



### Step 1: Submit Your Master Student Financial Assistance Agreement (MSFAA)

Canada and Ontario have a lifetime student loan agreement that will cover you for all the time you are in full-time postsecondary studies. Generally, you only have to provide this document once. If you must provide this document, it will be listed on your Required Documents Page.

#### Print, complete, and sign your MSFAA

If you need to provide one, you'll be able to print your personalized copy after you submit your application. If you applied for OSAP using a paper application, your MSFAA will be mailed to you. Read the terms and conditions, then complete and sign your MSFAA.

#### Take your MSFAA to a Canada Post Outlet

Take page 1 of your MSFAA to a designated Canada Post Outlet right away (keep the other pages as reference as they outline the terms and conditions). You don't have to wait for classes to begin. You must present the following two pieces of documentation to prove your identity:

1. Proof of your Social Insurance Number (SIN):
  - Your Social Insurance card, or
  - An official Government of Canada document that contains 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).
2. One piece of valid photo ID issued in Canada by the federal, provincial or territorial government. Examples of acceptable ID: Canadian passport, permanent resident or citizenship card, Ontario photo card, valid driver's licence or provincial health card with photo. Student ID cards are not acceptable forms of photo ID.

Note for students unable to go to a Canada Post outlet:

If you can't get to a designated Canada Post outlet because you're not in Canada, in a remote area, or don't have a designated outlet nearby, you can mail page 1 of your MSFAA and photocopies of two pieces of documentation to prove your identity (see list of acceptable documentation above) to: National Student Loans Service Centre, PO Box 4030, Mississauga, ON L5A 4M4.

### Step 2: Submit All Required Documents

All the documents that you must provide are listed on your OSAP account. They must be submitted to your financial aid office before your funding can be calculated and/or released. There is also a deadline to submit them, which is no later than 40 days before the end of your study period.

### Step 3: School Confirms Your Enrolment

Your school must confirm that you have enrolled in full-time studies before your funding can be released. Confirmation happens for each disbursement. For most students, this happens at the start of their studies (e.g., September) and then again halfway through their study period (e.g., January).

### Step 4: Release of your Funding

When your OSAP funding is ready to be released, the ministry sends notification to the National Student Loans Service Center (NSLSC) who deposits the funds directly into your bank account. It's important to keep your bank account information up to date with the NSLSC. If they are unable to deposit the funds directly (e.g., due to invalid account number) a cheque will be mailed to you.

The ministry doesn't have access to your bank account information. Contact the NSLSC directly if you have a new bank account or if you have any questions about the deposit of your funding:

National Student Loans Service Centre (NSLSC)

PO Box 4030

Mississauga, ON L5A 4M4

Within North America: 1-888-815-4514

Outside North America: 800 2 225-2501 plus appropriate country code

TTY: 1-888-815-4556

<https://csnpe-nslsc.cibletudes-canlearn.ca/eng/default.aspx>

### **Step 5: Update Your Income**

It's important to keep your income up to date so that the amount of your funding is accurate. Most students will be able to update their income about a month before the start of the second term (i.e., late fall). Instructions will be sent when it's time to do so.

All income is verified with Canada Revenue Agency (CRA). If there's a discrepancy between the income on file at OSAP and the information verified with CRA, the income from CRA will be used to recalculate your funding. If there is a significant variance, you could end up with an overpayment that has to be repaid or be restricted from getting OSAP.

It's important to ensure all Canadian Income Tax Returns are completed in a timely manner. If you (spouse/parents, if applicable) haven't filed a return for the years that are being verified, then the verification process cannot be completed and you won't be eligible for the Ontario Student Opportunity Grant.

Income may be verified for the prior year (2015) and/or the current year (2016). Income from 2016 cannot be verified until next year; in which case you will be notified of any changes to your funding in the summer of 2017.