

NOTICE TO STUDENTS

Notice is hereby given that the Student Contribution and Benefits Department can be contacted through the following modes, on the days and times indicated:

- MONDAY and FRIDAY
from h 9:00 a.m. to 12:00 p.m., by calling the **call center** number: **010 2095947**

- TUESDAYS
from h 9:00 a.m. to 1:00 p.m., **in presence**, going to the counter at Piazza della Nunziata 6 - 1st floor, after booking an [appointment](#)

- WEDNESDAY
from h 9:00 a.m. to 12:00 p.m. **via virtual counter**, after booking an [appointment telephone](#). The student will be contacted in the booking time slot by staff via Teams platform or telephone

- THURSDAY
from h 9:30 a.m. to 11:30 a.m., **in presence**, by going to the counter in Piazza della Nunziata 6 - 1st floor, after booking an [appointment](#)

Students who go to the Desk must be provided with **confirmation of the reservation of the appointment**.

In order to ensure adequate social distancing, it is recommended, as far as possible, the presence at the Desk, during the indicated time, of only the person concerned.

In the event that the person appearing at the Desk is different from the person concerned, please note that it is necessary to be provided with a **proxy** and a copy of the identity document of the delegating student and the delegate himself/herself.

Finally, it should be noted that the feedback-mail service through the OTRS- electronic mail system Open-source Ticket Request (tasse.benefici@unige.it) will continue to be carried out by the Offices.