

NOTICE TO STUDENTS

We inform you that the Student Contribution and Benefits Sector can be contacted through the following methods, on the indicated days and times:

- **MONDAY, WEDNESDAY and FRIDAY**

- From 9:00 to 11:00 by calling the **call center** number [+39 010 335 5000](tel:+390103355000);
- From 11:00 to 13:00 through the **virtual helpdesk**, by [prior reservation](#).
The student will be contacted by phone during the reserved time slot ([via private number](#));

- **TUESDAY**

- From 9:00 to 13:00 **in person**, by going to the helpdesk at *Piazza della Nunziata* 6, first floor, by prior reservation;
- From 14:00 to 16:30 through the **virtual helpdesk**, by [prior reservation](#).
The student will be contacted by phone during the reserved time slot ([via private number](#));

- **THURSDAY**

- From 9:00 to 13:00 **in person**, by going to the helpdesk at *Piazza della Nunziata* 6, first floor, by [prior reservation](#);

Students coming to the helpdesk must have **confirmation of their appointment reservation**.

If the person coming to the helpdesk is different from the concerned student, [a proxy must be presented along with a copy of the identity documents of both the delegating student and the proxy](#).

Lastly, please note that the office can also be contacted by **e-mail at tasse.benefici@unige.it**. This service will continue to be available each week, from Monday to Friday, during office hours.

Specific e-mail addresses are available based on the nature of student requests:

- 150ore@segreteria.unige.it for information regarding [part-time student collaboration](#);
- rimborsi@segreteria.unige.it for university tuition fee [refund requests](#);
- iseeu@segreteria.unige.it for information on [ISEE-U](#) or [ISEE-U Parificato](#);
- istanze.tasse@unige.it for [application](#) addressed to the Rector;
- borse.premi@segreteria.unige.it for information on [scholarships and awards](#) managed by UniGe;
- attivita.culturali@segreteria.unige.it for information on [student-organized cultural and social activities](#).