

David Lammy MP
Minister for Higher Education and Intellectual Property
Department for Business, Innovation & Skills
2nd Floor, 1 Victoria Street
LONDON
SW1H 0ET

8th December 2009

Dear David

Professor Hopkin's Review of Delivery of Financial Support to students in England by the Student Loans Company

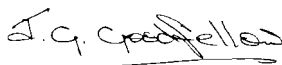
I am writing to you in the light of the meeting yesterday of the Board of the Student Loans Company which discussed the report and recommendations of the review which you and I commissioned from Professor Sir Deian Hopkin into the lessons to be learned from the processing of applications for student support in England last summer. The Board fully accepted and endorsed all of the recommendations. I am most grateful to Professor Hopkin for his speedy and authoritative report.

In particular, the Board recognises the need for the Company to engage more effectively with its customers and to draw on expertise from the higher education sector to identify the best way to implement Professor Hopkin's recommendations. Through the stakeholder forum which is being established, the Company will consult interested parties about its improvement plans. And through keeping the forum informed on how the service is operating, the forum can help shape how Student Finance England develops.

Both the Board and management of the Company are committed to ensuring that the service provided over the next application cycle provides the support which students and higher education institutions have every right to expect.

The Company is drawing up plans to address each of the recommendations in the report. This will include strengthening and restructuring the senior management team.

Yours sincerely



John Goodfellow
Chairman