



Working together **“to help your students and our customers”**

Chris Larmer
Chief Executive Officer
Student Loans Company

A big thank you for joining us today!

Before the main event, I will **briefly** cover:

1. A bit about the **SLC** (our Purpose, People and Performance)
2. The importance of **our special relationship** with you
3. Our commitment to helping **your students and our customers**
(Service Improvements - Small Steps & Giant Leaps)

And of course... opportunities for any questions

So a bit about SLC...

Our shared mission..

Enabling opportunity for your students to invest in their future

Through trusted, transparent and accessible **Student Finance Services**

Our shared vision...

Increased opportunity for all through an **outstanding customer experience**

We are proud to serve...

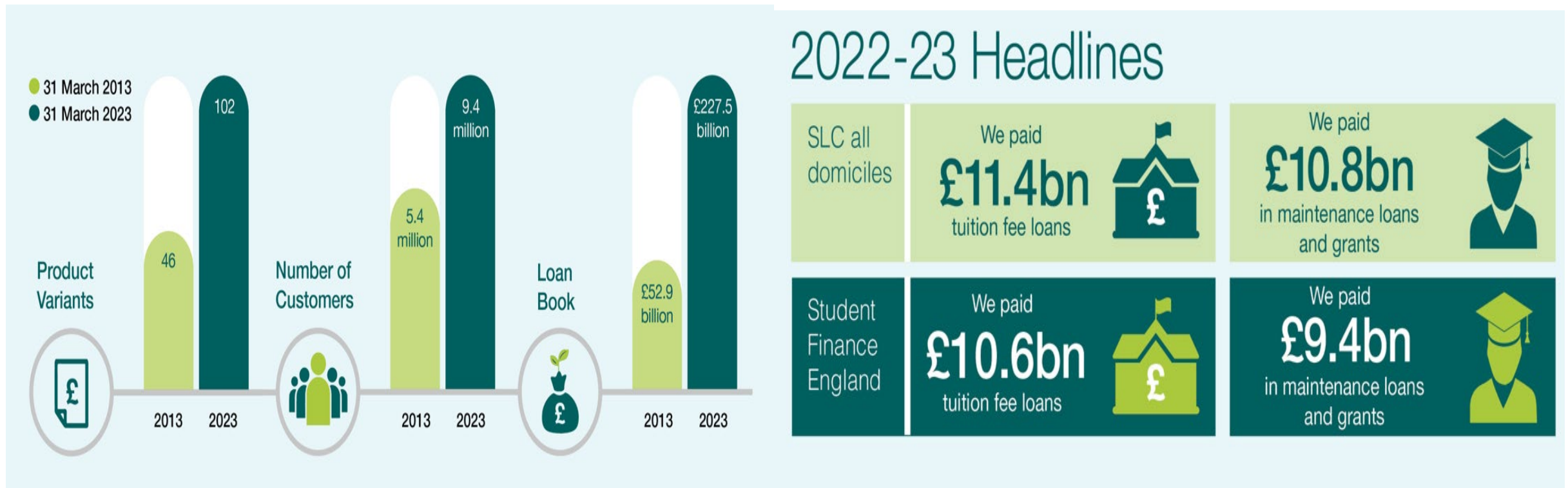
- **727 HE Providers**
- 680 FE Providers
- Over **9 million customers**
- UK Government and Devolved Administrations of:
 - Scotland
 - Wales
 - Northern Ireland

...through **3,300 passionate colleagues** across our four sites:

- Glasgow x 2 (1,750)
- Darlington (1,400)
- Llandudno Junction (120)

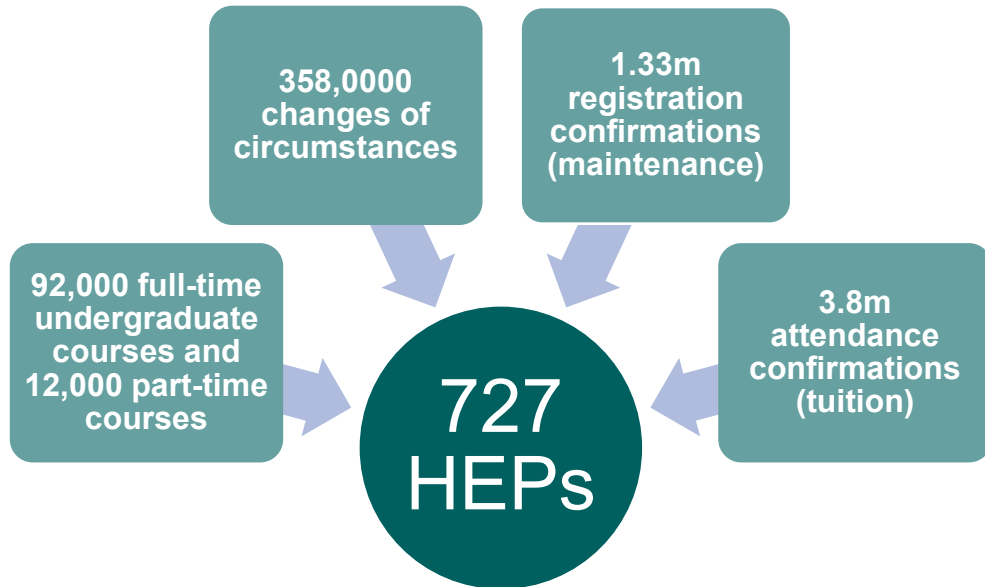


We have undergone significant growth over the last 10 years...



- Our customer numbers have increased by **c.4 million**
- The loan book we manage has more than **quadrupled**
- The number of student finance product variants our shareholders offer has increased from **46 in 2013 to 102** as at the last academic year

This would not have been possible without our critical partnership with you...



We are committed to **listening and improving** our service to you:

- **Technical upgrades** during 2023-24 to all our HEP services
- Better **online services** and improved information for your students

This is about **continuous improvement** through:

- Working with **your account manager** and Partner Services team
- And of course **events** like today for shared learning



We are also committed to improving the experience for your students and our customers...



Eliminate

The best service is no service.

Customers would prefer to interact directly to apply for their student finance, and have their interaction dealt with fully automatically and as close to immediately as possible.



Self Serve

Help our customers to help themselves.

Where a customer does want or need to interact with us, we will provide them with access to the information and services they need to allow them to do so easily and in their own time.



Optimise

When customers contact us with an issue, we address it quickly and efficiently.

Where a customer needs to contact us they can do so through the channel of their choice, and their issue is resolved immediately or referred to someone who can. The customer is kept informed, and advised when the issue is resolved.



Support

Where our customers have more complex needs and need to navigate the process, we assign someone to guide them.

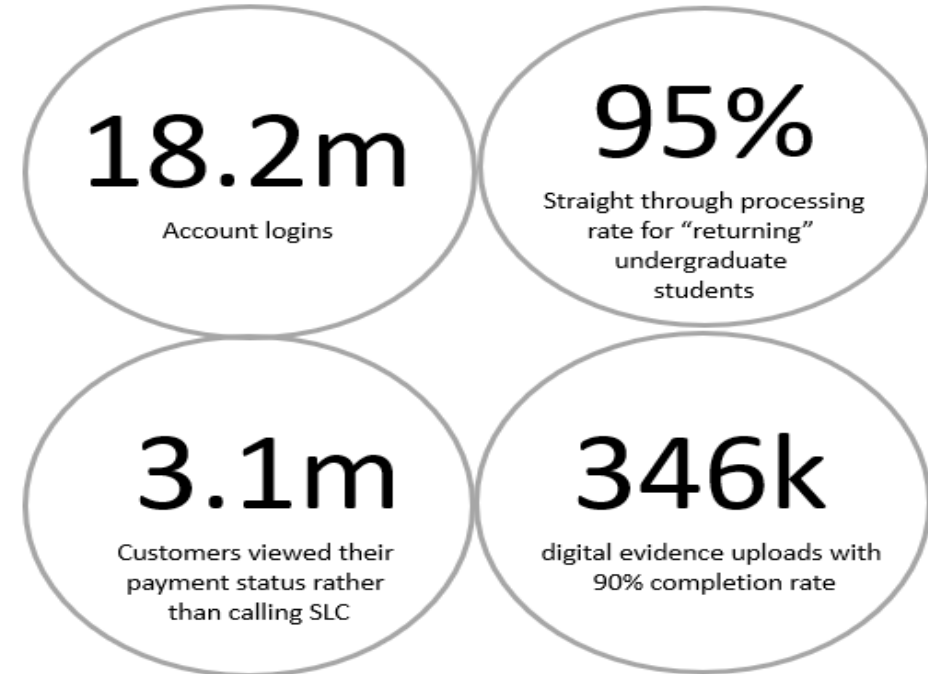
Where we identify that a customer is facing challenges with the process, we assign a case owner to guide them efficiently and supportively.

The journey has begun through technology enabled change...

...with our new **Customer Engagement Platform (CEM)**...

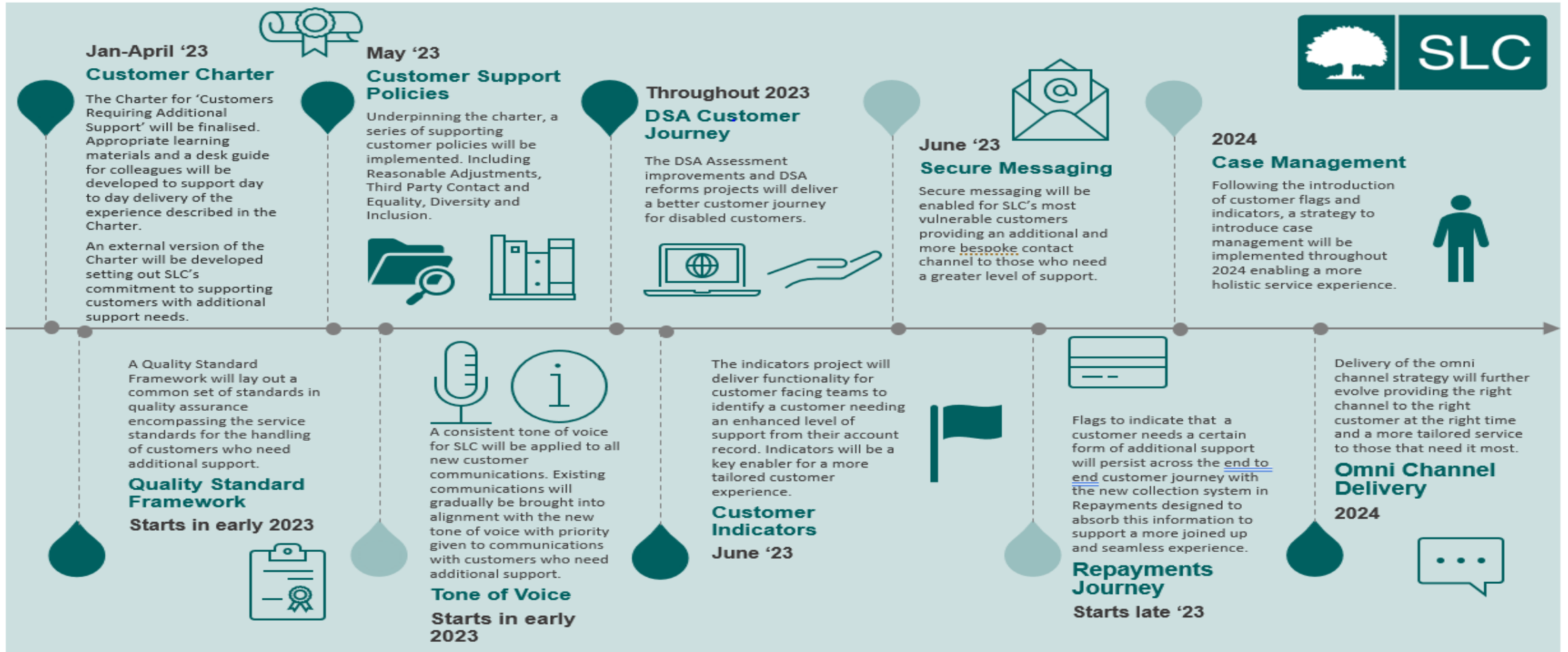


...and new modern **customer channels**



Plus, year-on-year **improved customer satisfaction** and the **flattening of our 'processing peak'** – for the first time ever!

This now enables us to help your students and our customers who need the most support...



...this is the **start not the end** as we work towards the reform of a generation through the **Lifelong Loan Entitlement**

So in summary...

Hopefully this has provided an overview of:

- SLC's **Purpose, People and Performance**
- Our commitment to helping **your students and our customers**
(Service Improvements - Small Steps & Giant Leaps)
- The importance of **our special relationship** with you

Thank you for all of your support - **enjoy** the next couple of days!