



# Repaying Student Loan

**If you have borrowed money for a study programme from DUO (Dienst Uitvoering Onderwijs, Education Executive Agency), you will have to repay it. The amount you owe will depend on how much you have borrowed via an interest-bearing loan or tuition fees credit during your study programme. You will also owe money if you received a student grant or student allowance in error and have not yet repaid it.**

## When will you have to start repayments?

The moment you have to start the repayments depends on when you stop qualifying for a student grant. The repayment period will start on the next 1 January with a preliminary phase lasting two years. The actual repayment phase will start after these two years.

### **The preliminary phase**

The preliminary phase will start on 1 January after your right to a student grant expires. During the preliminary phase you do not have to repay anything yet, but you can if you want to. Interest on your loan will continue to be charged during this period.

### The repayment phase

The repayment phase starts on 1 January two years after the preliminary phase begins. From that moment on you must make repayments. The repayment phase of your loan will last no longer than fifteen years. You will make monthly repayments to pay off your debt. How high this monthly amount is, depends on the size of your loan and on the interest. The monthly amount will be at least € 45.41 per month.

### Student finance received in error

If you received student finance in error during your study programme, you will be sent a giro collection form. If you do not repay the amount before the due date, your debt will be converted into a loan. You will pay interest on this loan from the first day of the month of the due date of the giro collection form.

### Starting another study programme

If you register for another study programme, we will temporarily suspend the preliminary or repayment phases for your loan. The conditions for suspension are that you are following a recognized full-time study programme in secondary, vocational or higher education and that you are not registered as an external student (*extraneus*). In addition, repayments on your student loan can only be suspended as long as your diploma period has not expired yet. The preliminary or repayment phase will again start to run from the month after you finish the new study programme.

## How to pay

You can pay by direct debit mandate or giro collection form during the repayment phase of your student loan. The advantages of a direct debit mandate are that you receive a discount of € 9.24 per year (€ 0.77 per month) and you will not have to remember to make the payments. A standing order is not the same as paying by direct debit mandate. The discount of € 0.77 per month does not apply here.

### Direct debit mandate

If you want to set up a direct debit mandate, please inform DUO by logging in via [www.duo.nl](http://www.duo.nl) or complete a *Wijzigen Terugbetalen studieschuld* (Changes to Repaying a Student Loan) form (only available in Dutch). The amount due will be debited from your account around the 25th of every month. Please report any changes to your account number as quickly as possible via [www.duo.nl](http://www.duo.nl) or by using a *Wijzigen Terugbetalen studieschuld* form. If a direct debit mandate is not possible, you will be sent a giro collection form for that month. This is a first demand for payment, so make sure you pay it in good time. If you have informed us that you want to pay by direct debit mandate but have still been sent a giro collection form, this means that we were not yet able to use the direct debit mandate to collect that month's payment. If you want to stop the direct debit mandate, please inform us via [www.duo.nl](http://www.duo.nl) or use a *Wijzigen Terugbetalen studieschuld* form.

### **Giro collection form**

If you do not want to pay by direct debit mandate, you will be sent a giro collection form every month. Please ensure that the money is credited to the DUO bank account by the due date, or you will be sent a demand for payment.

### **Non-payment**

If you pay the monthly amount too late, not in full or not at all, you will be sent a demand for payment. If you do not pay, pay too late or do not pay in full after the demand, you will be sent a final notice. The overdue instalment will then be increased by € 6 administration costs. If you do not pay the final notice in time, we will turn the debt collection over to a bailiff. This will involve more extra costs for you. You may not submit a request to have the monthly repayment amount reduced for debt arrears.

### **Debt is paid off, but a demand for payment arrives**

Your notification states that your debt is € 0 but you have still been sent a demand for payment. This may happen if you have not yet paid one or more instalments but DUO has already debited the amount in its administration programme.

### **Appeal**

You may not appeal against the demand for payment. It is possible to appeal against some of the other DUO notifications, however. You can find more information about this in the folder *Oneens Uw Goed Recht*

(*Your right to disagree*, only available in Dutch). Even if you are waiting for a decision concerning your notice of objection or appeal, you must still pay the demand.

### **Repay early or make higher payments**

It is always possible to complete your repayments earlier or make higher repayments than you are legally obliged to. You can even repay your entire student loan in one go. If you finish repaying earlier you will pay less interest. Please contact DUO for the most up-to-date information on the size of your loan. To transfer money yourself please do the following:

- Transfer the amount to account number 56.99.99.995 in the name of Dienst Uitvoering Onderwijs in Groningen.
- State your correspondence number/ILS (Long-term loan collection reference) on the transfer.

### **Reducing the monthly repayment**

If you expect to have difficulties repaying your student loan, you can submit a request to have the monthly repayment amount reduced. This can be done online by logging in via [www.duo.nl](http://www.duo.nl). It is also possible to download a *Verzoek verlagen maandbedrag studieschuld* (*Request to reduce the monthly student loan repayment*) form from [www.duo.nl](http://www.duo.nl) (only available in Dutch). If you want to qualify for a reduction in the monthly repayment amount for a certain month, you must submit your request before the first of that month. For example, if you submit a request in April, any reduction in the monthly amount can only start in May.

Based on your income, DUO works out how much you can repay each month. It may be that you will have to repay less, or maybe even nothing at all, temporarily. Submitting such a request will never result in your monthly repayment being increased. If the monthly amount is reduced before 1 June of a particular year, then you do not have to do anything for the subsequent year. If possible, DUO will automatically extend the service. Only if we turn out not to have sufficient information will you be sent a *Verzoek verlagen maandbedrag studieschuld* form, which you must return within four weeks.

### Remission of your debt

If you have been paying a lower monthly repayment amount for a long period of time as a consequence of a *Verzoek verlagen van het maandbedrag studieschuld*, what is left of your debt after fifteen years may be remitted. Please note that the fifteen-year term does not apply if we have not taken your partner's income into account at your request. In that case we will extend the repayment phase by the number of months that your partner's income was not taken into account. Any monthly payment arrears will not be remitted.

You can view and change your personal details online via [www.duo.nl](http://www.duo.nl).

## Paying from abroad

### Dutch or foreign bank account

Even if you live abroad, you must repay your student loan. There are various ways of making repayments from abroad. If you have a Dutch bank account, you can pay via a monthly direct debit mandate, via a giro collection form sent once a year, or by transferring the money yourself. If you have a foreign bank account, you can pay by transferring money or by authorizing someone with a Dutch bank account who will then repay your student loan on your behalf. If you are moving abroad, please ensure that you send a change of address notification to DUO.

### Giro collection form

If you pay once a year, you will be sent a giro collection form in October or November stating the amount due for that year. The annual amount must have been received by DUO before the end of the year. It is only possible to use the giro collection form if you have a Dutch bank account. Submit the giro collection form to your Dutch bank.

### Transferring funds

If you have a foreign bank account, you can request a transfer form from that bank and fill in the amount stated on the giro collection form. Please state the following on the transfer form:

- the SWIFT or BIC code: RBOSNL2A
- IBAN number: NL63RBOS0569999995 (do not include any spaces)
- correspondence number/ILS.

Transfer the funds to:  
Royal Bank of Scotland,  
P.O. Box 12925, 1100 AX Amsterdam  
Account number 56.99.99.995  
in the name of Dienst Uitvoering Onderwijs,  
Groningen, the Netherlands

### **Authorization**

You can appoint a representative with a Dutch bank account who can make the repayments on your behalf. Please use the *Wijzigen Terugbetalen studieschuld* form to do so. Your representative can do the following:

- complete forms and sign them
- make your student loan repayments via a giro collection form or direct debit mandate
- submit an objection or an appeal against decisions made by DUO (please enclose a copy of the authorization with the notice of objection or appeal).

## **What you have to arrange**

### **Inform us of any changes**

It is usually not necessary to inform us of a change of address. DUO will send your post to the address at which you are registered in the Municipal Personal Records Database (GBA). Please inform us of any other changes to your details as soon as possible via [www.duo.nl](http://www.duo.nl).

### **Inform us if you are moving abroad**

Are you moving abroad? In that case you must remember to inform us of your change of address.

## **What DUO does**

### **Your details**

DUO uses your personal details to perform its legal obligations. We always comply with the Personal Data Protection Act (WBP). If you would like to know exactly how we deal with your details and what service provision you can expect, please go to [www.duo.nl](http://www.duo.nl).

### **Interest**

DUO will set your interest rate at the start of the preliminary phase. This interest rate is fixed for five years. If your right to student finance expired in 2009, the interest rate of 2.39 percent will apply to you from January 2010. A new interest rate will be set from January 2015.

### **Repayment notification**

You will regularly be sent information by DUO during the preliminary and repayment phases. No later than February of the second year of the preliminary phase, you will be sent a Repayment Notification. This notification will contain information about the extent of your debt and its components. You will be sent a Repayment Notification after this every year in January. DUO will automatically inform you when you have to start making repayments. You can find more information about repaying your student loan on [www.duo.nl](http://www.duo.nl). You can also roughly calculate there what you will have to repay each month.

# About DUO

**DUO is the abbreviation for Dienst Uitvoering Onderwijs [Education Executive Agency]. We implement various education laws and regulations on behalf of the Ministry of Education, Culture and Science. This includes arranging student finance and the student allowance. But we do much more than that. Take a look at [www.duo.nl](http://www.duo.nl) if you'd like to know more about our work and our regulations.**

*Enabling education*

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Offices: check the website for addresses  
and opening hours.

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