



MADE  
FROM



**DE MONTFORT  
UNIVERSITY**  
LEICESTER







When a card is lost, it should be replaced immediately to prevent any fraud. If you have been advised to do this, please contact the relevant department at DMU, by email or by phone.

The relevant departments are available through **MyDMU**, in the **MyDocuments** file. You can access these 24 hours a day, 7 days a week, via the following links:

- Back to the
- Contact us
- Password reset
- Password reset (via email)

If you are unable to do this, please contact the relevant department via email at [immigrationcompliance@dmu.ac.uk](mailto:immigrationcompliance@dmu.ac.uk).

If you are unable to contact us, please call **0116 257 7595** or email [studentgateway@dmu.ac.uk](mailto:studentgateway@dmu.ac.uk) for advice or support.

If you have a card which is close to expiry, please contact the relevant department at DMU. We will contact you if a card is about to expire.

When a card is lost, it should be replaced immediately to prevent any fraud. You can access the relevant department via the following links:

If you are unable to do this, please contact the relevant department via email at **MyDMU**. If you are unable to do this, please contact the relevant department via email at [studentgateway@dmu.ac.uk](mailto:studentgateway@dmu.ac.uk).

If you are unable to do this, please contact the relevant department via email at [studentgateway@dmu.ac.uk](mailto:studentgateway@dmu.ac.uk).

If you are unable to do this, please contact the relevant department via email at [studentgateway@dmu.ac.uk](mailto:studentgateway@dmu.ac.uk).

**Lost cards:** If you have lost a card, it will be replaced as a charge for a replacement. You can order a replacement card through the **online store** or by email at [studentgateway@dmu.ac.uk](mailto:studentgateway@dmu.ac.uk). Alternatively, you can contact the Student Gateway team via email at [studentgateway@dmu.ac.uk](mailto:studentgateway@dmu.ac.uk).

**Expired cards:** If a card has expired, it should be replaced as a charge for a replacement. You can contact the relevant department via email at [smartcards@dmu.ac.uk](mailto:smartcards@dmu.ac.uk) for advice or support.

**Broken cards:** If a card is broken, it should be replaced as a charge for a replacement. You can contact the relevant department via email at [smartcards@dmu.ac.uk](mailto:smartcards@dmu.ac.uk). Alternatively, you can contact the Student Gateway team via email at [studentgateway@dmu.ac.uk](mailto:studentgateway@dmu.ac.uk).



If you are a fee payer, please contact the Finance Department, via email on [income@dmu.ac.uk](mailto:income@dmu.ac.uk) or call 0116 207 8810.

Staff will be able to help you with advice about your budgeting, and help you to get the best value for your money.

If you are a student, you can get advice about your budgeting, and help you to get the best value for your money. You can also get advice about your budgeting, and help you to get the best value for your money. You can also get advice about your budgeting, and help you to get the best value for your money.

The advice is free of charge.

### Quick Queries

The 15-16 fee payers have a chance to contact the Finance Department via email on [income@dmu.ac.uk](mailto:income@dmu.ac.uk) or call 0116 257 7595. If you are a fee payer, you can get advice about your budgeting, and help you to get the best value for your money.

### Money Doctor

Money Doctor is a free service, providing advice about your budgeting, and help you to get the best value for your money. You can also get advice about your budgeting, and help you to get the best value for your money. You can also get advice about your budgeting, and help you to get the best value for your money.

### Welfare officer appointment

Our welfare officer can help you with advice about your budgeting, and help you to get the best value for your money. You can also get advice about your budgeting, and help you to get the best value for your money. You can also get advice about your budgeting, and help you to get the best value for your money.

### Student finance advice

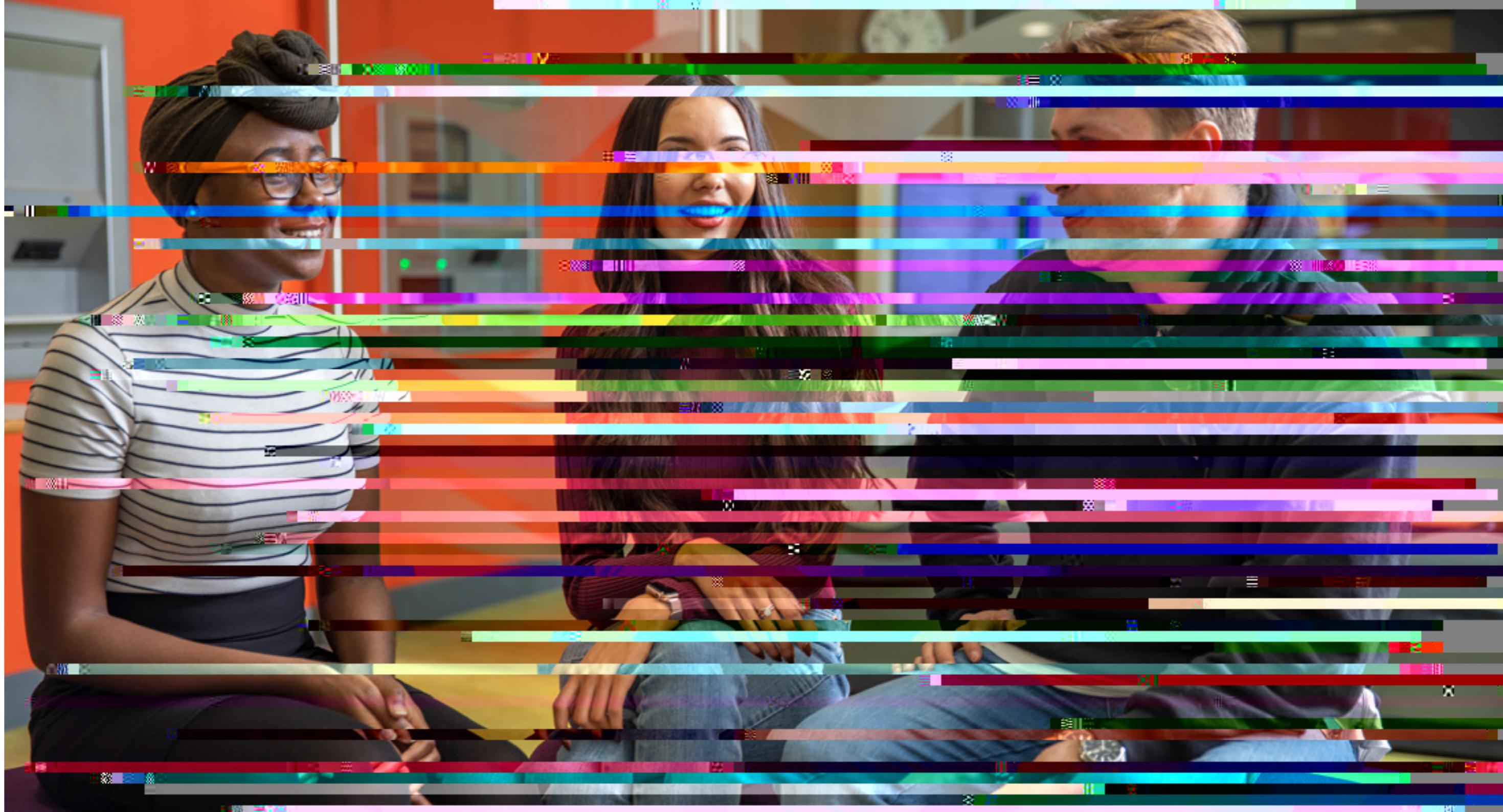
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### Transitions/higher education officers

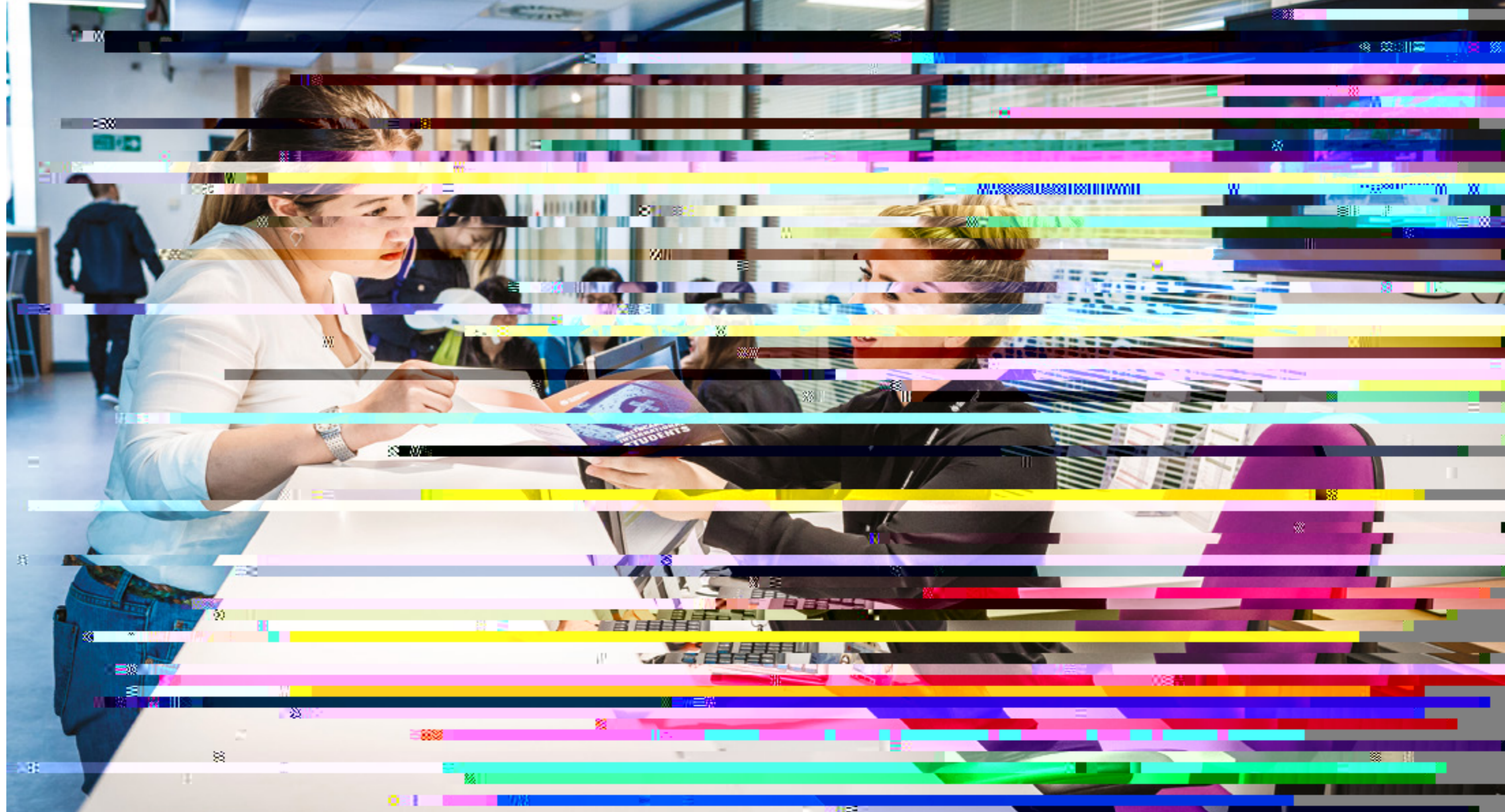
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U i e i life ca be b a d d i g a b a l a c e c a be  
a c h a l l e g e a i e . I f a e a d e / i h c e .  
a b e a l h e a l t h , / e l l b e i g e i c e / i l l b e  
a b l e a d i e a d a a g e / h e e e c e a .  
W e a l h e l d e / h / I d l i k e a l f h e  
D i a b l e d S d e . A l l / a c e .

Y c a g e i c h / i h W e l l b e i g a d M e a l  
H e a l t h S e i c e e a b b k i g a a i e  
h g h **MyGateway** b e a i l i g h e e a  
**wellbeing@dmu.ac.uk**

F f h e i f a i a b a l l h e d i f f e e  
a i e a d . h a / e f f e , **please refer**  
**to the HealthyDMU Hub.**

The Ma d a l a P j e c t c a i g . D M U . d e .

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MADE  
FROM  
MORE

De Montfort University  
The Gateway  
Leicester  
LE1 9BH, UK

T: +44 (0)116 257 7595  
E: [studentgateway@dmu.ac.uk](mailto:studentgateway@dmu.ac.uk)  
W: [dmu.ac.uk](http://dmu.ac.uk)

