

Tornadoes in the Ottawa Region, Ontario

QUESTIONS AND ANSWERS

Q1 *How are Canada Student Loan and Canada Apprentice Loan borrowers impacted by the tornadoes in Ontario?*

A1 Canada Student Loan and Canada Apprentice Loan borrowers currently living or studying in areas of Ottawa, Ontario affected by the tornadoes may not be able to continue their studies due to evacuation or damage to the buildings and infrastructure in their community. Borrowers in repayment who reside and/or work in those areas may have difficulty making their loan payments during the period that they are evacuated and if their homes or places of employment have been damaged. Permanent residents of these communities studying elsewhere in Canada may need to discontinue studies to deal with the situation at home.

Q2 *How many Canada Student Loan and Canada Apprentice Loan borrowers are impacted by the tornadoes in Ontario?*

A2 There are approximately 327 borrowers with a permanent address in affected communities. Of these, 21 are currently in repayment.

Q3 *What is the Government of Canada doing to assist Canada Student Loan and Canada Apprentice Loan borrowers impacted by the tornadoes?*

A3 The Government of Canada is making it easier for borrowers with an address in affected communities to manage their loans. Impacted borrowers in repayment can benefit from expedited and easier access to the Repayment Assistance Plan (RAP).

Q4 *How is the Government of Canada making it easier for impacted Canada Student Loan and Canada Apprentice Loan borrowers to manage their loans?*

A4 Impacted borrowers in repayment who need help with their Canada Student Loans can call the National Student Loans Service Centre (NSLSC) at **1-888-815-4514**. Canada Apprentice Loan borrowers can call the Canada Apprentice Loan Service Centre (CALSC) at **1-855-844-5670**. They will be placed on a priority call list and a senior agent will help them apply for RAP (completing RAP applications by phone instead of on-line or by mail can speed up the process). For these borrowers, exceptional circumstances will be taken into account so they can be approved more easily and expeditiously. The agents will walk these borrowers through the application process, facilitating document transfers and setting up temporary mailing addresses as required.

Q5 *What is the Repayment Assistance Plan?*

- A5** RAP reduces Canada Student Loan or Canada Apprentice Loan payments to what borrowers can reasonably afford, based on their family income and family size. Depending on their assessed need, eligible borrowers may not be required to make any payments. While on RAP, which is provided in six-month increments, the Government, under Stage 1, will pay the interest owing for up to 10 six-month periods or 60 months. Under Stage 2, the government will begin to pay the interest and principal payments on the borrower's behalf. For more detailed information on RAP, visit

<https://www.canada.ca/en/employment-social-development/services/student-financial-aid/student-loan/student-loans/student-loans-repayment-assistance-plan.html>

Q6 *Who can apply for the Repayment Assistance Plan?*

- A6** Residents in affected communities will benefit from a faster RAP application process; however, any Canada Student Loan or Canada Apprentice Loan borrower experiencing difficulty repaying their loans can apply for RAP.