or your income drops below the threshold, your repayments will stop too. [Find out about the repayment thresholds for Plan 1, Plan 2 and Postgraduate Loans.](#)

I have recently graduated. Can you confirm when my repayments will start?

You will become eligible to repay in the April after graduating from your course. You will then only repay once your earnings reach the threshold for your plan type. No action is required at this point.

When will full service be restored?

We will continue to work to restore our customer contact services by enabling colleagues to work remotely in support of a core team of critical office based workers. However, as a predominately office based organisation with 3,500 employees across 4 sites, this will take some time.

Our Contact Centres in [England](#) and [Wales](#) are open between 10.00 – 17:30 for funding and repayment queries.

Our [@SF_England](#) and [@SF_Wales](#) social media teams are available to answer questions about your funding.

Our [@SLC_Repayment](#) social media team will be available to answer questions in the coming days.

We will continue to provide further updates for customers here and on our social media channels.

[International engagement with the Republic of Moldova](#)

- Only go outside for food, health reasons or work (but only if you cannot work from home)
- If you go out, stay 2 metres (6ft) away from other people at all times
- Wash your hands as soon as you get home

Do not meet others, even friends or family.

You can spread the virus even if you don't have symptoms.