



Memorandum

Date: July 11, 2002

To: Directors
Employment and Income
Assistance

From: Pam Goulet and John Petersen
Directors, Field Services
Employment and Income
Assistance
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Subject: **Priority Processing of Student Loans**

A process has been established with the Student Financial Assistance Program whereby Employment and Income Assistance (EIA) Case Coordinators may request priority processing of a participant's student loan application.

To request priority processing, the Case Coordinator should send by e-mail the name and Social Insurance number of the participant, who has submitted their application for a student loan to the Student Financial Assistance program. If staff prefer, the information may be faxed. Staff should also include in their correspondence their name and telephone number and clearly indicate that they are forwarding the participant information for priority processing. When a priority processing request is received, they will pull the participants application file for processing in the next run. Processing runs are done twice a week. Should there be any difficulties in processing the application in the next run, Student Financial Assistance Program staff will advise the Case Coordinator of the delay.

The Student Financial Assistance Program has advised that they will only allow priority processing once per student. It is expected that the next time the student applies for Student Financial Assistance, they do so well in advance of their program start date to allow for standard processing (deadlines for applying are indicated with the application form information). Case Coordinators should be advising their participants accordingly.