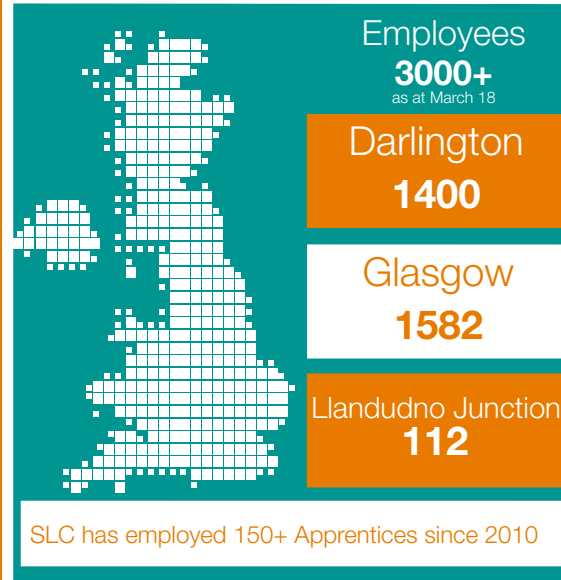


The Student Room
Student Finance Zone:
208,288 visits
from 01 Jan 16 - 31 Mar 16



SFE 'Quick Start Guides':
22,321 views
across individual sessions from 01 Apr 16 - 30 Mar 17

249,182 views
of SFE Student Videos
on SFEngland Youtube Channel in FY16-17



Hold and manage the personal details of
8.2 million customers

Pay **£7.8 billion** in maintenance loans and grants
and around **£9.4 billion** to learning providers in further and higher education

Work closely with

- 730** Higher Education Providers (HEPs)
- 620** FE Learning Providers
- 480** Learning Centres and
- 1500** Other Delivery Partners

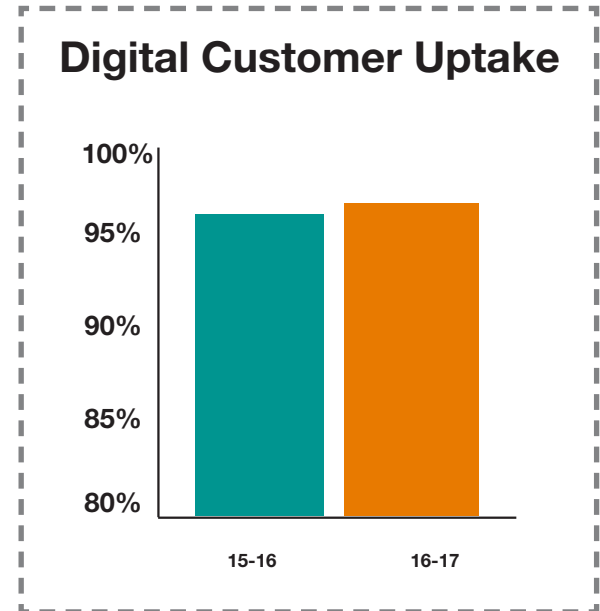
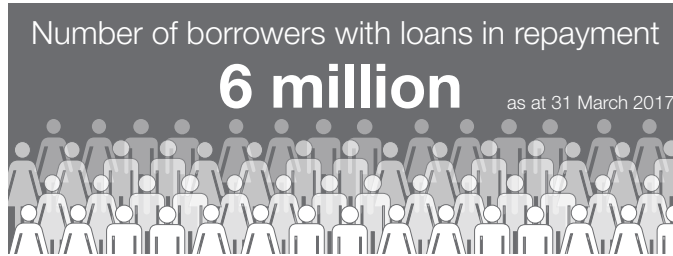
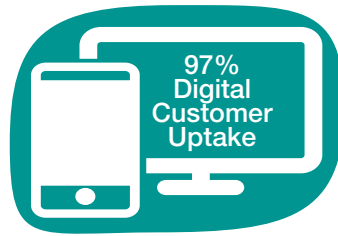
4.5 million customer calls handled in 16-17



Process around **1.8 million** student finance applications each financial year
as at 31 March 2017

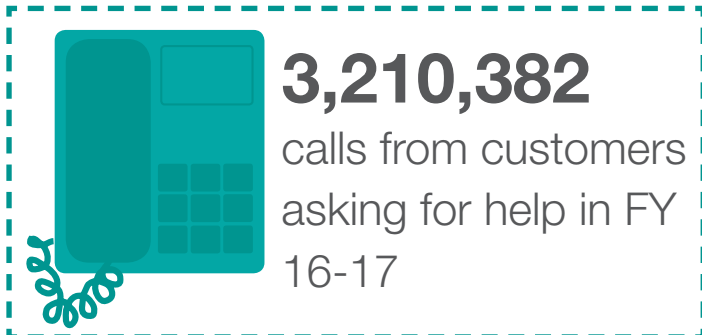
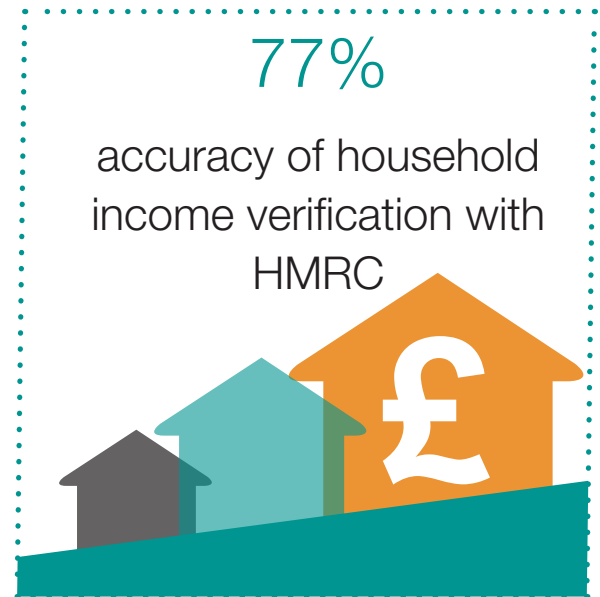
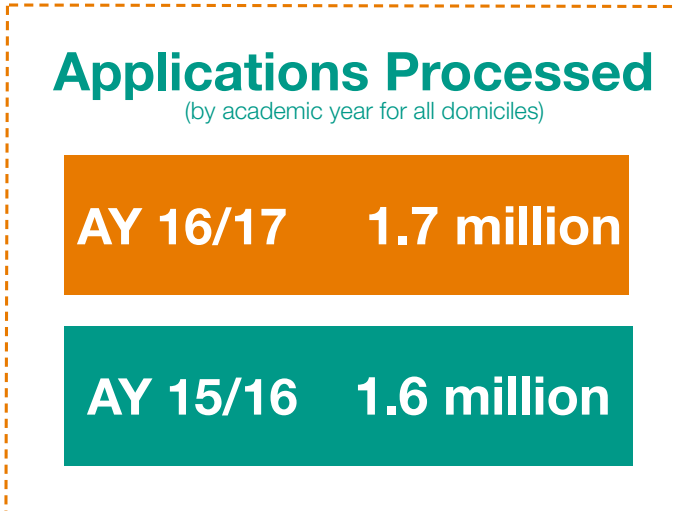
Collected over **£2.4 billion** income contingent and direct repayments in FY16-17

Manage a loan book with a total gross value of **£ 101.2 billion** as at 31 March 2017



83.4% Apply to Pay Customer Satisfaction (SFE & SFW)

72% Repayment Customer Satisfaction (Plan 1)



995,271 SFE Maintenance Payments

939,771 SFE Tuition Fee Payments

ready to be paid start of 17-18 AY

(as at 6 September 2017)

figures correct as at March 2018

