

Resourcing Student Debt Solutions – FAQs and FACT SHEETS

Workshop Date: Tuesday June 6, 2017 10am – 4pm

Location: York University-TD Community Engagement Centre, #232a; Yorkgate Mall, 1 York Gate Blvd,

Auspices: Black Creek Financial Action Network

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ACKNOWLEDGMENTS

The workshop and the materials contained in this package are the product of an extremely productive collaboration between York University and the participants in the June 6, 2017 OSAP workshop.

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LIMITATION

Every attempt was made to provide accurate information as at June 2017; where advice is critical for an individual's financial plan, please check information on the official OSAP website (www.ontario.ca/osap) to confirm current policy.

FAQS AND FACT SHEETS

1. FAQs from/for BCFAN
2. OSAP Fact Sheets
 - a. #1: Assistance for Full-time Study
 - b. #2: Assistance for Part-time Study
 - c. #3: OSAP Restrictions
 - d. #4: Loan Repayment & Rehabilitation
 - e. #5: Contact Information
 - f. #6: OSAP Policy History (Overview)

Resourcing Student Debt Solutions – An OSAP Workshop

FAQs from/for members of the Black Creek Financial Action Network (www.cec.info.yorku.ca/bcfan/)

NOTES

Answers obtained June 2017 from

1) Noah Morris (OSAP Director, MAESD) in his Prosper Canada Webinair May 23, 2016, available at <https://www.youtube.com/watch?v=0QKfvz77oU>

2) Sobhi Fanos, Manager Financial Aid Processing, Student Financial Services, York University

***Caveat:** Every attempt was made to provide up to date information as at June 2017; where advice is critical for financial counselling and planning, please check information on official websites to confirm accuracy and currency.*

STUDENT LOAN STAGE 1: OSAP APPLICATION

1. Which assets and savings vehicles affect OSAP (full-time or part-time) assessment? Car? RRSP? RESP?

A. For the full-time OSAP application, report total value of RRSP (for student and spouse if applicable) as of the study period start date. Under other assets as of the study period start date report:

- savings accounts including tax-free savings accounts (TFSAs)
- Guaranteed Investment certificates (GICs)
- Canada Savings Bonds (CSBs), provincial savings bonds or corporate bonds
- stocks
- term deposits
- treasury bills
- mutual funds
- trust funds

Do NOT report the following assets or savings:

- your vehicles
- money your parents or spouse gave you to help with your educational costs
- the value of your principal residence and any other real estate that you own
- clothing, furniture or personal belongings
- awards for non-economic loss and/or pain and suffering
- Registered Education Savings Plans (RESPs)
- Registered Disability Saving Plans (RDSPs)
- Ontario Child Benefit Equivalent Program

For the part-time OSAP application, students are not required to report any assets. Information on student's (and spouse if applicable) income and employment is required.

Note: This information is available to students on the full-time and part-time application. Information on which assets to report are subject to change and students should follow the instructions on the OSAP application to ensure the correct asset information is reported.

2. Where might we find information about how income supports intersect, e.g., between OSAP, OW, ODSP, Public Housing, and subsidised child care spaces for students directly or for parents of dependent students?

A. From an OSAP perspective, a student's OSAP assessment reflect any applicable adjustment resulting from a student receiving other government support programs as long as the student

reported required information on their application. A student should consult the office administering their other government support to find out the implications of receiving OSAP, if any. For example,:

- A single student receiving OSAP will not be eligible for OW funding when they are a full-time student. In some cases, a student continues to receive OW income supports for several months after the start of the study period until OSAP funding is in place. When OSAP funding is in place, the student is expected to notify his or her OW caseworker and the OW funding is discontinued. Typically, the student is expected to repay the amount of OW income support for the overlapping period. It is the responsibility of the OW caseworker to determine whether a repayment of OW income support is required and the amount of the repayment.
- If the OW recipient is married or a sole support parent, their OW caseworker will take the OSAP funding into consideration to determine whether the student and their spouse, if applicable, continue to be eligible for an OW “top-up.” Students would be eligible for an OW “top-up” if the amount of OSAP funding they receive for living costs is less than the amount of their OW income support.
- As determined by OW policy and directives, single students whose parents are receiving OW income support must apply for OSAP funding. On October 25, 2016, the Ministry of Community and Social Services issued an update to the Ontario Works Policy Directives to clarify that all student loans, grants, bursaries and awards under the Ontario Student Assistance Program (OSAP) for dependent adults participating in post-secondary education are exempt as income and assets. This means that OSAP funding for living costs should have no impact on the OW income support received by the student’s parents. Students whose parents are receiving OW income support should be encouraged to contact their OW caseworker to request an earnings exemption if they work during their pre-study or study period, so that their parents’ OW income support is not reduced due to the student’s pre-study or study period earnings.
- A student receiving ODSP will continue to receive ODSP, the student’s OSAP assessment is reduced as the student will continue to receive living allowance through ODSP. If the student and their spouse (if applicable) become ineligible for ODSP income support during the student’s study period, the student might be eligible for an OSAP living allowance for the portion of the study period after ODSP income support ended. The student should contact the financial aid office to update their information.

3. Under the new OSAP rules students can decline the loan portion of the OSAP (but request it later – up to 60 days before the end of the study period). Is this possible for students receiving OW/ODSP etc?

- A. Yes, all students who are eligible for OSAP loans and grants including students receiving OW and or ODSP have the option of selecting OSAP grant funding only. OSAP does not restrict this option for OW/ODSP recipients.

4. When students are forced to withdraw from studies because a child is critically ill, or the student needs to financially support parents, e.g., will they be reassessed and deemed to have received an OSAP overpayment? If so, where do they submit an appeal for special consideration?

- A. A student’s withdrawal from full-time studies may result in an overpayment depending on the time of withdrawal and the amount of funding issued. A student who has withdrawn from full-time studies due to circumstances beyond his or her control and is able to return to full-time studies later in the academic year may request to be assessed for the purposes of OSAP funding as though the withdrawal had never occurred. Successful reviews will ensure that an overpayment resulting from the withdrawal does not prevent the student from receiving additional OSAP funding when they return to full-time studies. Withdrawals beyond the student’s

control would typically result from a serious medical condition, medical emergency, or extended period(s) of hospitalization; and as a result, the student:

- was not able to attend classes for a period during the semester;
- was not able to carry out the activities required to fulfil the course requirements in that semester; and
- could not reasonably have been expected to complete the semester, for example, through extensions on their courses.

Typically students who reduce their course load to part-time studies are not considered for this review if they are able to attend classes and carry out the activities required to fulfil part-time course load requirements.

In addition, the student must demonstrate that they would experience financial hardship if the loan overpayment was not removed from their OSAP file. Other circumstances may be considered on a case-by-case basis. For example, medical conditions or medical emergencies relating to a student's child or other family member may be considered if documentation is provided showing that the student was required to withdraw from studies to provide full-time care for the individual or due to the death of a close family member. To submit an appeal, the student must provide a letter explaining their financial situation, and medical documentation that confirms the medical condition, medical emergency, or periods of hospitalization and the period(s) of time that the student was unable to attend classes or carry out activities to fulfill course requirements. Additional documentation may be required depending on the individual circumstances (e.g., medical documentation showing that the student is now able to return to studies).

- 5. If a student is working part-time during full-time studies, how much can they earn (per week or per month) before their OSAP is reduced?**
 - A. Starting 2017-2018 academic year, full-time students making less than \$5,600 per term (\$11,200 for two terms, i.e Fall/Winter) are not required to report their income and there is no implication on the student's OSAP assessment. A student's OSAP assessment might be reduced if the student's income is more than \$5,600 per term. There is no restriction or limit on the amount of income a student is allowed to make while in school.
- 6. Do any of the new OSAP rules affect part-time student loans?**
 - A. No. The new Ontario Student Grant is for students applying for OSAP as full-time students.
- 7. If a student rehabilitates a loan after the deadline to receive funding for a Fall/Winter term, will enrolling in the summer term and applying for OSAP release the full Fall/Winter/Summer amount of OSAP assessed?**
 - A. If all criteria for reinstatement are met and the student becomes eligible to receive OSAP funding during a study period, the student will be assessed from the start of the study period, provided all applicable deadlines are met. This also depends on the structure of the student's program and school. Depending on the student's program of study, a three term assessment (Fall/Winter/Summer) might not be possible. The student should contact the Financial Aid Office to inquire.
- 8. Who qualifies as an "Ontario resident" for OSAP purposes?**
 - A. Students are deemed Ontario residents for OSAP purposes if they resided in Ontario 12 months before commencing studies as a PSE student (per Noah Morris, Prosper Webinar, May 2017).

To be considered an Ontario resident, a student must meet at least one of the following criteria:

- As of the first day of the student's study period, Ontario is the last province in which the student resided for 12 consecutive months without being a full-time postsecondary student;
- If the student is married as of the first day of the student's study period, Ontario is the last province in which the student's spouse resided for 12 consecutive months without being a full-time postsecondary student, or
- If the student is a single dependent student as of the first day of the student's study period, Ontario is the last province in which the student's parent(s) or step-parent(s), legal guardian(s) or official sponsor(s) resided for at least 12 consecutive months.

Also, if student is Permanent Resident or Protected Person and did not reside in any other Canadian Province or territory for 12 consecutive months, the student will be able to apply for OSAP since she/he did not establish residency in another Canadian province or territory.

9. What happens in cases where student is or has been in bankruptcy?

- A. If in school and student goes bankrupt, OSAP continues to the end of the student's program; If in bankruptcy proceedings at the time of OSAP application, student ineligible for OSAP; If previous bankruptcy cleared and involved no student loans, student eligible for OSAP; @45:39 "can bankrupt out of old students loans" if loans 8 years or older (Prosper Webinar May 2017 with Noah Morris @ 44:00)

10. Up to what amount are Scholarships and Bursaries exempt when calculating student financial need?

- A. This depends on the student's other financial resources such as income and the student financial need as determined by the OSAP assessment. The exemption amount will also differ for students in professional programs and graduate students.

11. How is cost of living calculated?

- A. \$9900 for 9 months is deemed amount based on average cost of living in Ontario; changes only by amount of parental income/contribution

12. If a student takes the grant and foregoes the loan, can they reconsider later in the study period?

- A. Students can make up to 2 requests for (a portion) of the loan after their first decision to forego it.

13. Under the old rules, failed courses rendered students ineligible for loan forgiveness/loan cap. What happens under new rules if a student fails a course?

- A. Loan forgiveness through the Ontario Student Opportunity Grant (OSOG) is no longer applicable starting 2017-2018. A student who does not successfully complete the minimum required full-time course loan is considered to have failed to achieve satisfactory academic progress. The student is subject to academic probation or OSAP restriction based on the student's previous academic history. Academic probations and restrictions are not new in 2017-2018. There is no program that replace the OSOG.

14. If a student changes their program and has to take a second (or third) set of first year courses, are they considered to still be making "academic progress" for OSAP purposes?

- A. Yes. The student will be asked to explain their academic and career goals if they are applying for the same study level for 3 or more times. For example, if a student is applying for study level 1 in 3 consecutive academic years for different programs, an explanation will be required from the student and funding will be issued if student has a clear academic goal and meets all other eligibility requirements.

15. For a given study period, is there any implication for a student applying later?

- A. Students can apply up to 60 days before the end of the study period

16. Implications of a poor credit rating?

- A. Do not check credit rating of students 22 years of age or less; Older students with 3 debt problems (an unpaid bill, etc) in a 4 month period of \$1000 or more will be ineligible for OSAP; student may apply for special consideration if debt problems due to severe illness, domestic violence e.g.
Students who received OSAP before are not subject to a credit check.

17. Does OSAP complement ODSP? Must the expenses incurred be out of pocket for reimbursement?

- A. For students with disability (e.g., learning disability) up to \$10K available in additional funding for learning supports (e.g. note takers, learning aids) through OSAP.

18. Is there any age limit?

- A. None

STUDENT LOAN STAGE 2: REPAYING A STUDENT LOAN

19. How might a student obtain written summary of advice provided over the phone when currently student debt navigation on phone has no record?

- A. A student can take notes during the phone conversation and may ask the collection agency to ensure the conversation is documented on their records.

20. Are child tax refunds exempt from CRA withholding of tax refund for repayment of outstanding student debt?

- A. CRA can offset a student's income tax refund and GST/HST credit payment to reduce or pay off defaulted Canada Student Loan. Child tax benefits are not normally used to offset defaulted student loans. Student should contact CRA for any inquires related to withholding of tax refunds or child tax refunds.

21. "Loan not repayable until you have a pretty decent income"? (@ ~ 9:35 Prosper Webinair May 2017 with Noah Morris) Is this only on application every 6 months?

- A. Yes, a student has to apply for the Repayment Assistance Program (RAP) every six month if she/he is unable to start making payments. If a student returns to full-time studies, and receives full-time OSAP funding, previous loans are placed on interest free status and student is not required to apply for RAP.

22. Does a person have to repay OSAP loan while on OW/ODSP after ending studies? Is a temporary exemption from repayment automatic?

- A. Receiving OW or ODSP does not automatically qualify the student for OSAP repayment assistance. The student is required to contact the NSLSC (at 1-888-815-4514) or to apply online (<https://csnpe-nslsc.cibletudes-canlearn.ca/Eng/SignOn.aspx>) for the Repayment Assistance Program.

23. Are grants as a percentage of financial assistance expected to increase? [Note: See numerical example, slide 12, Prosper webinar with Noah Morris: Old rules: total OSAP = \$12,744 → net after loan forgiveness and tax refund = \$7374 grants and tax refund + \$5340 loans; New rules: total OSAP = \$15,000 = \$6042 grants + \$8958 loans. So in this example, student receives more OSAP and proportionately more in loans. However, NM commentary on slide 18 - total \$13,260 "mostly grant;" \$22,440 will be ≈ \$7K loan and the rest non-repayable grant which seems to contradict the slide 12 \$\$ example.]

- A. Grants as a percentage of financial assistance will increase for students from low income families (family income less than \$50,000). Students with a higher family income will have less of their

financial assistance in grants, i.e the higher the family income, the lesser the grant portion is. If a student would like to compare the difference for her/his specific case, the OSAP aid estimator for 2016-2017 and 2017-2018 could be used to assess the difference. Both estimators can be accessed here -> <https://osap.gov.on.ca/AidEstimator1718Web/enterapp/enter.xhtml?lang=en>
The academic year will be selected for the student based on the class start date entered.

24. How soon after students stop attending full-time studies do they have to start paying interest and making loan payments?

- A. Grace period = 6 months after suspending studies/graduating; Ontario portion of loan: no interest and no payments required in Grace period; Canada portion of loan: interest is charged to the loan but no payments are required in the Grace period.

STUDENT LOAN STAGE 3: RESOLVING A DEBT DEFAULT

25. Where can a student go to obtain copies of OSAP documents and information on OSAP loan outstanding?

- A. For OSAP loans issued on or after Aug 1, 2000, the student can contact the NSLSC to obtain information on their OSAP loan. Borrowers who received OSAP before August 1, 2000 should call the financial institution that is holding their loan. If the student does not know which agency has their loan, they may contact the Account Management and Collections Branch of the Ministry of Finance at Phone: 416-326-0500 or Toll-free: 1-800-387-5604.

26. Are students in Private Career College that closes midterm reimbursed the full OSAP loan (tuition + living expenses)? Can a student saddled with debt owing prior to the creation of the PCC insurance fund apply for consideration of debt forgiveness? If yes, where/to whom?

- A. A student in a PCC that closes midterm is not reimbursed for the full OSAP loan, unless no training completion can be arranged by the Ministry through the Training Completion Assurance Fund (TCAF), this aligns with PCC refund policy signed at the time of enrolment and the TCAF policy. All OSAP inquiries related to the closure of a PCC can be directed the Office of the Superintendent, Private Career Colleges Branch by e-mail at TCAF-TCU@Ontario.ca or at 1-888-449-4478.

27. How does a student go about rehabilitating a loan? Can a student make a lump sum payment and rehabilitate Ontario loan sooner than 6 months?

- A. Canada debt: pay = 2 regular payments plus all interest owing; Ontario debt: pay 6 regular payments plus all interest owing (Note: Ontario government looking into modifications to reduce the interest payment total and to establish easier terms of repayment for persons on OW for at least 18 months)

28. Student debt split – resolution requires 2 separate avenues; resolution of CANADA portion separate process from ONTARIO; will the separate resolution paths permit the separate releasing of OSAP funds for current studies?

- A. If student receives clearance from ESDC but the previous Ontario Student Loans remain in default, further Federal loans and/or grant funding may be issued. A student with a Federal restriction only is not eligible for both the Federal and Provincial portions of OSAP funding.

29. OSAP is an integrated program at the point of application, assessment, distribution of funds and payments when loans remain in good standing. On loan default, then deal with separate levels of government for different loans. Does this integration (up to the point of loan default) now apply to part-time as well as full time OSAP loans?

- A. Yes, OSAP is an integrated programs for the both the full-time and part-time program since both programs may include federal and provincial funding. Loan default is treated the same way for funding issued through the full-time and part-time programs.

30. Is there period of time in default with repayment assistance after which the debt would be written off?

- A. Stage one of the RAP program (known as Interest Relief) is six-month periods of interest relief, and students may qualify for \$0 payment or a reduced payment depending on their family income. 60 months is the maximum a student can apply for stage one of the RAP program. If a student qualifies for stage two of the RAP program (known as Debt Reduction), the government will start to cover both principal and interest that exceeds a student's affordable payment.

The RAP program will is designed to assist eligible students repay their student loans within 15 years (or 10 years for students with a permanent disability). Students from a low income family may never have to make any payments as long as they are eligible to reapply for the RAP program.

More detailed information is available here -> <https://www.canada.ca/en/employment-social-development/services/student-financial-aid/student-loan/student-loans/student-loans-repayment-assistance-plan.html> and on the OSAP web page here -> <https://osap.gov.on.ca/OSAPPortal/en/A-ZListofAid/PRDR015104.html>

GENERAL QUESTIONS

31. Where can credit counsellors, financial advisors etc go to ask specific questions not answered on the OSAP website?

- A. The contact information for the Ministry is published here -

> <https://www.ontario.ca/feedback/contact-us?id=7477&nid=55934>

Information related to a student's file should be directed to the student's financial aid office. Such information can only be shared to third parties with the student's written consent.

OSAP FACT SHEET #1: ASSISTANCE FOR FULL-TIME STUDY Last Updated: 30June17/Page 1 of 2

FACT SHEET #1 IS...	...FOR: Full-time Post-secondary Students	...RELEVANT WHEN: Currently taking courses
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	OSAP APPLICATION	SUPPLEMENTARY DOCUMENTATION	OSAP DECISION	UPDATING OSAP INFORMATION	OSAP RESTRICTIONS
Definitions	<p>The New Ontario Student Assistance Program (OSAP) application for full-time students is now available at: www.ontario.ca/osap</p> <p>Full time status: a student is considered full-time if s/he takes 60% or more of a full course load; or 40% of a full course load if the student has a permanent disability.</p> <p><i>(Note: Check with the target institution for its definition of a full course load.)</i></p>	<p>Additional documentation may be required to complete an OSAP application. It depends on a student's status (first-time applicant, a dependent, single, Ontario resident etc.) Such documentation could include:</p> <ul style="list-style-type: none"> • Proof of Ontario residency (to confirm eligibility) • Master Student Financial Agreement (on first application, for banking information) • Proof of marital status • Parent's/Spouse's income • Evidence of child support 	<p>OSAP total amount is made of:</p> <ol style="list-style-type: none"> 1) A mix of federal and provincial loans (which you must pay back) and 2) Grants (which you do not have to pay back) 	<p>The student must keep the following information current/updated on the OSAP website:</p> <ul style="list-style-type: none"> • Contact information • Estimated earnings and other sources of income • Course load • Current email 	<p>An OSAP restriction or block may be placed temporarily on a student. This block prevents them from obtaining further OSAP funding assistance until the issues have been resolved.</p>
Federal	<p>The OSAP application is an application for both CANADA and ONTARIO funding assistance.</p>	<p>Additional documentation required to complete an OSAP application will meet requirements for both CANADA and ONTARIO funding assistance.</p>	<p><u>SUBJECT TO CHANGE IN 2017</u> Distribution of funding in Fall/Winter: 60% released in fall 40% released in January Summer: 100% released in May</p>	<p>Updating your OSAP information on the OSAP website ensures both CANADA and ONTARIO records are updated.</p> <p>A validated email will enable students to reset their OSAP password and access their OAN by email if need be.</p>	<p>Reasons for Restrictions:</p> <ul style="list-style-type: none"> • Academic probation (because of low grades on previous courses, for example) • Significant income variance (when the income you reported to OSAP differs significantly from the income on your tax return) • Overpayment (due to dropping courses, or significant increase in income during the study period)
Provincial	<p>Ideally, the application should be completed 2 to 3 months before the start of your study period. It must be completed by June for funding to be available in September.</p>				

OSAP FACT SHEET #1: ASSISTANCE FOR FULL-TIME STUDY Last Updated: 30June17/Page 2 of 2

	OSAP APPLICATION	SUPPLEMENTARY DOCUMENTATION	OSAP DECISION	UPDATING OSAP INFORMATION	OSAP RESTRICTIONS
Additional Information & Cautions	<p>Caution:</p> <ol style="list-style-type: none"> 1) Keep all your records in one secure place. 2) Keep a record of your OSAP Access Number 3) Be accurate and precise when filling out the application 4) Any changes to be made after the application is submitted will need to be done in writing and submitted to your school's Financial Aid Office 5) Delay in completing the OSAP application will result in a delay in releasing the funds. <p>FYI:</p> <p>If you lose/ forget your OSAP Access Number and/ or password and are not able to retrieve them using the online options, you can go to <i>any</i> financial aid office of a public Ontario college or university to retrieve this information. Please bring with you one government photo-ID and proof of SIN (e.g.: SIN card, or any government of Canada document containing your SIN)</p>	<p>FYI:</p> <p>Check the status of your OSAP application on the OSAP website for information on what you might expect to receive (amount of funding, date and location where the funds will be sent.)</p> <p>Check the application's Required Documents page for a list of additional documentation required to complete your OSAP application.</p> <p>Caution:</p> <p>Check your OSAP application status repeatedly for any new requests for additional documents.</p>	<p><u>New OSAP 2017:</u></p> <ul style="list-style-type: none"> • New rule "OSAP Request for Grant Only funding" allows students to take only grant portion of OSAP funds • If students want the loans later, they can access it by contacting their Financial Aid Office <i>no later</i> than 60 days before the end of the study period <p><u>New OSAP 2017:</u> OSAP grants are expected to and cover the average cost of tuition for all eligible students whose family income is below \$50 000 (or \$30 000 for single independent students).</p>	<p>FYI:</p> <p>OSAP prompts you to update their income information in November prior to receiving your January instalment.</p> <p>Caution: If any significant change in income occurs between January and May, you must report this change. Failure to report any significant change in income may result in an OSAP restriction.</p> <p>Caution: It is essential you consult your Financial Aid office before performing any action that could impact your OSAP application (i.e.: adding or dropping courses)</p>	<p><i>For information on how to appeal or petition an OSAP block, see [Fact Sheet 3]</i></p>

OSAP FACT SHEET #2: ASSISTANCE FOR PART-TIME STUDY

Last Updated: 30 June 17 Page/ 1 of 2

FACT SHEET #2 IS...	...FOR: Part-time Post-secondary Students	...RELEVANT WHEN: Currently taking courses
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	OSAP APPLICATION	SUPPLEMENTARY DOCUMENTATION	OSAP DECISION	UPDATING OSAP INFORMATION	OSAP RESTRICTIONS
Definitions	<p>The Ontario Student Assistance Program (OSAP) application for part-time students is available at: www.ontario.ca/osap</p> <p>Part-time status: a student is considered part-time if they take between 20 and 59% of a full course load.</p> <p><i>(Note: Check with the target institution for its definition of a part time course load.)</i></p>	<p>Additional documentation will be required to complete the Part-Time OSAP application. It generally includes the following:</p> <ul style="list-style-type: none"> • Student Proof of Income • Student's declaration and Signature Pages <p>Depending on your status or situation other types of documentation must be required such as:</p> <ul style="list-style-type: none"> • Spousal signature pages 	<p>The Part-time OSAP funding is made of:</p> <ol style="list-style-type: none"> 1) A federal loan: the Part-Time Canada Student Loan (PTCSL) which must be repaid, and 2) A mix of federal and provincial grants which do not have to be repaid 	<p>The student must keep the following information current/updated on the OSAP website:</p> <ul style="list-style-type: none"> • Contact information • Course load • For those who have not done so yet, OSAP will ask to validate your email 	<p>While studying, a block on future OSAP may be temporarily placed on a student, preventing them from receiving further OSAP funding until the issues have been resolved. The most common restriction faced by part-time students is an academic probation.</p>
Federal	<p>The OSAP application is an application for both CANADA and ONTARIO funding assistance.</p> <p>Ideally, the application should be completed 2 to 3 months before the start of your study period. It must be completed by June for funding to be available in September.</p>	<p>Additional documentation required to complete an OSAP application will meet requirements for both CANADA and ONTARIO funding assistance</p>	<p>Distribution of Part-Time funding:</p> <ul style="list-style-type: none"> • If you were assessed for Part-Time federal funding (grants and/ or loans), a Funding certificate will be sent to your Financial Aid Office that you will have to pick up and submit at a designated Canada Post Outlet. • The funds will be released in multiple instalments. • If you are to receive the Ontario Part-time grant, a cheque will be available for pick-up at your Financial Aid Office. 	<p>Updating your OSAP information on the website ensures both CANADA and ONTARIO records are updated.</p> <p>It is essential for you to consult your Financial Aid office before performing any action that could impact your OSAP application (e.g.: adding or dropping courses)</p> <p>The email validation will enable students to reset their OSAP password and access their OAN by email when needed.</p>	<p><i>Reason for Restriction:</i> An academic probation occurs if a student did not successfully complete all of his part-time-funded courses.</p> <p><i>Consequences:</i> The student will be denied part-time funding and must self-fund and successfully complete one <i>semester</i> of study to be eligible for further OSAP aid.</p>
Provincial					
Additional	<u>Caution:</u>		Check status of your OSAP		

OSAP FACT SHEET #2: ASSISTANCE FOR PART-TIME STUDY

Last Updated: 30June17Page/ 2 of 2

	OSAP APPLICATION	SUPPLEMENTARY DOCUMENTATION	OSAP DECISION	UPDATING OSAP INFORMATION	OSAP RESTRICTIONS
<p>Information & Cautions</p>	<ol style="list-style-type: none"> 1) Keep all your records in one secure place. 2) Keep a record of your OSAP Access Number (OAN) in two separate locations. 3) Be accurate and precise when filling out the application. 4) Any changes to be made after the application is submitted will need to be done in writing and submitted to your school's Financial Aid Office 5) Delay in completing the OSAP application will result in a delay in releasing the funds. <p>FYI: If you lose/ forget your OSAP Access Number and/ or password and are not able to retrieve them using the online options, you can go to <i>any</i> financial aid office of a public Ontario college or university to retrieve this information. Please bring with you one government photo-ID and proof of SIN.</p>	<p>FYI: Check the application's Required Documents page for a list of additional documentations required to complete your OSAP application</p> <p>Continually check your OSAP application status to ensure no new request for additional documents has been added.</p>	<p>application on the OSAP website: a- Allows you to see application progress b- Allows you to see the application's <i>funding summary</i>: the type of funding, the amount and approximate dates on which the documents will be produced and sent.</p> <p>To pick-up and drop-off their funding documents, students must bring with them one government photo ID and proof of SIN.</p> <p>Designated Canada Post Outlets Search tool can be found here: http://tools.canlearn.ca/cs/sgs-scpsc/cln-cln/rcp-pclu/pclu1-eng.do</p> <p>Please note that part-time OSAP funding only covers tuition and books and a little bit of transportation. Unlike Full-time OSAP, it does not provided students with a living allowance.</p>	<p>Caution: It is extremely important for part-time students to advise their financial aid office of any course changes.</p> <p>Caution: Failure to report any significant change in courses may result in an OSAP restriction.</p>	<p>Students can apply for a review of their part-time funding eligibility but will have to submit documentation indicating that they have indeed successfully completed one self-funded semester.</p> <p>Information on part-time restriction can be found on the following website under the section <i>How to Stay Eligible for Future Aid</i>: https://osap.gov.on.ca/OSAPPortal/en/A-ZListofAid/PRDR015100.html</p> <p>For more information, please refer to your client's financial Aid Office.</p>

OSAP FACT SHEET #3:

OSAP RESTRICTIONS

Last Updated: 30June17Page/ 1 of 2

FACT SHEET #3 IS...	...FOR: Full-time Post-secondary Students	...RELEVANT WHEN: Currently taking courses
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	Academic Probation	Overpayment	Income Verification Restriction
Definition	Students are put on academic probation: a) if they do not show academic progress in their program of study, or b) if they fail to successfully complete and pass at least 60% of a full course load, or 40% for students registered with a permanent disability.	An overpayment exists when a student has received more funding (loans, grants and/ or bursaries) than s/he was entitled to. There are 2 types of overpayment: 1) A loan overpayment and 2) A grant/ bursary overpayment.	An Income Verification (IVS) Restriction exists when there is a discrepancy between the income a student reported on his/her OSAP application and the information provided to Canada Revenue Agency (CRA).
Causes	An OSAP Academic Probation can be caused by: a) Frequent or multiple program switches, b) course drops, withdrawals c) course not completed d) repeats of programs funded by OSAP aid	An overpayment may occur because of a: a) Reduction in students' course load b) Changes in the earned income during the pre-study and/ or study period c) Reception of more award funding than reported on the OSAP application	An Income Verification Restriction (IVS) occur when students fail to update their income information with OSAP by the end of the study period. The students' application will be reassessed using the CRA information thus affecting the student's eligibility for further financial assistance through OSAP.
Consequences/ OSAP Decision	There are five levels of academic probation. If a student fails to meet academic standards for...: 1) 1 study period: the student is placed on OSAP probation for 12 months (1 year) but remains eligible for OSAP aid. 2) 2 study periods: the student loses OSAP eligibility for a minimum of 12 months (1 year). 3) 3 study periods: the student loses OSAP eligibility for a minimum of 36 months (3 years) 4) 4 study periods: the student loses OSAP eligibility for a minimum of 60 months (5 years). 5) 5 study periods: the student loses his/ her OSAP eligibility. <i>Please note</i> that if a student successfully passes their courses during their probation year, the academic probation status will be downgraded (and will appear as history on the student's file).	<u>SUBJECT TO CHANGE 2017</u> A reduction in students OSAP entitlement can create: 1) A loan overpayment restriction : <ul style="list-style-type: none"> If the student has 3 overpayments greater than \$2,000. If the student has 1 loan overpayment equal to or greater than \$10,000, the student will have to reduce the loan overpayment down to \$6000 before being eligible for further OSAP aid. 2) A grant/ bursary overpayment: students must repay the entire grant/ bursary overpayment to be eligible for further student aid.	An income verification restriction can result in: 1) <u>A Warning</u> : depending on the student's situation and his/ her OSAP assessment (i.e.: sole support parent having unmet needs) and the amount of the variance, the student may just receive a warning letter from the ministry informing him/ her about the discrepancy (e.g.: amount) and its severity. 2) <u>A Full income variance</u> : if there is a significant variance in the student's income information, the student may lose his/her OSAP eligibility for up to 5 years. The student will also be asked to repay all interest and principal owing on the outstanding Ontario portion of any Canada-Ontario Integrated Student Loan (issued on or after August 1, 2001) and Ontario Student Loans (issued prior to August 1, 2001), if applicable, before receiving further financial assistance through OSAP.
Appeal (steps to lift block)	1) For the First Academic Probation: student must write a letter explaining his/ her extenuating circumstances (with proof if applicable) and the student's remedial plans to improve his/ her academic progress. The letter must be submitted to the student's	To repay an overpayment, students must contact the National Student Loan Service Centre (NSLSC) at 1-888-815-4514. Once the overpayment has been repaid in full, students can request a receipt from the NLSLSC or print a statement from the NSLSC account online.	At the time the income verification is complete, the ministry will send a package to the students providing them with a detailed letter outlining the results of the verification (i.e.: amount, ineligibility period). The letter will also notify the students of the available review options which generally include:

	Academic Probation	Overpayment	Income Verification Restriction
	<p>financial aid office to complete his/ her new OSAP application.</p> <p>2) For the Second to Fourth Academic Probation: students will lose their OSAP eligibility for the 1, 3 or 5-year period and should ensure that their outstanding student loans remain in good standing. After the 1, 3 or 5-year period of OSAP non-eligibility, the students will then be eligible and able to apply for further OSAP funding. An academic progress letter will have to be submitted as part of the supporting documents required to complete their new OSAP application.</p> <p>3) If a student reaches the 5th level of academic probation, s/he must repay all outstanding student loans prior to obtaining further OSAP funding.</p>	<p>These confirmations of payments will display the student’s name, the date(s) and amount(s) of the payment(s) made.</p> <p>The confirmation of repayment is required to update the student’s OSAP file and can be mailed, faxed emailed to the students’ financial aid office.</p>	<p>1) A Verification of Income form that the student can complete if s/he believes that there is conflicting information, or does not agree with the ministry’s findings</p> <p>2) The Verification of Income form includes specific instructions on the documentation that must be provided to support the student’s review request (i.e.: biweekly pay-stubs). Once filled-out, the forms can be sent back to the ministry through the student’s financial aid office or using the ministry’s contact information available on the form.</p> <p>Please note that successful IVS appeals generally result in a reduction of the non-eligibility period identified in the letter (i.e.: OSAP ineligibility period may be reduced from 5 to 3 years, for example). However, the student will still have to repay all interest and principal owing on the outstanding Ontario portion of his/ her previous loans.</p>
Additional Information	<p>Please note that an OSAP academic probation is different than the university’s academic probation. Students on OSAP probation of level 2 and up <i>may</i> still be able to take courses with the university. Those courses will however have to be self-funded during the years of OSAP non-eligibility. The student should then fill out a Continuation of interest free status form to avoid going into repayment.</p> <p>It is possible for students who reach the 2nd, 3rd, 4th or 5th level of academic probation to appeal OSAP’s restriction if the students’ lack of academic progress was due to exceptional personal, medical or family circumstances. An explanation letter along with any supporting documentations must be submitted to the student financial aid office.</p> <p>To confirm current information on academic probation, please refer to your client’s Financial Aid office.</p>	<p>It is the students’ responsibility to contact their Financial Aid Office when they have made changes to their course load, income or student status that may impact their OSAP entitlement.</p> <p>The Ministry will notify students each time that their OSAP account is reassessed. The student will then be responsible for logging onto their OSAP account to review their updated entitlement.</p> <p>The student will also be able to get more information about their restriction on the “Application Restrictions” page on the OSAP website: www.ontario.ca/osap.</p> <p>They should then contact their Financial Aid Office for more information.</p> <p>General Information on overpayment can be found on the following websites: https://osap.gov.on.ca/OSAPPortal/en/Help/Definitions/PRD003002.html . To confirm current information or for more information on overpayments, please refer to your client’s Financial Aid office.</p>	<p>Please note that student payments are generally directed toward outstanding Canada Student Loans first and then Ontario Student Loans according to OSAP repayment policies.</p> <p>It is however possible for students to direct payments toward outstanding Ontario Student loans to address a significant income variance restriction. The students should make sure to inform their Financial Aid Administrator that the payment is to be applied to their provincial funding.</p> <p>To confirm current information on income variance, please refer to your client’s Financial Aid office.</p>

OSAP FACT SHEET #4: LOAN REPAYMENT & REHABILITATION

Last Updated: 30 June 17/1 of 2

FACT SHEET #4 IS...	...FOR: Part-time Students & Full-time Students	...RELEVANT WHEN: Student is no longer enrolled
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	GRADUATING OR STOPPING OUT	REPAYMENT ASSISTANCE	LOAN DEFAULT	LOAN REHABILITATION	LOAN DISCHARGE
Definitions	<p>Students are expected to start repaying student loans at the end of the 7th month after they graduate or stop out.</p> <p>Stopping out means a student is not enrolled in any courses for a continuous 6 month period.</p>	<p>Students are eligible for the repayment assistance program if they have a low monthly income or family financial responsibilities or both.</p>	<p>If loan payments have not been made for 9 months (270 days) on the CANADA portion or on the ONTARIO portion of the loan, the loans will be sent to collections.</p>	<p>Loan rehabilitation is a process that allows students:</p> <ul style="list-style-type: none"> To return their defaulted loans to "good standing" To apply for further OSAP assistance if needed <p><i>Note: 1995-2000, select banks administered student loans; contact the Collections Department at relevant bank for more information.</i></p>	<p>Loan discharge is the terms under which a student loan may be written off in whole or in part.</p> <p>Loan discharge is associated with filing for Personal Bankruptcy, entering a Debt Management Program, or entering a Consumer Proposal Agreement</p>
Federal	<p>Grace period = 6 months* <i>(See Additional Information below for special cases with a 12 month Grace period)</i></p> <p>For the first 6 months after you graduate, finish your studies, or stop being a full-time or part-time post-secondary student:</p> <ul style="list-style-type: none"> you don't need to make any loan payments no interest is charged on the Ontario portion of your student loan 	<p>One application will give you access to both federal government and Ontario government Repayment Assistance Program (RAP). RAP designed to assist eligible students to repay their student loans within 15 years (or 10 years for students with a permanent disability).</p> <p><u>Stage 1</u> of the RAP (Interest Relief) is 6-months of interest relief; students may qualify for \$0 payment or a reduced payment depending on their family income. Maximum eligibility: 60 months</p>	<p>Defaulted CANADA student loans and Canada-Ontario Integrated Student Loans (from 2000 or earlier) are handled by the Canada Revenue Agency (Phone: 1-866-864-5823)</p>	<p><u>Minimum payment</u> required to rehabilitate CANADA portion of loan: accumulated interest plus 2 months of regular payments <u>Contact:</u> National Student Loans Service Centre. They will review your account and provide you with more information. <u>Note:</u> The student may be redirected to the Canada Revenue Agency, which will determine the minimum payment to be made. NSLSC will then begin the process to reacquire the loan <i>after</i> the minimum payment is made.</p>	<p><u>Personal Bankruptcy:</u> If a person has had no employment in the area related to their program of study and has not been a student (full-time or part-time) for at least 5 years, a student loan may (but may not) be forgiven.</p>
Provincial	<ul style="list-style-type: none"> interest is charged on the Canada portion of your student loan You will receive a package from the National Student Loan Service Centre (NSLSC) highlighting: a) how much you owe, b) your expected monthly payment, c) the date 	<p><u>Stage 2</u> of the RAP (Debt Reduction), the government will start to cover both principal and interest that exceeds a student's affordable payment.</p>	<p>Defaulted ONTARIO student loans or the ONTARIO portion of your loan Canada-Ontario Integrated Student Loan (after 2000) will be sent to a private collection agency. <i>(See Fact Sheet#5 Contact Information)</i></p>	<p>To rehabilitate the ONTARIO portion of the student loan, a student can <i>EITHER</i></p> <ol style="list-style-type: none"> 1) Pay off the total amount of ONTARIO Loan (principal + interest), <i>OR</i> 2) Apply for <i>Ontario Student Loan Rehabilitation Program</i>, if eligible; payment equals accumulated interest plus 6 months of regular 	<p><u>Debt Management Program:</u> For older loans (before loan integration in 2000) the ONTARIO portion of the loan is eligible for interest relief under this program.</p> <p><u>Consumer Proposal:</u> If a person ceased to be a student for 5 years or more, settled amounts may be 25%-100% of debt and interest is frozen.</p>

OSAP FACT SHEET #4: LOAN REPAYMENT & REHABILITATION

Last Updated: 30 June 17/2 of 2

	GRADUATING OR STOPPING OUT	REPAYMENT ASSISTANCE	LOAN DEFAULT	LOAN REHABILITATION	LOAN DISCHARGE
	of your first payment, and d) the interest rate	<p>FYI: Students from low income family may never have to make any payments as long as they are eligible to reapply for the RAP program for 15 (10) years.</p>		<p>payments over a 6 month period (Subject to improvement in 2018).</p> <p>Contact: the private collection agency that has your loan and let them know which option you choose.</p>	
<p>More information on RAP is available at: https://www.canada.ca/en/employment-social-development/services/student-financial-aid/student-loan/student-loans/student-loans-repayment-assistance-plan.html and at: https://osap.gov.on.ca/OSAPPortal/en/A-ZListofAid/PRDR015104.html</p>					
<p>Additional Information & Cautions</p>	<p>FYI: One-Year OSAP Grace Period for Entrepreneurs: for the owner or joint owner of an eligible new business located in Ontario. https://osap.gov.on.ca/OSAPPortal/en/A-ZListofAid/PRDR013068.html</p> <p>FYI: One-Year OSAP Grace Period for Not-for Profit Employees: for borrowers working at an eligible not-for-profit organization in Ontario. https://osap.gov.on.ca/OSAPPortal/en/A-ZListofAid/PRDR013070.html</p>	<p>For more information: https://osap.gov.on.ca/OSAPPortal/en/A-ZListofAid/PRDR015104.html</p> <p>Contact: NSLSC</p> <p>Note: If you have an Ontario loan issued before August 1, 2001 or a Canada loan issued before August 1, 2000 but do not have the Canada-Ontario Integrated Student Loan (COISL), contact the bank/lender directly.</p> <p>Caution: You need to re-apply for the plan every 6 months.</p> <p>Caution: Extending the repayment period will lower your monthly payments but you will have to pay more interest on the loan.</p> <p>FYI: You can repay Ontario loans with Aeroplan Miles: http://www.higheredpoints.com/</p>	<p>The consequences of a defaulted loan:</p> <ul style="list-style-type: none"> • your debt is turned over to a collection agency • you could be ineligible for further OSAP until the default is cleared • you will be reported to a credit bureau and it may lower your credit rating • a low credit rating may affect your ability to get a car loan, mortgage or credit card • your income tax refund and HST rebate can be withheld • interest will continue to build up on the unpaid balance of your loan <p>https://www.ontario.ca/page/pay-back-osap#section-5</p> <p>FYI: The government will garnish any tax refund until debt is fully repaid.</p>	<p>For more information: https://osap.gov.on.ca/OSAPPortal/en/A-ZListofAid/PRDR015096.html</p> <p>Caution: To be eligible to apply for the Ontario Student Loan Rehabilitation Program you must satisfy all 3 conditions:</p> <p>Condition 1: Have defaulted on Ontario Student Loan and/or the Ontario portion of Canada-Ontario Integrated Student Loans,</p> <p>AND Condition 2: Have at least \$600 of Ontario student loan principal outstanding,</p> <p>AND Condition 3: Have less than 2 prior attempts to rehabilitate your Ontario student loan.</p> <p>FYI: If only one of the loans (either the CANADA or the ONTARIO portion of your loan) is rehabilitated, you may be eligible for further student loans from that program.</p>	<p>FYI: If you've been out of full-time studies for more than 5 years, you can ask a bankruptcy court to have your OSAP debt discharged. Contact your bankruptcy trustee for help. https://www.ontario.ca/page/pay-back-osap#section-5</p> <p>For more information regarding bankruptcy and student loans, please visit: https://www.ic.gc.ca/eic/site/bsf-osb.nsf/eng/br02057.html</p> <p>See Contact Fact Sheet for contact information of Credit Counselling Services.</p>

OSAP FACT SHEET #5: CONTACT INFORMATION

Last Updated: 30June17/Page 1 of 2

<u>FACT SHEET #5 is...</u>	<u>...FOR:</u> Credit Counsellors & Clients	<u>...RELEVANT FOR:</u> Canada & Ontario Student Debt
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WHO	WHY	POSTAL ADDRESS	TELEPHONE	TTY*/ON-LINE
BASIC LOAN INFORMATION				
National Student Loans Service Centre (NSLSC)	<p>To find out</p> <ul style="list-style-type: none"> • how much you owe • your expected monthly payment • the total number of payments you will need to make • the date of your first payment the interest rate <p>To find out how much you will need to pay to reinstate the Canada-Ontario Integrated Student Loans (COISL)</p>	PO Box 4030 Mississauga, Ontario L5A 4M4	<p>Within North America: 1-888-815-4514</p> <p>Outside North America: 800 2 225-2501 + country area code</p> <p>Countries without an international access code: Call the Canadian operator at 0800 096 0634, then call the NSLSC collect at 905-306-2950</p>	<p>1-888-815-4556</p> <p>National Student Loans Service Centre https://csnpe-nslsc.cibletudes-canlearn.ca/eng/default.aspx</p>
BASIC COLLECTIONS INFORMATION				
Canada Revenue Agency Collections Service	To discuss payment arrangements for debts on defaulted CANADA student loans owing to the Government of Canada (specifically, Employment and Social Development Canada).		Phone: 1-866-864-5823	
Ontario Ministry of Finance Account Management and Collections Branch	<p>To confirm that the ONTARIO portion of the loan is in default.</p> <p>To find out which private collection agency has the ONTARIO portion of the loan.</p>		<p>Phone: 416-326-0500</p> <p>Toll-free: 1-800-387-5604</p>	

**TTY (Text Telephone/ Teletypewriter): number goes to a dedicated operator with access to telephone-typing communication equipment; for people who are hard of hearing or who have a speech impediment.*

OSAP FACT SHEET #5: CONTACT INFORMATION

Last Updated: 30June17/Page 2 of 2

COLLECTION AGENCIES – ONTARIO STUDENT LOANS				
ARO Inc.		777 Guelph Line, Suite 204 Burlington, ON L7R 3N2	Phone: 905-639-6990 Toll-free: 1-866-427-3655	
NCO Financial Services Financial Collection Agency	To... ...find out how much is owing on the ONTARIO portion of a defaulted loan ...pay off total amount of ONTARIO portion of the loan (principal + interest)	4-33 Sinclair Blvd Brantford, Ontario N3S 7X6	Tel: 1-866-750-6108	
EOS Canada Inc.	...apply for the <i>Ontario Student Loan Rehabilitation Program</i> to reinstate the ONTARIO portion of the student loan into good standing	325 Milner Avenue, Suite 1111 Scarborough, ON M1B 5N1	Phone: 416-840-5043 Toll-free: 1-877-221-2285	
Total Credit Recovery		225 Yorkland Boulevard North York, ON M2J 4Y7	Phone: 416-756-2096 Toll-free: 1-800-727-4145	
CREDIT COUNSELLING				
Credit Canada Debt Solutions (CCDS)	To find out: ...Student loan repayment solutions ...Stop Collection Calls ...Money management and budgeting advice and tools Cost of Debt Assessment: Free	Head Office: 45 Sheppard Ave. East #810 Toronto, On M2N 5W9 Satellite Offices: Downtown Toronto, Etobicoke, Scarborough, Markham, Mississauga, Brampton, Oakville, Barrie, Oshawa, Ottawa	Phone: 416-228-3328 Toll Free: 1-800-267-2272 French: 1-866-615-1226	www.creditcanada.com

OSAP FACT SHEET #6: OSAP POLICY HISTORY

Last Updated: 30June17Page/ 1 of 1

Pre-1995

- **1939** First federally funded student loan program created (Dominion-Provincial Student Aid Program , DSAP). This was a matching grant partnership system between the federal and provincial governments, mainly based on: 1) high academic standing and 2) financial need.
- **1964** DSAP discontinued and replaced by the Canada Student Loan Program (CSLP) which was mainly based on financial need. Under the CSLP, loans were provided by financial institutions to post-secondary students who were approved by both the federal and provincial government to receive financial assistance. The financial institutions also administered the loan repayment process.
- **1964-1995** Canada student loans issued guaranteed by the federal government who paid interest charges until six months after the student's graduation and repaid the defaulted loans.

1995-2000

- **1995 (August)**: Canadian government formalizes "risk-shared" agreement with CIBC, Scotia Bank and RBC; under this agreement, these institutions took on the risk of issuing student loans and assumed responsibility for the possible risk of defaulted loans. In return, the federal government agreed to take back 3% of any outstanding loan each year. The government also paid the private lenders 5% of the loan value and agreed to share with them any recovered amount of the defaulted loans

Post-2000

- **2000** risk-shared arrangement between the Canadian government and participating financial institutions expires.
- **2000 (August 1)** Administration of Canada Student Loans and later on the Canada-Ontario Integrated Student Loans, becomes the responsibility of the National Student Loans Service Centre (NSLSC). The NSLSC has two divisions which administer directly government loans to :1) students attending public institutions, 2) students attending private institutions.
- **2001 (August 1)** Province of Ontario signs agreement with the Canadian government to integrate the Ontario student loans with the Canada student loans so that students could receive financial assistance under a single loan account.

Post-2017

- **2017 (August)**: OSAP funding amounts re-allocated and delivery streamlined. Over 20 funding programs consolidated, tax credits eliminated and net tuition billing introduced on application to Post-secondary Institution.