

NELFUND (Nigerian Education Loan Fund) FAQ

SECTION 1: GENERAL INFORMATION & ELIGIBILITY

Q1: What is NELFUND?

A: NELFUND (Nigerian Education Loan Fund) is a government initiative established under the Student Loan (Access to Higher Education) Act 2023 to provide interest-free loans to Nigerian students for tertiary education.

Q2: Who is eligible for NELFUND loans?

A: Nigerian students admitted into accredited public tertiary institutions (universities, polytechnics, colleges of education) whose:

Annual household income is below NGN500,000

Have secured admission into an accredited institution

Provide required documentation

Meet academic requirements

Q3: Are private university students eligible?

A: Currently, NELFUND primarily covers students in public tertiary institutions. Private institution coverage may be introduced in subsequent phases.

Q4: Is there an age limit for applicants?

A: Applicants must be between 18-35 years at the time of application.

Q5: Can part-time students apply?

A: NELFUND is currently available only to full-time students in accredited programs.

Q6: What if my parents earn slightly above the threshold?

A: The NGN500,000 annual household income is a strict eligibility criterion. Applications above this

threshold will be automatically rejected.

SECTION 2: APPLICATION PROCESS

Q7: When can I apply for NELFUND?

A: Applications open annually in January for the upcoming academic session. Specific dates are announced on the official NELFUND portal.

Q8: How do I apply for NELFUND?

A: Applications are completed online through the official NELFUND portal (nelfund.gov.ng). Follow these steps:

Create an account with valid email and phone number

Complete the online application form

Upload required documents

Submit for verification

Q9: What documents do I need to apply?

A: Required documents include:

JAMB admission letter

Institution admission letter

Birth certificate or affidavit

BVN (Bank Verification Number)

NIN (National Identification Number)

Recent passport photograph

Income declaration form (signed by parents/guardians)

Local government identification letter

Q10: How long does the application process take?

A: Complete processing typically takes 4-6 weeks after submission of all required documents.

Q11: Can I apply for multiple semesters at once?

A: Loans are approved per academic session. You must reapply for subsequent sessions, subject to satisfactory academic performance.

Q12: What happens if I make a mistake in my application?

A: You can edit your application within 48 hours of submission. After this period, contact the NELFUND helpdesk for corrections.

SECTION 3: LOAN TERMS & REPAYMENT

Q13: Is the loan interest-free?

A: Yes, NELFUND loans are interest-free throughout the study period and grace period.

Q14: What does the loan cover?

A: The loan covers:

Tuition fees (paid directly to the institution)

Maintenance allowance (for accommodation, books, and living expenses)

Equipment allowance (for course-specific requirements)

Q15: When do I start repaying the loan?

A: Repayment begins two years after completion of the National Youth Service Corps (NYSC) program or two years after securing employment, whichever comes first.

Q16: How do I repay the loan?

A: Repayments are made through:

Direct salary deductions (for employed graduates)

Bank transfers to designated NELFUND accounts

Mobile payment platforms

Q17: What is the repayment period?

A: The maximum repayment period is 10 years, depending on the loan amount and employment status.

Q18: What happens if I fail a course?

A: Academic performance is monitored. Failure of multiple courses may lead to loan suspension until academic standing improves.

Q19: Can the loan be forgiven?

A: Loan forgiveness may be considered under exceptional circumstances such as permanent disability or death. This requires formal application and verification.

SECTION 4: TECHNICAL & TROUBLESHOOTING

Q20: I forgot my portal password. What should I do?

A: Use the "Forgot Password" link on the login page. A reset link will be sent to your registered email.

Q21: The portal says my BVN is invalid. What does this mean?

A: Ensure your BVN details match your NELFUND application details. Discrepancies in name, date of birth, or other details will cause validation errors.

Q22: How can I check my application status?

A: Log into your NELFUND portal account and navigate to "Application Status" in your dashboard.

Q23: Who can I contact for help?

A: Contact options include:

Helpdesk: 0700-NELFUND (0700-6353863)

Email: helpdesk@nelfund.gov.ng

Live chat on the official portal

Social media: @NELFUND on Twitter, Facebook, and Instagram

Q24: What should I do if I haven't received my maintenance allowance?

A: Allow 5-7 working days after approval. If not received, contact your institution's NELFUND liaison officer or the NELFUND helpdesk.

IMPORTANT NOTES:

All official communications come from @nelfund.gov.ng domains

Never share your login credentials with anyone

Beware of phishing websites and fraudulent agents

Regular updates are posted on the official NELFUND website and verified social media channels

Need more assistance?

Visit: www.nelfund.gov.ng

Call: 0700-NELFUND (0700-6353863)

Email: info@nelfund.gov.ng