

FAQs for MOE Tuition Fee Loan (TFL) Applications via DBS digibank app - Filling in Course and Loan Details

Note: If you are experiencing technical issues or have queries on the DBS digibank app, please refer [to page 2 of DBS digibank guide](#).

COURSE DETAILS

Student ID / Admission / Matriculation number

- 1) I am a new student and the 'Provisional Offer or Final Offer Letter of Acceptance' I received does not state any verification numbers (Matriculation / Admission number) Can I request for a document with the above verification number for the TFL application?

The university does not indicate the admission number on the Provisional Offer or Final Offer Letter of Admission. New students may fill in their NRIC under 'Student ID / Admission / Matriculation number' in the application, and upload the 'Provisional Offer' or Final Offer Letter of Admission' in the DBS digibank app.

Name of Course

- 2) Should I provide the name of the course and course code?

Please provide the name of the course / programme you are enrolled in the required field, for example, BA Sociology, Bachelor of Accountancy, Bachelor of Laws.

Length of Course

- 3) Where can I find my course / programme duration?

You may refer to the programme overview at the university website for information on the programme duration.

LOAN DETAILS

Loan Commencement Date (With Effect From)

- 4) What should I select for the 'Academic Year' and 'Semester'?

In DBS digibank app, the 'Academic Year' and 'Semester' refer to the **year and month from which the loan will commence**.

Academic Year	Semester 1	Semester 2
The year which you are applying TFL for	July	January

Hence, if you are applying for the loan to commence from Year 2023, July Semester, please select '2023/2024, Semester 1' in DBS digibank app.

Please note that you should apply for the TFL during the application period stated on the [SUSS website](#). Applications will be rejected, if the TFL commencement date is incorrectly stated.

Loan Quantum (The percentage of TFL will cover)

- 5) **The default loan quantum indicated in the DBS digibank app is 90%. What are the available loan quanta I can select for my TFL?**

You may choose any of these loan quanta: 30% / 50% / 80% / 90% of the total subsidised tuition fees. The information is also available on SUSS website.

PROOF OF ADMISSION

- 6) **I'm a new student, where can I retrieve my 'Provisional Offer' or 'Final Offer Letter of Admission' for uploading on the app?**

The 'Provisional Offer' or 'Final Offer Letter of Admission' is the admission notification email sent by our Admissions team.

If you have yet to receive the email, please contact our Admissions Department at ft_admissions@suss.edu.sg (for Full-Time programmes)

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