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CUSTOMER CONTACT CENTRE
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08:30 – 18:00 (UK time) MON -FRI

www.ucas.com

New options

AS13

[title] [initial] [surname]
[addr 1]
[addr 2]
[addr 3]
[addr 4]
[postcode]
[country (if no postcode)]

Date: [produced]
Personal ID: [pid]
Scheme code: [asc]

Dear [?title] [?surname]

We're writing to you for **one** of the following reasons:

1. You haven't secured an offer.
2. Your chosen universities and colleges have notified us that you've been unsuccessful in meeting the conditions of their offers.
3. You have declined, or not accepted, an unconditional offer for a changed course before the deadline specified.

If you received this letter for the first or second reasons stated above, and if this letter is received between February and the end of June, you may be eligible to use our Extra service, which gives you another opportunity to secure an offer. Go to our website to [find out what's involved](#).

If you received this letter for the third reason, and intended to accept the changed course offer, please contact the university or college concerned to ask if they are willing to consider you again during Clearing.

Clearing is a service designed to help those without a university or college offer to secure a place on a higher education course. If you already have your results you can contact your preferred universities and colleges to discuss your options when the Clearing service opens in early July; otherwise you'll need to wait until you have your results before you can make contact. [Find out how to use Clearing here](#).

To secure a place using Clearing you'll need to contact the universities and colleges **yourself** and agree an informal offer, before adding the course as a Clearing choice in Track. If you made only one choice on your application and paid the reduced fee of £20, you will need to pay a further £5 before you can add a Clearing choice.

If you have any questions, please [get in touch](#) with our Customer Contact Centre on 0371 468 0 468 or +44 330 3330 230 (international)*. You can also reach us on Twitter [@ucas_online](#), or through our [Facebook page](#)

Yours sincerely

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*Standard network rates apply