



Steven Condra [REDACTED]

**W252611737561 - Please contact SUSI [Incident: 250625-001644]**

2 messages

**SUSI Support** <support@susi.ie>  
Reply-To: SUSI Support <support@susi.ie>  
To: [REDACTED]

25 June 2025 at 14:40

(25/06/2025 02.40 PM)

Hi Steven,

This is a message from SUSI, the Student Grant Awarding Authority.

We have tried calling you in regard to your application however we were unable to reach you.

We would appreciate if you could give us a call back on 0818 888 777 and myself or one of my colleagues will be happy to discuss this with you.

Looking forward to hearing from you.

Kind regards,

Jamie

SUSI Support Desk

Information is provided for guidance only and does not guarantee eligibility for a student grant award.

**Steven Condra** [REDACTED]  
To: SUSI Support <support@susi.ie>

25 June 2025 at 15:03

Hi Jamie,

Thanks for your message.

To be completely honest, I've already been through this process with SUSI several times over the years, and each time I've been asked to resubmit or discuss the same information. It's become a frustrating cycle that never seems to resolve or move forward, despite assurances that it would.

I am willing to speak with someone again, but I want it noted that this repeated engagement — with no outcome — has taken a serious toll on my mental health and trust in the system. If you review my file, you'll see a clear history of this.

I'm asking that this time, something meaningful actually comes from the call — not another loop. Please ensure that whoever I speak to has reviewed my full case history before contacting me.

Regards,  
Steven Condra

[REDACTED]  
[Quoted text hidden]