

# INCOME OFFICE INFORMATION SHEET

**Welcome to Kent, we appreciate that the first few days can be an overload of information, so we hope this sheet helps you in the coming weeks.**

The Income Office's primary role is to assist student's making payments for tuition, accommodation and miscellaneous items.

Please use the QR codes to access information on how to pay your fees, FAQs on tuition and accommodation fees, useful contacts regarding your finances and how to book a virtual appointment with your Student Account Controller.



## How to pay

[kent.ac.uk/finance-student/payment/makingpayments.html](https://kent.ac.uk/finance-student/payment/makingpayments.html)



## FAQs

[kent.ac.uk/guides/fees-faqs](https://kent.ac.uk/guides/fees-faqs)



## Book a virtual appointment

<https://outlook.office365.com/owa/calendar/IncomeOfficeBookingsCalendar@live.kent.ac.uk/bookings/>



## Contact us

[kent.ac.uk/finance-student/contacts/index.html](https://kent.ac.uk/finance-student/contacts/index.html)

## Invoice/Billing issue

The Income Office do not invoice tuition or accommodation fees, if you do have any queries please contact:

**Tuition fee** [tuitionfeeenquiries@kent.ac.uk](mailto:tuitionfeeenquiries@kent.ac.uk)

**Accommodation** [accomm@kent.ac.uk](mailto:accomm@kent.ac.uk)

## Student finance

If you have a query regarding Student Finance funding, please note the Income Office is unable to assist you with this, please contact Student Finance England directly on 0300 100 0607 (undergraduate)/0300 100 0031 (postgraduate). You can also contact the Kent Union Advice Service for on campus assistance.

**Kent Student Union Advice Service** Kent Students' Union ([ksu.co.uk](http://ksu.co.uk))

If you are awaiting for your attendance/registration to be confirmed this will be processed in due course by the University.

## Scholarships

If you are expecting to receive a Scholarship and you have not received confirmation of this, please contact:

**Scholarships** [scholarships@kent.ac.uk](mailto:scholarships@kent.ac.uk)

## External sponsors

(Government, NHS or employer paying your fees directly to the university)

If you have a sponsor missing please contact:

**Sponsors** [sponsors@kent.ac.uk](mailto:sponsors@kent.ac.uk)

## Financial support/Help

Student Welfare and Community Life team are there for students in need of support, including Hardship funding. **Student Welfare and Community Life - Student life - University of Kent**

Kent Union provides independent advice and support, including budgeting, as well as helping you with Student finance issues.

**Kent Student Union Advice Service** Kent Students' Union ([ksu.co.uk](http://ksu.co.uk))

## Financial aid

The financial aid office can help with emergency loans, hardship queries for overseas and EU students. They can also answer queries regarding the Kent Financial Support Package (KFSP).

They are available Monday-Friday 10:00-16:00 (closed 12:30-13:30) via telephone and email. Virtual appointments are available on Tuesday and Friday.

**E:** [financialaid@kent.ac.uk](mailto:financialaid@kent.ac.uk)

**T:** +44(0)1227 827289