

# Education Maintenance Allowance (EMA) 2026/27

## Application Notes

We welcome applications in Welsh. If you would prefer to apply in Welsh, a Welsh version of this form is available. Applying in Welsh will not delay your application.

 [www.studentfinancewales.co.uk/ema](http://www.studentfinancewales.co.uk/ema)

# How to use these notes

These notes are split into sections in the same way as the EMA application form, so you can find the information you need faster. You should keep these notes, there's a lot of useful information in here that might come in handy throughout the year.



Where you see this icon in the application form, there's extra **information** in these notes to help you.



Where you see this icon in the application form, it means that you need to send **evidence**. These notes will tell you exactly what we need from you. You should send **photocopies** of your evidence unless otherwise stated. We will return any original documents.

## What is EMA?

Education Maintenance Allowance is a weekly payment to help 16, 17, and 18 year olds with the costs of further education.

Payments are made every 2 weeks as long as you continue to meet your school or college's attendance requirements.

**Getting EMA won't affect any benefits you or your family already receive.**

## Who can get EMA?

You could get EMA if **all** the following statements apply to you:

- You usually live in Wales.
- You're aged 16, 17 or 18.
- You're studying full time at high school or a minimum of 12 hours at a college that is approved by the Department for Education and Skills on an eligible course. Courses include Independent Living Skills or, if studying in England, Preparation for Adulthood.
- Your course lasts at least 10 weeks.
- You're able to meet the nationality and residency requirements.
- You live in a household with an income of either:
  - £24,570 or less
  - or**
  - £27,273 or less **and** there's more than one young person who qualifies for Child Benefit in the household.

## Additional help and information

For the most up-to-date information about EMA go to [www.studentfinancewales.co.uk/ema](http://www.studentfinancewales.co.uk/ema)

If you need to speak to someone about applying for EMA you can call **0300 200 4050**.

All of our forms and guides are available in Braille, large print format or audio. If you need these, you can request them by emailing your name, address and details of the format you require to [brailleandlargefonts@slc.co.uk](mailto:brailleandlargefonts@slc.co.uk) or call **0141 243 3686**.

## Anything else?

If any of your circumstances change during the academic year, you need to call us on **0300 200 4050** and let us know.

## Armed Forces

If you, your parent(s) or partner are serving in the armed forces, you must apply for student finance in the UK country where you were ordinarily resident when you/they enlisted, this may not always be your country of residence at the time of the enlistment, for example, if you permanently live in another area of the UK and only moved due to the enlistment.

# Section 1 Agreements and consent

## Information Usage Summary

Student Finance Wales is the student finance service provided by the Student Loans Company Limited (SLC), funded by the Welsh Government. The Welsh Ministers have transferred certain functions relating to student finance applications to the SLC.

The information provided on this form will be used for the processing of the Education Maintenance Allowance application by the SLC and any subsequent administration relating to the funding. Each section that asks for your personal data is explained below:

- **Section 2 Student's details** – we will only use the information you provide in this section if we need to contact you or your nominated third party.
- **Section 3 Your payment details** – we will only use the information you provide in this section if we need to make payments to you or your nominated third party.
- **Section 4 Student's school or college details** – we will use the information you provide in this section to work out if you are studying at a school/college that is eligible to receive EMA.
- **Section 5 Student's nationality and residency details** – we will use the information you provide in this section to work out if you are eligible to receive EMA and to confirm your identity.
- **Section 6 Student's residence history** – we will only use the information you provide in this section to work out if you are eligible to receive EMA based on your residence history.
- **Section 7 Student's independence details** – we will only use the information you provide in this section to work out if you are dependent or independent. This is important because we will then be able to ask you for the specific financial information and/or evidence we need to work out if you are eligible to receive EMA.
- **Section 8 Financial details** – we will only use the information you and/or your parent(s)/partner provide in this section to work out if you are eligible for EMA based on your household income. This means sharing some of the data with HMRC.
- **Section 9 Student's family details** – we will only use the information you and your family provide in this section to work out if you are eligible for EMA based on your household income.

For further details about the way your information is used, who is responsible for it and the rights you have in connection with it, please refer to our Privacy Notice available online at

**[www.studentfinancewales.co.uk/fe/privacy-notice](http://www.studentfinancewales.co.uk/fe/privacy-notice)**

If you don't have internet access, please call us on **0300 200 4050** and we can send a copy to you.

## 1.1 Authorised third party



By authorised third party we mean someone who is authorised to act and/or receive payments on the student's behalf. Evidence is required such as documentation from a local authority or a Power of Attorney. **See 1.2 below.**

## 1.2 Authorised third party



**We need to see proof that you are authorised to act and/or hold funds on behalf of the student, send us:**

- documentation from a public body (for example your Local Authority) or a Power of Attorney confirming that you are authorised to act and/or accept payments on the student's behalf.

**Examples include:**

- a statement of the student's special educational needs; **or**
- a letter showing you receive Disability Living Allowance (DLA); **or**
- a letter showing Personal Independence Payments (PIP) on behalf of the student.

## Section 2 Student's details

### 2.2 Personal details



**If your name has changed from the one shown on your documents, you'll need to also send us proof of your name change, this can be either:**

- your marriage certificate; **or**
- a deed poll.

All evidence items you send must be **originals**.

# Section 5 Student's nationality and residency details



## EU and EEA nationals

An up to date list of all EU and EEA member countries is available at [www.homeoffice.gov.uk](http://www.homeoffice.gov.uk)



## Ordinarily resident

By 'ordinarily resident' we mean that you normally and lawfully live in the UK, EEA, Switzerland and Gibraltar through choice. If you have moved to the UK for education purposes, you must have been ordinarily resident in the EEA, Switzerland and Gibraltar prior to becoming ordinarily resident in the UK.



## Break in residency

If you have not been ordinarily resident for the period required, you may still be eligible for funding if you can show the break was temporary and you were planning on returning to the UK. If the break in residency was due to active service in the Armed Forces, you are still considered to be resident in the UK.

### Examples of acceptable temporary breaks are:

- gap year
- voluntary work overseas
- parents working abroad on a temporary contract of employment

### You need to send us evidence which can include but is not limited to:

- a letter from your learning provider confirming your gap year
- a letter from the employer on headed paper confirming your temporary employment and the dates worked
- a letter from the Armed Forces if applicable
- temporary visas or work permits in addition to the above

You must also be resident in Wales on the first day of the first academic year of your course to be able to get EMA.

If you need to send us your Biometric Residence Permit as evidence for any question in this section, be assured that we will only use it to validate your identity and residency status, no other data from it will be used or stored.

## Direct descendants and direct relatives in the ascending line

A direct descendant is the child, grandchild, great-grandchild and so on, of a person. You are a direct descendant of your mother, your grandmother, your great-grandmother, and so on.

A direct relative in the ascending line is the parent, grandparent, great-grandparent and so on, of a person. You are a direct relative in the ascending line of your child, grandchild, great-grandchild, and so on.

## 5.1 UK national



If you hold a valid UK passport enter these details. This means you don't need to send your passport to us.

If you don't hold a valid UK passport, you need to send us your original birth certificate.

We are unable to accept an expired passport as proof of your identity.

## 5.2 Irish citizen



You need to send us:

- your original valid ROI passport; or
- your original national identity card.

We are unable to accept an expired passport as proof of your identity.

## Section 5 Student's nationality and residency details (continued)

5.3 Family member of a UK national

5.4 Family member of a UK national  
- continued

**e**

By family member, you must be the:

- husband, wife, civil partner;
- child or step-child;

or other direct descendant of a UK national.

You must send your UK national family members passport and also send proof of your relationship to the UK national. This may be:

- your marriage or civil partnership certificate; or
- a birth certificate showing your name and the UK national's name; and
- the marriage or civil partnership certificate if you or the UK national are a step-child.

If you are claiming student finance as the direct descendant of a UK national, you must be under the age of 21; or a dependant of the person or the person's spouse or civil partner.

You need to give us some details about your identity and residency at question **5.26**.

5.5 Settled or pre-settled status under the EU Settlement Scheme

**e**

If you have been granted settled or pre-settled status under the EU Settlement Scheme you need to give us some details about your identity and residency at question **5.26**.

5.6 Child of a Swiss national

**e**

You and your parent or step-parent must have been granted settled or pre-settled status through the EU Settlement Scheme. You must be ordinarily resident in the UK, Gibraltar, EEA or Switzerland for three years prior to the first day of your first academic year.

To get student finance as the child of a Swiss national, your Swiss national parent must be resident in the UK on the first day of the academic year of your course. We need a signed letter from your Swiss national parent stating their UK address, and that they live there on the first day of the first academic year of your course. They must also send one of the following documents:

- Bank statement
- Payslip
- Tenancy agreement/mortgage statement
- Utility bill
- Local authority correspondence
- Government department correspondence

You need to give us some details about your and your family member's identity and residency at question **5.27**.

## Section 5 Student's nationality and residency details (continued)

### 5.7 EEA or Swiss national migrant worker

**e**

To get student finance as the family member of an EEA or Swiss national who is working, has worked or is looking for work in the UK, you and your family member must have been granted settled or pre-settled status through the EU Settlement Scheme.

As proof of the current employment status of the EEA or Swiss national who is working, has worked or is looking for work, one of the following must be provided as evidence:

- A P60 or a letter from employer if currently working.
- Audited accounts, tax returns or details of income if self-employed.
- A letter from employer confirming the intention to continue working whilst studying.
- P45, P60 or letter from previous employer if currently looking for work or previously worked in the UK.

You must also send us your birth certificate or equivalent as proof of your relationship.

If your child, son, daughter-in-law, child's civil partner or other direct descendant is the worker you must be dependent on them.

If you are the direct descendant of an EEA national, you must be under 21, or a dependant of the person or the person's spouse or civil partner. This does not apply in cases where the EEA worker parent has died or left the UK and the child is staying on in the UK to finish their education.

If you or your family member are a Frontier Worker, please send the Frontier Worker permit or equivalent evidence.

#### **If you were granted this leave**

You need to give us some details about your identity and residency at question [5.26](#).

#### **If your family member was granted this leave**

You need to give us some details about you and your family member's identity and residency at question [5.27](#).

## Section 5 Student's nationality and residency details (continued)

**5.8** Family member of an EEA or Swiss national who entered the UK before 31 December 2020

**e**

To get student finance as the family member of an EEA or Swiss national, your family member must have settled or pre-settled status in the UK. You must have made an application to the EU Settlement Scheme within three months of arrival in the UK.

You must also send us your birth certificate or equivalent as proof of your relationship.

You need to give us some details about you and your family member's identity and residency at question **5.27**.

**5.9** Afghan Relocations and Assistance Policy (ARAP), the Afghan Citizens Resettlement Scheme (ACRS) or the Afghanistan Response Route (ARR)

**e**

### **If you were granted this leave**

You need to give us some details about your identity and residency at question **5.28**.

#### **Expiry date**

If you were granted this status without an expiry date you should mark the expiry date box as N/A (not applicable).

#### **If your family member was granted this leave**

You should send evidence of your relationship to the person who holds the status.

#### **Expiry date**

If your:

husband, wife, civil partner; or

parent(s), step-parent

were granted this status without an expiry date you should mark the expiry date box as N/A (not applicable).

You need to give us some details about you and your family member's identity and residency at question **5.29**.

#### **Afghan Locally Employed Staff Ex-Gratia Scheme**

This scheme was for previous employees of the UK government who resigned or were made redundant from their post. Afghan nationals relocated to the UK under this scheme are not eligible for student funding.

**5.10** Settled status (indefinite leave to enter or remain or right of abode)

**e**

Settled status means that you can live in the UK permanently without the Home Office placing any restrictions on how long you may remain.

You are free from any restriction if any of the following apply:

- You are a British citizen.
- You have been granted indefinite leave to enter or remain.
- You have a right of abode in the UK.

Further information about immigration issues can be obtained from the Home Office at **[www.homeoffice.gov.uk](http://www.homeoffice.gov.uk)**

You need to give us some details about your identity and residency at question **5.26**.

## Section 5 Student's nationality and residency details (continued)

**5.11** Discretionary leave as a result of a failed asylum application

**5.12** Discretionary leave where no application for asylum has been made

**e**

You need to send evidence of your relationship to the person who holds the status if it is not you.

If you are claiming student finance as the child or step-child of someone who has been granted this status, you will only be considered a 'child' if you were under the age of 18 at the time of your parent's application to the Home Office. If you are claiming student finance as the husband, wife or civil partner of someone who has been granted this status, you must have been their husband, wife or civil partner at the time of their application.

### **Expiry date**

If you or your:

husband, wife, civil partner; or

parent(s), step-parent

were granted discretionary leave to remain without an expiry date, you should mark the expiry date box as N/A (not applicable).

### **If you were granted this leave**

You need to give us some details about your identity and residency at question **5.26**.

### **If your family member was granted this leave**

You need to give us some details about you and your family member's identity and residency at question **5.27**.

**5.13** Leave to remain on the grounds of family life

**e**

You need to send evidence of your relationship to the person who holds the status if it is not you.

If you are claiming student finance as the child or step-child of someone who has been granted this status, you will only be considered a 'child' if you were under the age of 18 at the time of your parent's application to the Home Office.

If you are claiming student finance as the husband, wife or civil partner of someone who has been granted this status, you must have been their husband, wife or civil partner at the time of their application.

### **Expiry date**

If you or your:

husband, wife, civil partner; or

parent(s), step-parent

were granted this status without an expiry date you should mark the expiry date box as N/A (not applicable).

### **If you were granted this leave**

You need to give us some details about your identity and residency at question **5.26**.

### **If your family member was granted this leave**

You need to give us some details about you and your family member's identity and residency at question **5.27**.

## Section 5 Student's nationality and residency details (continued)

### 5.14 Leave to remain on the grounds of private life

**e**

You need to send evidence of your relationship to the person who holds the status if it is not you.

If you are claiming student finance as the child or step-child of someone who has been granted this status, you will only be considered a 'child' if you were under the age of 18 at the time of your parent's application to the Home Office.

If you are claiming student finance as the husband, wife or civil partner of someone who has been granted this status, you must have been their husband, wife or civil partner at the time of their application.

#### **Expiry date**

If you or your:

husband, wife, civil partner; or

parent(s), step-parent

were granted this status without an expiry date you should mark the expiry date box as N/A (not applicable).

#### **If you were granted this leave**

You need to give us some details about your identity and residency at question [5.26](#).

#### **If your family member was granted this leave**

You need to give us some details about you and your family member's identity and residency at question [5.27](#).

### 5.15 Leave to remain outside the rules on the grounds of Article 8 of the European Convention on Human Rights (ECHR), following a failed application for 'leave to enter or remain' on the grounds of family or private life

**e**

You need to send evidence of your relationship to the person who holds the status if it is not you.

If you are claiming student finance as the child or step-child of someone who has been granted this status, you will only be considered a 'child' if you were under the age of 18 at the time of your parent's application to the Home Office.

If you are claiming student finance as the husband, wife or civil partner of someone who has been granted this status, you must have been their husband, wife or civil partner at the time of their application.

#### **Expiry date**

If you or your:

husband, wife, civil partner; or

parent(s), step-parent

were granted this status without an expiry date you should mark the expiry date box as N/A (not applicable).

#### **If you were granted this leave**

You need to give us some details about your identity and residency at question [5.26](#).

#### **If your family member was granted this leave**

You need to give us some details about you and your family member's identity and residency at question [5.27](#).

## Section 5 Student's nationality and residency details (continued)

### 5.16 Stateless Person



You need to send evidence of your relationship to the person who holds the status if it is not you.

If you are claiming student finance as the child or step-child of a person granted leave to remain as a Stateless Person, you will only be considered a 'child' if you were under the age of 18 at the time of your parent's application to the UK Home Office.

If you are claiming student finance as the husband, wife or civil partner of someone who has been granted leave to remain as a Stateless Person, you must have been their husband, wife or civil partner at the time of their application.

#### **If you were granted this leave**

You need to give us some details about your identity and residency at question [5.28](#).

#### **If your family member was granted this leave**

You need to give us some details about you and your family member's identity and residency at question [5.29](#).

### 5.17 Ukraine Schemes



#### **If you were granted this leave**

You need to give us some details about your identity and residency at question [5.28](#).

#### **If your family member was granted this leave**

You need to send evidence of your relationship to the person who holds the status if it is not you.

You must have been the spouse or civil partner of the person with leave on the date of the leave application.

If you're the child or step-child of the person with leave, you must have been the child or step-child on the date of leave application, and also under the age of 18 on that date.

You need to give us some details about you and your family member's identity and residency at question [5.29](#).

## Section 5 Student's nationality and residency details (continued)

### 5.18 Refugee status or temporary protection

**e**

You need to send evidence of your relationship to the person who holds the status if it is not you.

If you are claiming student finance as the child or stepchild of a refugee, you will only be considered a 'child' if you were under the age of 18 at the time of your parent's application to the Home Office.

If you are claiming student finance as the husband, wife or civil partner of a person granted this status, you must have been their husband, wife or civil partner at the time of their application for asylum.

#### **Expiry date**

If you or your:

husband, wife, civil partner; or

parent(s), step-parent

were granted this status without an expiry date you should mark the expiry date box as N/A (not applicable).

#### **If you were granted this leave**

You need to give us some details about your identity and residency at question **5.28**.

#### **If your family member was granted this leave**

You need to give us some details about you and your family member's identity and residency at question **5.29**.

## Section 5 Student's nationality and residency details (continued)

### 5.19 Humanitarian Protection

**e**

You need to send evidence of your relationship to the person who holds the status if it is not you.

If you are claiming student finance as the child or step-child of a person granted Humanitarian Protection, you will only be considered a 'child' if you were under the age of 18 at the time of your parent's application to the Home Office.

If you are claiming student finance as the husband, wife or civil partner of someone who has been granted Humanitarian Protection, you must have been their husband, wife or civil partner at the time of their application for asylum.

#### **If you were granted this leave**

You need to give us some details about your identity and residency at question **5.28**.

#### **If your family member was granted this leave**

You need to give us some details about you and your family member's identity and residency at question **5.29**.

### 5.20 Child of a Turkish Worker

**e**

To get student finance as the child of a Turkish worker, your Turkish parent must be working in the UK on the first day of your course. You must be ordinarily resident in the UK, Gibraltar, EEA, Switzerland or Turkey for three years prior to the first day of your first academic year.

You must also send us your birth certificate or equivalent.

As proof of your parent's employment in the UK, you must send their contract of employment.

You must also send the Home Office letter confirming your parent has extended leave to remain in the UK after 31 December 2020.

You need to give us some details about you and your family member's identity and residency at question **5.27**.

### 5.21 Leave to remain in the UK under Section 67 of the Immigration Act 2016

**e**

You need to send evidence of your relationship to the person who holds the status if it is not you.

If you are claiming student finance as the dependent child or step-child of a person granted leave to remain in the UK under Section 67 of the Immigration Act 2016, you will only be considered a 'child' if you were under the age of 18 at the time of your parent's application to the Home Office.

You need to give us some details about your identity and residency at question **5.28**.

### 5.22 Calais Leave

**e**

You need to send evidence of your relationship to the person who holds the status if it is not you.

You need to give us some details about your identity and residency at question **5.28**.

## Section 5 Student's nationality and residency details (continued)

### 5.23 Leave to enter or remain as a victim of domestic violence

**e**

You need to send evidence of your relationship to the person who holds the status if it is not you.

If you are claiming student finance as the child or step-child of a person granted indefinite leave to enter or remain as a victim of domestic violence, you will only be considered a 'child' if you were under the age of 18 at the time of your parent's application to the Home Office.

#### **If you were granted this leave**

You need to give us some details about your identity and residency at question **5.28**.

#### **If your parent/step-parent was granted this leave**

You need to give us some details about you and your parent/step-parent's identity and residency at question **5.29**.

### 5.24 Leave to enter or remain as a bereaved partner

**e**

You should send evidence of your relationship to the person who has been granted indefinite leave to enter or remain as a bereaved partner if it is not you.

If you are claiming student finance as the child or step-child of a person granted indefinite leave to enter or remain as a bereaved partner, you will only be considered a 'child' if you were under the age of 18 at the time of your parent's application to the Home Office.

#### **If you were granted this leave**

You need to give us some details about your identity and residency at question **5.28**.

#### **If your parent/step-parent was granted this leave**

You need to give us some details about you and your parent/step-parent's identity and residency at question **5.29**.

# Section 7 Student's independence details

7.2 I think I should be an independent student



If you've been advised to continue as a dependent student (i.e. you're financially dependent on your parent/guardian) but still consider yourself an independent student – call us on **0300 200 4050** to discuss your situation.

7.3 Living under the care of a Local Authority or foster parent(s)



If at any point from the age of 14 to the first day of the first academic year of your course you:

- have not been under the legal care of your parents for a combined total of at least 13 weeks; **or**
- were under a special guardianship order, in the custody or legal care of, or have been given accommodation by a Local Authority for at least 13 weeks.

If you returned to the legal care of your parents between the ages of 14 and 16 (before the start of your course), you may still be considered a care leaver.

**You need to send us:**

A letter from your Local Authority confirming your current address and whether you are, or have been, in care.

This letter must be on headed paper. It needs to be signed and dated by an authorised official from your Local Authority, with an official stamp.

e Receiving Income Support, income-related Employment and Support Allowance or Universal Credit in your own name



**You need to send us:**

- your current benefits statement for 6 April 2025 to 5 April 2026; **or**
- your Tax Credit Award Notification for 6 April 2025 to 5 April 2026; **or**
- your Universal Credit Award Notification for 6 April 2025 to 5 April 2026.

e Responsible for a child



**You need to send us:**

- your most recent Child Benefit statement; **or**
- your child's **original** birth certificate.

e Currently a young person in custody/detention within the Youth Justice System



This could be in a Young Offender Institution (YOI), Secure Training Centre (STC) and/or Secure Children's Home (SCH).

**You need to send us:**

- a letter on headed paper from your key worker which must:
  - confirm your period and place of detention; **and**
  - confirm your nationality/residence details; **and**
  - confirm that you consent to your key worker to act on your behalf for the purposes of EMA; **and**
  - be signed and dated by both you and your key worker.

# Section 8 Financial details

## Part B



### Data sharing

We will check your National Insurance (NI) number with HM Revenue & Customs. This information will be kept securely and held strictly under the provisions of the applicable data protection legislation in the UK.

If you don't have an NI number you must provide copies of your financial documents. If you didn't have any income for the tax year 2024-25, you need to provide:

- a letter from you confirming that you had no income for the tax year 2024-25; or
- a letter from any third parties who were supporting you during the tax year (such as a partner)

The letter must be signed and dated in order for it to be accepted.

### Financial information for tax year 2024-25



If your household income has permanently dropped since 2024-25



To be eligible to get EMA payments your total household income amount must be either:

- £24,570 or less; **or**
- £27,273 or less **and** there's more than one young person who qualifies for Child Benefit in the household.

If in tax year 2024-25 you earned over this threshold, but since, your income has permanently dropped below it you can be considered for EMA using your current household income.

#### **We need proof of your current household income; you need to send us:**

- your latest Universal Credit Award letter; **or**
- your latest Income Support letter; **or**
- your pay slips for last 3 months; **or**
- **If self assessed** - a letter from your accountant on headed paper that states your last three months income. This letter must be signed and dated.

If your Universal Credit Award Notice shows any income from taxable benefits or employment, you must also send evidence of this income.

#### **And proof to show that your household income has permanently dropped; send us:**

- your P45; **or**
- your redundancy letter; **or**
- a letter from your employer on headed paper that explains the permanent drop in income. This letter must be signed and dated.

#### **If there are two parents/guardians in your household**

If the income has dropped for one parent/guardian, the other must also provide evidence of their earnings.



# Section 8 Financial details (continued)

## Part C

### Other income for tax year 2024-25

**8.8**  Income in the UK that HMRC doesn't know about


Please give financial information for tax year 2024-25. Normally, this is the year ending 5 April 2025, but may differ if your employer or business has a tax year which does not end in April.

For any income paid in a foreign currency, please state the equivalent in pounds sterling.

You may have earned under the threshold to declare this income to HMRC, but this will still be used to calculate the student's entitlement.

## Part D

### Overseas income for tax year 2024-25

**8.10**  Income from overseas

You only have to tell us about any income earned overseas that you have not already disclosed to HMRC as part of your self-assessment.

#### **a Total income from salary/wages/self-employment**

You'll need to provide copies of your tax documents from the relevant country confirming the income amount for the 2024-25 tax year.

#### **b Total income from state benefits**

You'll need to provide copies of your benefits documents, from the relevant country, confirming the total taxable benefit(s) you received for the 2024-25 tax year.

#### **c Total income from occupational, private or state pension(s)**

You'll need to provide copies of your pension documents, from the relevant country, confirming the total taxable pension(s) amount you received for the 2024-25 tax year.

## Part E



### Income deductions

**If you did not pay any private pension contributions or additional voluntary contributions.**


You don't need to provide evidence of this.

**If you paid any private pension contributions or additional voluntary contributions.**

The evidence you need to provide can be found in the table below.

Deduction type	Evidence required
Private pension	Tax Return (all pages) or Statement from Pension Provider
Additional voluntary contributions	Confirmation from DWP of Amount of Pension Paid, Tax Return (all pages) or a P60

## Section 9 Student's family details


- 9.2**  Ineligible as earning over the maximum threshold for EMA entitlement

To be eligible to get EMA payments your total household income amount must be either:

- £24,570 or less; **or**
- £27,273 or less **and** there's more than one young person who qualifies for Child Benefit in the household.

If your household income is £27,274 or more you are not eligible to receive EMA payments.

If you want to speak to someone about your specific situation you can call **0300 200 4050**.

- 9.3**  Other young people in the household who are:

- under the age of 16 and qualify for Child Benefit
- or**
- aged 16, 17, 18, 19 or 20 on 1 September 2026, in full-time further education **and** qualify for Child Benefit

**You need to send evidence for each child you named in 9.3**

**If they're under 16; send us:**

- your household's most recent Child Benefit statement; **or**
- the child's birth certificate; **or**
- your household's most recent Tax Credit Award Notification that lists each young person.

**If they're 16, 17, 18, 19 or 20; send us:**

- your household's most recent Child Benefit statement; **or**
- your household's most recent Tax Credit Award Notification that lists each young person; **or**
- the child's birth certificate **and** a confirmation of enrolment or award from a Further Education Institution as proof that the child has been accepted onto a course.

## Additional Information

When will I get paid?

**Before we can make payments:**

- you must agree and sign your EMA Agreement with your school or college;
- and**
- your school or college must tell us you have been in attendance.

We'll pay you every 2 weeks on a Monday.

For example, if you're approved to receive EMA and your school or college confirms your attendance, we'll pay you every 2 weeks.

If your next payment day falls on a bank holiday we'll pay you on the next working day. If you've given your mobile phone number in section 2, we'll text you to let you know when you'll get your EMA.

You won't get EMA payments during term holidays as EMA is not paid when your school or college is closed.

# Additional Information

## How do I make a complaint?

Problems can usually be settled quickly and easily by simply calling, explaining your problem, and asking to have it resolved. If this doesn't resolve the problem to your satisfaction, or you believe that this approach may be inappropriate, you can make a complaint in one of the following ways:

- By phone:  
**0300 200 4050**
- By email:  
**customer\_complaints@slc.co.uk**
- By writing to:  
**Customer Relations Unit  
Student Loans Company  
10 Clyde Place, Glasgow, G5 8DF**

Remember to quote your Customer Reference Number (if you have one) in all correspondence.

## Appeals

If you want to appeal a decision about your eligibility for EMA, you should first contact the EMA Customer Services Team by calling **0300 200 4050**.

To send an appeal, download an appeals form at:  
**<https://www.studentfinancewales.co.uk/complaints-and-appeals>**

Send your form by email:  
**formal\_appeals@slc.co.uk**

Send your form by post:  
**Student Finance Wales Formal Appeal  
PO Box 220 Llandudno Junction  
LL30 9GE**

Remember to quote your Customer Reference Number (if you have one) in all correspondence.