



## PROVOST'S MESSAGE



Dear Students,

The Covid-19 pandemic has impacted the entire SMU community. To protect the health and well-being of our community, the University has had to make some very difficult decisions over the past few months. I am very aware of the disappointment and complications you would have experienced from either being recalled from your overseas student programmes or being unable to embark on your overseas programmes since their suspension was announced on 16<sup>th</sup> March 2020. I thank you for your understanding and cooperation with the various preventive measures the University has implemented so far.

While the University has since offered an array of alternative arrangements for returning students to minimise disruptions to their academic progression, we are aware that the programme suspension and the resulting recall could have impacted some of you financially.

We have established the **SMU Financial Assistance Scheme (SMUFAS)** to help defray the financial costs you may have incurred as a result of the programme suspension and recall. This scheme covers valid and irrecoverable expenses associated with the following:

- Air tickets
- Accommodation
- Local transport
- Mobile/data plans
- Visa/entry fees
- Alternative accommodation to (home) for serving requirements of Stay Home Notices (SHNs)

We have attached the [guidelines for reimbursements](#) for your reference and your filing of claims.

As the scheme covers irrecoverable cost and expenses, you are required to first seek refunds from the service providers, such as airline companies and hostel operators. Failing which, you should submit your claim(s) to the SMU Student Travel Insurance provider. Thereafter, you may file an online claim via the SMUFAS digital platform if you have been unsuccessful through these two avenues. **Further details about the SMUFAS and digital platform will be announced in the**

**coming week. The digital claims platform will be available from 22<sup>nd</sup> April 2020, for a period of two months.**

We recognise that this is an extraordinary and challenging time for everyone concerned, and we wish to reassure you that the University remains fully committed to assisting you throughout your learning journey at SMU. Through the SMUFAS, we hope to provide every possible support for you to deal with the financial difficulties you encountered arising from the suspension of your overseas programmes and subsequent recall.

Please contact the International Office at [io@smu.edu.sg](mailto:io@smu.edu.sg) should you require more information about the SMUFAS.

Please take good care in these difficult times.

Kindest regards

Timothy Clark  
Provost