

### Frequently Asked Questions: Student Funding Division

Question	Answer
<p><b>How do you know if registration data has been sent to NSFAS?</b></p>	<ul style="list-style-type: none"> <li>• Registration is activated without paying a minimum registration amount.</li> <li>• Student receive sms from UNISA confirming that registration has been finalised.</li> <li>• By tracking funding update on NSFAS portal created during application process.</li> </ul>
<p><b>When will registration data be sent to NSFAS.</b></p>	<ul style="list-style-type: none"> <li>• Registration data is sent to NSFAS immediately at end of registration period.</li> <li>• The reason registration data is sent at end of the registration period is because some students edit their registration before the closing date and this affected the calculation of allowances and claims sent to NSFAS.</li> <li>• UNISA has no influence over NSFAS as to when to start with the processing of registration data.</li> </ul>
<p><b>When will allowances be disbursed for returning students?</b></p>	<ul style="list-style-type: none"> <li>• Disbursements of allowances for returning students is completed during the 2<sup>nd</sup> week of May 2021</li> <li>• UNISA NSFAS funded students are only entitled to a Learning Material Allowance (LMA) and Incidental Allowance (IA) for qualifying students.</li> <li>• IA of R290 will be disbursed monthly via Intellimali.</li> <li>• R1160 paid for four months, that is, February to May 2021.</li> </ul>

<p><b>When will allowances be disbursed for first time students?</b></p>	<ul style="list-style-type: none"> <li>• Disbursements of allowances to first time students is subject NSFAS confirmation of registration.</li> <li>• UNISA NSFAS funded students are only entitled to a Learning Material Allowance (LMA) and Incidental Allowance (LA) for qualifying students.</li> <li>• IA of R290 will be disbursed monthly via Intellimali</li> </ul>
<p><b>What is an Intellimali process to access allowance?</b></p>	<ul style="list-style-type: none"> <li>• SMS #1: Informs of receiving an allowance with PIN</li> <li>• SMS #2: “You must download IntelliCell to access a voucher during lockdown and follow us on YouTube &amp; Twitter for instructions”</li> <li>• Telephone system while they queue: “If you are a UNISA student you must download IntelliCell from Google Playstore to access your allowance vouchers during lockdown”</li> <li>• Established a YouTube Channel that has 2 videos for now:</li> <li>• IntelliCell Sign In</li> <li>• How to generate a voucher</li> <li>• Videos are also posted on IntelliZone</li> <li>• Twitter account – The videos posted there too (and we will direct them to YouTube)</li> <li>• Redeem vouchers at Shoprite, Checkers and USave</li> <li>• Cash withdrawals at Pick n Pay, Checkers, Shoprite and Usave.</li> </ul>

<p><b>Why is study fees account still owing while NSFAS has approved my funding?</b></p>	<ul style="list-style-type: none"> <li>• NSFAS take responsibility to settle student's study fee account later.</li> <li>• The balance owing on study fee account will not interfere with all service due to a student by the university, for example supply of study material, marking of assignments and exams.</li> <li>• NSFAS settlement of tuition fee account is subject to NSFAS confirmation of successful processing of registration data.</li> </ul>
<p><b>Why is the payout of allowance delayed?</b></p>	<ul style="list-style-type: none"> <li>• UNISA is waiting for NSFAS to confirm if registration data submitted is successfully processed or linked.</li> </ul>
<p><b>How does a student know textbook allowance is reserved for laptop?</b></p>	<ul style="list-style-type: none"> <li>• sms to be sent to students to inform that LMA allowance is reserved for laptop.</li> </ul>
<p><b>How does a student know if UNISA has transfer funds to Intellimali?</b></p>	<ul style="list-style-type: none"> <li>• Study fee account debited with Intellimali transaction.</li> </ul>
<p><b>How long will it take to receive cash allowance?</b></p>	<ul style="list-style-type: none"> <li>• It will take between seven and fourteen working days from the date a study fee account is debited with Intellimali transaction,</li> <li>• Monthly Incidental allowance of R290.00 will be available from the Intellimali account on the 1st of each month.</li> </ul>
<p><b>Refunds</b></p>	<ul style="list-style-type: none"> <li>• Only funds paid by a student for the NSFAS funded academic year.</li> <li>• All refunds will be paid to a student except payments made by a sponsor.</li> <li>• Other costs not funded by NSFAS will be deducted from a refund paid out amount, such as previous years debt, supplementary, other exam cost and tuition cost for Non-Degree Purpose (NDP) registered modules</li> <li>• Refunds are subject to NSFAS confirmation that registration data received is successful processed or linked.</li> </ul>

<p><b>When will the NSFAS appeal outcome for returning students be known?</b></p>	<ul style="list-style-type: none"> <li>• The date is not known yet but UNISA has up to 31<sup>st</sup> May 2021 to submit the appeals recommendation to NSFAS.</li> </ul>
<p><b>How do students add or update banking details when requested by Intellimali?</b></p>	<ul style="list-style-type: none"> <li>• This can be done from the Intellimali student portal, click on the “Update details” link. Fill in banking details and click “Update”.</li> <li>• A student will receive an email with a link which will need to click in order to verify changes. Students should ensure that they have entered the correct details.</li> <li>• Assistance from third party is discouraged.</li> </ul>
<p><b>How do students check balance on Intellimali account?</b></p>	<ul style="list-style-type: none"> <li>• There are several ways to do this. Firstly, a student can go to any Intellicard merchant and ask to perform an enquiry. As with a transaction, a student will be required to swipe the Intellimali card and enter the PIN. The point-of-sale machine will print out a receipt displaying available balances.</li> <li>• Another way is to log in to the student portal.</li> <li>• Last option is to dial *120*44431*student number# and follow the prompts to view latest balance.</li> </ul>
<p><b>If allowances appear to be wrong, who should a student talk to?</b></p>	<ul style="list-style-type: none"> <li>• The first option is to verify the number of modules registered against a calculation given.</li> <li>• Contact Division Student Funding (DSF) at via email address <a href="mailto:DSF-NSFAS@unisa.ac.za">DSF-NSFAS@unisa.ac.za</a> .</li> <li>• DSF will correct the allowance and send instructions to Intellimali to pay.</li> <li>• Only once Intellimali has received an Instruction from UNISA an update to allowance amounts will be made.</li> </ul>

<p><b>How are allowances determined for NSFAS DHET Grant funded students at UNISA?</b></p>	<ul style="list-style-type: none"> <li>• Calculated at R600 per module for the first four modules,</li> <li>• R5200 from fifth module to a total number registered in that year.</li> </ul>
<p><b>Will a student get additional allowance for second semester registration?</b></p>	<ul style="list-style-type: none"> <li>• Only if registered less than five modules during the first semester.</li> </ul>
<p><b>Who qualifies for the R290 monthly Incidental allowance?</b></p>	<ul style="list-style-type: none"> <li>• Only students funded by NSFAS DHET grant, DHET Disability and registered for a full load, that is, ten modules in an academic year.</li> </ul>
<p><b>Can a student change an Incidental allowance into cash or book Allowance?</b></p>	<ul style="list-style-type: none"> <li>• No</li> </ul>
<p><b>Does an Intellicard need to be renewed annually?</b></p>	<ul style="list-style-type: none"> <li>• No</li> </ul>
<p><b>How does a student get a voucher number if using a cell phone?</b></p>	<ul style="list-style-type: none"> <li>• dial *120*44431*student number*pin#.</li> <li>• For example, if a student number is “20150312” and PIN is “23436”, dial *120*44431*2015031234*23436#. This will give a voucher number that is valid for 5 minutes. A student may save this number as a contact on a cell phone for quick access.</li> </ul>
<p><b>How to contact Intellimali?</b></p>	<ul style="list-style-type: none"> <li>• email to: <a href="mailto:info@intellimali.co.za">info@intellimali.co.za</a> or</li> <li>• Website: <a href="http://www.intellimali.co.za">www.intellimali.co.za</a></li> <li>• Call 087 2300 161</li> </ul>