




Susan Mueller  
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[www.gov.uk/slc](http://www.gov.uk/slc)

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**By email only to [s.mueller@standalone.org.uk](mailto:s.mueller@standalone.org.uk)**

Dear Susan

Firstly, thank you for taking the time to write to me to advise the Student Loans Company (SLC) of the closure of Stand Alone. I appreciate that the decision you have reached will have been a difficult one, and I would like to thank you and your colleagues for the work you have championed across the education sector in recent years.

In particular, I would like to acknowledge the support Stand Alone has given to the Vulnerable Students Stakeholder Group (VSSG) in initiating discussions across Student Loans Company (SLC) and the wider sector on the topic of estrangement. SLC now has a richer understanding of estrangement across our teams. Estrangement has been formally recognised within our 'Charter for Customers Requiring Additional Support' as a vulnerable customer category, outlining our commitment to continue to develop our understanding of estrangement and deliver a better customer experience for estranged customers. We have also worked with Stand Alone on other initiatives to support estranged customers when applying for student finance, which includes support for Estrangement Solidarity week. SLC will seek to continue to provide Estranged customers with comprehensive guidance moving forward.

I would once again like to offer my thanks to not only Stand Alone, but to you personally for all the hard work and dedication you have shown over the past 8 years working with SLC and wish you all the best in the future.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Chris Larmer', is positioned above the printed name.

**Chris Larmer**  
**Chief Executive**