



## TSLB PREVENTATIVE MEASURES AND BUSINESS CONTINUITY PLAN FOR COVID 19

TSLB wishes to advise all current and future students/users of our services that with the focus on prevention and business continuity, the Tertiary Scholarship and Loans Board has implemented the following processes and procedures in response to the threat of Coronavirus or COVID-19.

1. **All new applications for the Tertiary Education Loans Scheme** for Quarter 2, Trimester 2 and Semester 2, 2020 MUST be made using the TSLB Online Application Portal available on [www.tslb.com.fj](http://www.tslb.com.fj) . Full information about the schemes, the eligibility criteria and required documents are available on our website. For any queries on the online application email on [it@tslb.com.fj](mailto:it@tslb.com.fj)
2. **All Change in Particulars Forms** are to be scanned and emailed to TSLB Customer Services Officer on email address [customerservices@tslb.com.fj](mailto:customerservices@tslb.com.fj). Your applications will be processed and a response provided to you via return email from TSLB.
3. **For all queries on allowances, tuition, tagging and any other general enquiries** , students must use the **TSLB Online Chat Services** on TSLB website [www.tslb.com.fj](http://www.tslb.com.fj) from Mondays to Fridays from 8.00a.m to 5.00p.m.
4. **All other general queries and enquiries** after 5. 00p.m from Mondays to Fridays and in the week ends, including Public Holidays, students/all other Fijians must email on [enquiries@tslb.com.fj](mailto:enquiries@tslb.com.fj) and we will respond on the next working day.
5. For all account statements, email on [accounts@tslb.com.fj](mailto:accounts@tslb.com.fj)

Fijians are strongly encouraged to use the TSLB Online Services including our chat services as well as other digital platforms to enable them access to information and get responses to their queries during this period and limit visits to TSLB Suva and Labasa Offices where necessary only.

**TSLB Suva and Labasa Office are currently open for business while our Lautoka Office will be closed from 20<sup>th</sup> March 2020 till further notice.**

All Fijians are requested to frequently check their Higher Education Institution emails, official TSLB social media pages and the website for updates.