

HOW TO AVOID DELAYS WITH YOUR APPLICATION

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1 CONTACT NUMBERS

If you need assistance when completing this application, we are only a call away:

Toll-free number: **1-800-667-5626**

Outside toll-free zone: **506-453-2577**

Hours of service:

Monday to Friday, 8:00 a.m. to 7:30 p.m. AST

Saturday, 9:00 a.m. to 1:00 p.m. AST

2 STUDENT CATEGORY

When completing the application, ensure you select the student category that best describes what your situation will be on the first day of the study period for which you are applying. **Selecting the incorrect student category will result in a delay of the assessment of your application.**

If you are unsure of your student category, call us for assistance.

3 INCOME TAX INFORMATION

Be sure you include your income tax information as it appears on your tax return. If you are unsure of where to look to find your tax information, please visit Canada Revenue Agency's website at <https://www.canada.ca/en/revenue-agency.html>. There you can find information on where to find specific tax information.

You must round the number to the nearest dollar. Do not include cents. See examples below:

- ✓ \$54,842.79 → \$54,843
- ✗ \$54,842.79 → \$54,840
- ✗ \$54,842.79 → \$54,800

If it appears that the information provided is not an accurate exact amount, you will be asked to provide tax records for verification **which may result in a delay of the assessment of your application**.

If you are unsure of where to find the required income tax information or how to round it, call us for assistance.

3.1 ELECTED SPLIT PENSION (LINE 21000)

Line 21000 is a deduction for elected split-pension. This deduction can be claimed by the spouse or common-law partner that elects to transfer part of their eligible pension income to their spouse or common-law partner.

More information about Line 21000 can be found at Canada Revenue Agency's website: <https://www.canada.ca/en/revenue-agency.html>

If it appears that the information provided for Line 21000 is not an accurate exact amount, or it has been provided in error, you may be asked to provide tax records for verification **which may result in a delay of the assessment of your application**.

4 PERMANENT RESIDENT/PROTECTED PERSON OF CANADA

4.1 PERMANENT RESIDENT

Permanent Residents must provide one of the following:

- A clear copy of both sides of your Permanent Resident (PR) card; or
- A copy of your landing document.

The document you provide must be valid (i.e. not expired) at the time of application.

Permanent Resident students who have been sponsored into Canada are required to provide a letter from their sponsor with the details of the sponsorship.

If you are a Permanent Resident, your application cannot be assessed until we receive a copy of one of the above documents. **Failure to send a copy of the proper documentation when you submit your application will result in a delay of the assessment of your application.**

If you have any questions regarding your residency status for the purpose of Student Financial Assistance, call us for assistance.

4.2 PROTECTED PERSON OF CANADA

Protected Persons of Canada (including Convention Refugees) must provide a copy of the following documents:

- A clear copy of both sides of your Protected Person Status Document (PPSD), which must be valid for the entire study period for which you are applying for financial assistance; **and**
- A copy of the Notice of Decision issued by the Immigration and Refugee Board; **or**
- A copy of the Verification of Status document from Immigration, Refugees and Citizenship Canada.

You must also provide a copy of your Social Insurance Number (SIN) document that begins with a “9”. Your SIN document must be valid for the entire study period for which you are applying for financial assistance. If you do not have a SIN document, you must get one before you can apply for student financial assistance.

If you are a Protected Person of Canada (including Convention Refugees), your application cannot be assessed until we receive a copy of the above documents. **Failure to send a copy of the proper documentation when you submit your application will result in a delay with the assessment of your application.**

If you have any questions regarding your residency status for the purpose of Student Financial Assistance, call us for assistance.

5 REQUEST FOR PROGRAM INFORMATION FORM

A *Request for Program Information* form is required to be completed by your post-secondary school if you are:

- Applying as a student with a disability.
- Completing a co-op work term as part of your study period.
- Studying at the Master or Ph.D. level.
- Attending Intersession and/or Summer Session at a university.
- Attending any educational institution located outside the Maritime Provinces.
- Attending any private educational institution located outside New Brunswick.

If you are required to submit a *Request for Program Information* form, failure to do so in a timely manner will result in delays with the assessment of your application.

If we are unable to determine your program of study based on the information you provide in your application, we may request a *Request for Program Information* form.

The *Request for Program Information* form can be found under “Important Forms” in the yellow ribbon on the left of the internet application or at studentaid.gnb.ca.

If you are unsure if you should submit a *Request for Program Information* form, call us for assistance.

6 DISABILITY DOCUMENTATION

If you self-identified as a student with a disability on your application, you do not need to fill out a separate application to be considered for the Canada Student Grant for Students with Disabilities (CSG-D).

However, you must provide proof of your disability in the form of a *Disability Verification Form* which is to be completed by a qualified medical assessor.

- This form does not need to be completed if you have previously been approved for funding as a student with a disability by New Brunswick Student Financial Services. You are not required to submit the *Disability Verification Form* with subsequent applications.

If you self-identified as a student with a disability on your application, and this is your first time applying as a student with a disability, you must send the *Disability Verification Form* as soon as possible. **Failure to submit the required documentation in a timely manner will result in delays with the assessment of your application.**

If you require exceptional education-related services and equipment such as tutors, note-takers or technical aids, you may be eligible to apply for the Canada Student Grant for Services and Equipment - Students with Disabilities (CSG-DSE). A separate application is required for this benefit. Applicants for this grant must also apply and qualify for student financial assistance.

The *Disability Verification Form* can be found under “Important Forms” in the yellow ribbon on the left of the internet application or at studentaid.gnb.ca, and the *Application for the Canada Student Grant for Services and Equipment - Students with Disabilities* can be found at studentaid.gnb.ca.

If you are unsure of what you need to submit, or if you are experiencing difficulties in obtaining the required documentation, call us for assistance.

7 OTHER SUPPORTING DOCUMENTATION

7.1 MARRIED OR COMMON-LAW STUDENTS

- Anyone, other than your partner, claimed on your previous year Income Tax Return as wholly dependent may also be listed as a dependent. You must provide a copy of the most recent tax form substantiating Canada Revenue Agency approval of a wholly dependent person.
- Proof of a permanent disability for each child over 12 years of age must be provided in the form of a copy of a medical certificate or documentation proving receipt of federal or provincial disability assistance.

Failure to submit any required additional documentation in a timely manner will result in a delay of your application being assessed.

If you are unsure of what you need to submit, call us for assistance.

7.2 SINGLE PARENT STUDENTS

- Anyone claimed on your previous year Income Tax Return as wholly dependent may also be listed as a dependant. You must provide a copy of the most recent tax form substantiating Canada Revenue Agency approval of a wholly dependent person.
- Proof of a permanent disability for each child over 12 years of age must be provided in the form of a copy of a medical certificate or documentation proving receipt of federal or provincial disability assistance.

Failure to submit any required additional documentation in a timely manner will result in a delay of your application being assessed.

If you are unsure of what you need to submit, call us for assistance.

7.3 DEPENDENT STUDENTS

- If you have any siblings attending a post-secondary school but not applying for student financial assistance, you must submit proof of your sibling's enrollment at a designated post-secondary school in order for them to be considered when determining the expected parental contribution. Provide a letter from their school stating they are enrolled in full-time studies with the study period start and end dates.
- Anyone, other than a partner, claimed on your parent's previous year Income Tax Return as wholly dependent may also be listed as a dependent. You must provide a copy of the most recent tax form substantiating Canada Revenue Agency approval of a wholly dependent person.

Failure to submit any required additional documentation in a timely manner will result in a delay of your application being assessed.

If you are unsure of what you need to submit, call us for assistance.

7.4 INDEPENDENT STUDENTS

- If you are considered an independent student because you are receiving, or have received, financial assistance under Youth Engagement Services (YES) or support from the Department of Social Development under one of the permanent care programs, you must provide proof in the form of a letter from the Department of Social Development stating that you are receiving, or have received, support under any of the programs.

Failure to submit any required additional documentation in a timely manner will result in a delay of your application being assessed.

If you are unsure of what you need to submit, call us for assistance.

8 WAYS TO SUBMIT REQUIRED DOCUMENTATION

Please be sure to include your legal name and/or file number (if known) on all documents submitted to Student Financial Services. If you have received, or previously received, a Notice of Assessment or other correspondence from this office you can find your file number in the top right corner of the first page.

8.1 UPLOAD A DOCUMENT ONLINE

You can upload a document online from the Welcome page of your online application. You can upload a document at any point during your application process using this feature.

Please note that documents must be in PDF format, and they must be less than 4MB in size. Information on how to upload a document and frequently asked questions on uploading a document can be found at studentaid.gnb.ca.

8.2 BY MAIL

Student Financial Services
Dept. of Post-Secondary Education, Training and Labour
Beaverbrook Building
PO Box 6000
Fredericton, NB E3B 5H1

8.3 BY FAX

506-444-4333