

Appendix 1

For questions 1 to 5, please provide data by year, from the introduction of Mortgage Style Student Loans until as recently as possible:

- 1) How many borrowers were granted deferment on their loans?
- 2) How many borrowers have been rejected for deferment on their loans?

Answer – in response to questions 1 and 2, please refer to the table below for the deferment statistics we hold.

Annual Deferment Stats				
	INPUT	INCOMPLETE	REJECTED	TOTAL
Feb 02 - Jan 03	611,146	115,323	8,225	734,694
Feb 03 - Jan 04	No stats available			
Feb 04 - Jan 05	No stats available			
Feb 05 - Jan 06	No stats available			
Feb 06 - Feb 07	332,381	94,618	7,163	434,162
Feb 07 - Feb 08	266,853	64,175	3,683	334,711
Feb 08 - Feb 09	249,674	66,096	3,589	319,359
Feb 09 - Feb 10	239,385	40,932	2,931	283,248
Feb 10 - Feb 11	227,221	36,875	1,950	266,046
Feb 11 - Feb 12	214,236	39,407	2,949	256,592
Feb 12 - Feb 13	219,762	31,252	1,745	252,759
Feb 13 - Feb 14	202,321	24,503	1,602	228,426
Feb 14 - Sept 14	74,170	2,439	80	76,689

Please note that “INPUT” covers those deferments that have been accepted.

- 3) How many borrowers have had an application for deferment rejected because they did not use a Deferment Application Form?

Answer - A borrower would not be 'rejected' for deferment if they did not use a Deferment Application Form (“DAF”). The borrower’s application for deferment would be made 'incomplete' based on the fact that they had not provided the required documentation to support their application. In this scenario a borrower would have been issued with another DAF for them to complete. We do not keep a record of specific reasons as to why a borrower’s DAF was incomplete, just an overall total as shown above.

- 4) How many borrowers have had an application for deferment accepted without using a Deferment Application Form?

Answer - In order for a customer to be accepted for deferment they would need to provide a deferment application form. There may have been some cases where deferment has been accepted due to specific customer circumstances, but this would have been noted on those customers accounts, but we wouldn't keep a specific record of such cases.

- 5) How many borrowers have had a request for a deferment application form refused by SLC staff?

Answer - We would only refuse to send a customer a DAF if a borrower advised us that their income was above the deferment threshold, in which case there would be no point in

sending a DAF as the borrower would not be eligible to defer their loan repayments. The customer would be advised that if their income fell below the threshold then they could apply for deferment at that time. We would not keep a count of borrowers who fell into this category. If such a conversation took place it would have been noted on the borrower's account notes.

6) Do you keep transcripts or logs of all phone calls between borrowers and SLC staff? If so, for how long are these records held by SLC?

Answer – “Logs” of telephone calls between borrowers and SLC staff will be recorded on the account notes of the individual borrowers. I cannot state categorically that **all** telephone calls will be noted, as there will inevitably be exceptions to this, for example, a borrower could telephone SLC's contact centre and not provide sufficient details to allow the Customer Advisor to access their account, or a borrower could telephone the direct extension of a member of staff in a non-customer facing department, and that member of staff does not have access to one of our customer systems to note the call.

SLC does not keep transcripts of all telephone calls, rather call recordings of calls where these have been captured and recorded for call monitoring and training purposes.

Information, including telephone call recordings, is retained in accordance with our company Information Retention Policy, which can be found on our corporate website, at the following internet link:

http://www.slc.co.uk/media/290192/information_retention_policy.pdf

8) Has Student Loans Company liaised with Erudio Student Loans in relation to the development and implementation of the Deferral Application Form that has been used by Erudio Student Loans?”

Answer – Yes. Erudio were provided with a sample of the SLC DAF. SLC did receive a draft version of Erudio's proposed DAF for comment and responded with comments. However, SLC did not have any say in the final documentation implemented into live production by Erudio.