

Part-Time Master Student Financial Assistance Agreement

Frequently Asked Questions

What is changing?

- **Effective June 10, 2019**, National Student Loans Service Centre (NSLSC) requires new recipients of part-time student financial assistance to complete the part-time Master Student Financial Assistance Agreement (MSFAA) electronically using the NSLSC website.
- Previously, part-time student borrowers submitted a hard copy of their part-time MSFAA in-person at a designated Canada Post outlet.
- The change will involve online verification of a part-time student borrower's identity via a secure website.

Who will be impacted?

- All new part-time student financial assistance recipients will be required to submit their part-time MSFAA electronically using the NSLSC website.
- All part-time student financial assistance recipients who are returning after a break in part-time studies of two years or more will be required to submit their part-time MSFAA electronically using the NSLSC website.

How can financial aid officers assist applicants?

- Financial aid officers should direct students to watch for the Notification of Assessment letter from StudentAid BC once they have applied and been assessed for part-time student financial assistance. If the student is approved for part-time student financial assistance, this letter will include the 10-digit part-time MSFAA number they will use to register with the NSLSC.
- Financial aid officers should also remind student borrowers to watch for a bilingual email from the NSLSC prompting them to complete the part-time MSFAA. Student will likely receive the email from NSLSC prior to receiving their Notification for Assessment, which will be sent via Canada Post by StudentAid BC.
- Financial aid officers should remind student borrowers that their funding will not be released unless they complete the part-time MSFAA process.
- If a student loses their part-time MSFAA number, they should be directed to contact StudentAid BC. The previous part-time MSFAA number will be cancelled and a new Notification of Assessment with a new part-time MSFAA number will be issued and mailed to the student. MSFAA numbers cannot be issued or provided via telephone or any electronic means such as email or text messaging.
- If financial aid officers have questions, they should contact StudentAid BC.

For impacted student borrowers:

- After a student applies and is assessed for part-time student financial assistance, they will be mailed a Notification of Assessment letter from StudentAid BC. If the student is approved for

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part-time student financial assistance, this letter will include the 10-digit part-time MSFAA number they will use to register with the NSLSC.

- The student will also receive a bilingual email from the NSLSC prompting them to complete the MSFAA. This email will likely arrive prior to the Notification of Assessment, which will arrive by Canada Post mail.
 - Clicking the registration link in the NSLSC email will direct the student to the welcome page for new students.
 - Clicking the login link in the email will direct the student to the identity verification selection page.
 - After successful registration/login, the student will navigate to the secure welcome page.
 - The student will be prompted to review and/or update the personal information, communication preferences, and financial institution information pages.
 - The student will be directed to the terms and conditions page from the review page.
 - The student will then review the terms and conditions, click on the check box to accept the terms, and click submit.
 - The student will then be directed to the thank you page to confirm that the MSFAA is processed and completed.
 - A confirmation letter will be placed in the student's inbox.
- If the student has both a full-time and a part-time MSFAA to complete, the student will see separate links for each MSFAA.
- If a student already has a loan and is required to submit a part-time MSFAA, they will see an "Action(s) Required" banner on the dashboard when they log into their NSLSC account. From this banner, the student can click the link to complete the part-time MSFAA. Once the part-time MSFAA has been submitted, the banner message will be removed.

Who will not be impacted?

- Students returning to the part-time Canada Student Loan Program and applying for new part-time federal funding who have received part-time federal funding within the past two years (i.e., have a current signed part-time MSFAA on file with NSLSC) will not be impacted.
- Students returning to part-time studies within the two-year window will receive a Notice of Assessment without a part-time MSFAA number.

Why is NSLSC making this change?

- This process eliminates the need for the student to go to a designated Canada Post outlet in order to process their part-time MSFAA. It also expedites the payment process and allows students to manage their student loan through digital technologies.