

UNDERSTANDING YOUR LOAN/GRANT CERTIFICATE

Your Certificate of Loan/Grant Approval and Eligibility, known as your “loan/grant certificate”, indicates the amount of your Canada-Ontario Integrated Student Loan as well as any Canada Access Grants for which you may be eligible. Once completed and signed, you forward it to the National Student Loans Service Centre (NSLSC) in order to negotiate the release of those funds.

HOW TO COMPLETE YOUR LOAN/GRANT CERTIFICATE

Step 1: Confirm Your Enrolment

Have the institution you plan to attend (as indicated on the loan/grant certificate) confirm your enrolment by completing and signing Section 3. If any of your study period information has changed (i.e., you have changed your program of study or percentage of a full course load), the loan/grant certificate is no longer valid and must be returned to the Ministry of Training, Colleges and Universities.

Deadline Dates to Consider

You cannot negotiate your loan/grant certificate before the Disbursement date or after the Study Period End Date as shown in Section 2. In addition, the certificate is valid: a) for 30 days from the date your institution signs and dates Section 3, and b) before the last day of the month of your study period end date shown in Section 2.

Step 2: Arrange for Electronic Funds Transfer

If you wish to have your funds deposited directly into your bank account in order to receive your funds quickly (within 1 week), provide the name and address of your financial institution, account number, bank transit number and ID code in Section 4. If you do not complete Section 4, your assistance will be mailed to you.

Step 3: Sign and Date Your Loan/Grant Certificate

It is important that you read and understand the Loan Agreements, Consent and Certification, Consent to the Collection, Use and Disclosure of Personal Information, and the Terms and Conditions. **You must provide your agreement/consent by signing the loan/grant certificate in FIVE places** (Section 5, Section 6, and Section 7) in order for it to be valid and for the funds to be released to you.

Step 4: Where to Take Your Loan/Grant Certificate

Take your loan/grant certificate to a designated Canada Post outlet or the NSLSC kiosk at your postsecondary institution. The NSLSC kiosk will be at most public universities and colleges of applied arts and technology in Ontario. Contact your financial aid office to determine if and when the kiosk will be available at your institution. You will be required to present two forms of identification: 1) one piece of valid photo ID issued in Canada by the federal or a provincial or territorial government (a legible photocopy is acceptable)- examples of acceptable ID are: a valid driver's license, passport, provincial health card with photo, permanent residency or citizenship card, etc.; 2) one document proving that the Social Insurance Number on your loan or grant authorization document is your own, for example, you may present your Social Insurance Number card (a legible photocopy is acceptable) or an official Government of Canada document that indicates your Social Insurance Number (e.g., a Canada Revenue Agency Notice of Assessment, a Canada Pension Plan Statement of Contributions, or a Confirmation of Social Insurance Number from Service Canada).

If you are studying outside Canada, mail your completed loan/grant certificate along with two forms of identification: 1) one piece of valid photo ID issued in Canada by the federal or a provincial or territorial government (a legible photocopy is acceptable), -examples of acceptable ID are: a valid driver's license, passport, provincial health card with photo, permanent residency or citizenship card, etc.; 2) one document proving that the Social Insurance Number on your loan or grant authorization document is your own- for example, you may present your Social Insurance Number card (a legible photocopy is acceptable) or an official Government of Canada document that indicates your Social Insurance Number (e.g., a Canada Revenue Agency Notice of Assessment, a Canada Pension Plan Statement of Contributions, or a Confirmation of Social Insurance Number from Service Canada).

IMPORTANT:

The combination of these two pieces of identification must include your photo, your name, your address and your Social Insurance Number. A note will be made of the documents that you presented and whether the identification was consistent with the information on your application. These documents may not be recorded or copied.

Where are the designated Canada Post outlets?

Call the appropriate division of the NSLSC or visit <http://www.canlearn.ca> or <http://osap.gov.on.ca> to locate a designated Canada Post outlet nearest you. If a designated Canada Post outlet is not accessible, call the appropriate division of the NSLSC for further instructions.

WHEN YOU WILL GET YOUR FUNDS

If you have arranged for electronic funds transfer, your funds will be deposited directly into your bank account within 1 week of the date it is received at the NSLSC, or within 1 week of the disbursement date on your loan/grant certificate, whichever is later. If you do not arrange to have your funds electronically transferred, a cheque will be mailed directly to you within 2 weeks of the date it is received at the NSLSC, or within 2 weeks of the disbursement date on your loan/grant certificate, whichever is later.

MAINTAINING THE INTEREST-FREE STATUS ON PREVIOUS LOANS

If you have previous loans, it is important that they remain in interest-free status. Interest-free status means that you do not have to repay the loan while you are in school and that the Government of Ontario and the Government of Canada will continue to pay the interest on your loan.

To maintain interest-free status, the lender holding your previous loans (bank, financial institution and/or NSLSC) must be informed that you are still in school. After you have enrolled in and started classes, you and your postsecondary institution will complete your Confirmation of Enrolment form. This form is then used to electronically inform your previous lender that you are still in school so that any previous loans are placed into interest-free status.

WHO TO CONTACT FOR HELP

- For information on the **current status of your OSAP application**, visit the OSAP website, at <http://osap.gov.on.ca>.
- For information about the **application process, required supporting documentation, assessment, or reviews, etc.**, contact the financial aid office at your postsecondary institution. If you are planning to attend an institution outside Ontario, contact the Ministry of Training, Colleges and Universities at (807) 343-7260.
- For information about **repaying a Canada Student Loan issued before August 1, 2000, or an Ontario Student loan issued before August 1, 2001**, contact the lender (bank, credit union, or caisse populaire) holding your loan(s).
- For information about **repaying a Canada-Ontario Integrated Student Loan issued after July 31, 2001, a Canada Student Loan issued on or after August 1, 2000**, contact the appropriate division of the NSLSC (name and number printed in Section 1 of your loan/grant certificate) for assistance or visit CanLearn Interactive, at <http://www.canlearn.ca>.