Below are some examples of emails which will be sent to students so you have an idea of what the student should be expecting.

**Early Payment - 3 Instalments**

We have received confirmation from your University that you will be spending a period abroad during the <AY> academic year. This email is to confirm that we have received and accepted your request to be paid your first instalment early on <DD/MM/CCYY>.

Please note that your notification of entitlement/online account will not show the correct payment schedule for your first instalment. Once we have approved your application, your account will be updated and we will issue a further email to confirm your exact payment date.

**Payments cannot be made on your account until your application is fully complete.**

**If you have not already done so, please ensure that you have fully completed your application to ensure that your payments are not delayed.**

If you have any queries please do not hesitate to contact us on 0300 100 0607.

**&**

**Two Instalments**

This email is to confirm that your application is now fully approved based on the details provided by your university.

I can now confirm that you will receive your first instalment of 50% on <DD/MM/CCYY>. You will also receive your second instalment of 50% on <DD/MM/CCYY>. Please allow up to five working days after these dates for the payments to reach your account.

Please note that your notification of entitlement/online account will not show the correct payment dates/amounts for your entitlement until these payments are processed, usually around one week before your payment date.

**Therefore we would suggest that you keep this email safe as this confirms the date we will pay you and you can refer back to this confirmation nearer your departure date.**

**If your situation changes at any point before the start of the academic year, please ensure you contact us on the number below to make us aware. This will ensure that your application is up to date and that your entitlement is correct.**

If you have any queries please do not hesitate to contact us on 0300 100 0607.