



A.Di.S.U.R.C.
Azienda per il Diritto allo studio Universitario
della Regione Campania

QUICK REFERENCE GUIDE ON
HOW TO
APPLY FOR A

SCHOLARSHIP
ACCOMMODATION
GRANTS FOR INTERNATIONAL MOBILITY

ACADEMIC YEAR 2023/2024



WHAT IS THE PURPOSE OF THE SELECTION PROCESS?

By taking part in the selection process, you are applying for financial support for your studies in the form of a scholarship worth a variable amount.

In addition, candidates may also apply for:

- Accommodation in the university residences
- A supplementary grant for international mobility.

The allocation of all funds takes place based on ranking, depending on the economic resources that the Agency has available for the academic year 2023/2024.

The catering service is provided without participating in this selection process. However, applicants who are eligible for a scholarship are entitled to meals at a discounted rate.



WHO CAN APPLY?

Students who have already registered, or wish to register, for one of **the following courses** at one of the following universities in the Campania Region may participate in the **selection process**.

University	Course category	Course
1. University of Sannio di Benevento	"Type A" courses	Bachelor's degree courses
2. Federico II University, Naples		Single-Cycle Bachelor's Degree Courses
3. L'Orientale University, Naples	"Type B" courses	Master's degree programmes
4. Parthenope University, Naples	"Type C" courses	Vocational training institutions (excluding those in the medical field pursuant to Legislative Decree No 368/1999)
5. The University of Salerno		
6. Luigi Vanvitelli University of Campania		
7. Suor Orsola Benincasa University, Naples		
8. The Brera Academy of Fine Arts		
9. Academy of Fashion		
10. Scuola Superiore per Mediatori Linguistici [Advanced School for Linguistic Mediators - Academy School] - Academy School		
11. Scuola Superiore per Mediatori Linguistici [School for Linguistic Mediators] - International (IPSEF)		
1. The "Domenico Cimarosa" Conservatory of Music in Avellino		
2. The "Giuseppe Martucci" Conservatory of Music in Salerno	"Type B" courses	Second-level academic degree
3. The "Nicola Sala" Conservatory of Music in Benevento		
4. The "San Pietro a Majella"		

Conservatory of Music in Naples		
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Special rules are in place for students who simultaneously enrol in two courses of study at Universities and/or AFAM Institutes, pursuant to Law No 33 of 12 April 2022.

Please note! You can participate in the competition even before you have completed your enrollment at the university. However, if you are not enrolled at the time of the data query at the University you will be placed in the ranking in a condition of suspension and this will involve:

- suspension of payment of any scholarship awarded
- failure to assign an accommodation place, if requested in the application

We therefore advise you to complete your enrollment for the 2023/2024 academic year by 19 September 2023



WHO CAN NOT APPLY

The **following are not permitted** to apply:

- a. candidates who already have another university degree (even if obtained abroad and not recognised in Italy) of the same level as the degree they aim to be awarded at the end of the course for which they are enrolled for the academic year 2023/2024
- b. candidates who, following a career change, have already obtained a scholarship for the same course year for which they wish to apply
- c. candidates who, following a course change, have enrolled for the academic year 2023/2024 in the first year of a course of study of the same type as the course that they have already taken
- d. candidates who have passed the last semester, i.e. enrolled from the second year out of school onwards, with the exception of students with a recognised disability, who would qualify for special treatment.



MERIT REQUIREMENTS

The requirements for participation in the selection process are different for candidates enrolled in the first year than for those enrolled in subsequent years.

By 10/08/2023, candidates enrolled in the years following the first year, must have been awarded training credits equal to:

- **if enrolled in the "type A" three-year degree courses/single-cycle degree:**
 - a. 25 credits and the successful completion of any training underway at the time of admission to the courses, if enrolled in the second year
 - b. 80 credits if registered in the third year
 - c. 135 credits if enrolled in the final semester of a three-year degree or the fourth year of single-cycle degree
 - a. 190 credits if registered in the fifth year
 - b. 245 credits if registered in the sixth year, where applicable
 - c. 55 credits more than the number anticipated for the final year of the course, if enrolled in the further semester of a single-cycle degree course.

– **if enrolled in a "type B" master's degree course:**

- a. 30 credits if registered in the second year
- b. 80 credits if registered for an additional semester.

Students with a recognised disability must have obtained 40% of the course credits required by students without a disability by 10/08/2023.

The term "**additional semester**" refers to the candidates who are registered, for the academic year 2023/2024:

- the seventh semester, if enrolled in a three-year degree course
- the fifth semester, if enrolled in a master's degree course
- the eleventh or thirteenth semester, if enrolled in single-cycle degree course.

Please note! The number of credits is calculated starting from the **first year of registration**, which may be different from the year of enrolment in the course attended in the academic year 2023/2024, in cases of a course change.

Read carefully the article 3.5 of the notice!

For those enrolled for the first time in the **first year** of the three-year degree courses, single-cycle degree, and master's degree, there is no merit requirement **at the time they submit their application**, since their suitability and position within the ranking are determined exclusively on the basis of their financial status.

Please note! To **preserve the right to receive the scholarship**, the aforementioned candidates must have subsequently satisfied the merit requirements, i.e., **20 credits by the deadline of 30/11/2024**.

Eligible applicants enrolled in the first year who do not achieve at least 20 credits by the deadline of 30/11/2024 will lose the status of assignee, but will retain their eligibility. Consequently, they are required to return any scholarship advance they received in the meantime and the sum of money corresponding to all the benefits related to it (Art. 10 of the guidelines).

Candidates who have at least **20 credits by the deadline of 30/11/2024:**

- a) will receive 100% of the scholarship assigned in the ranking and the benefits associated with it, if they have at least 20 credits by the deadline of **10/08/2024**.
- b) **will be entitled to receive only 50% of the scholarship allocated in the ranking** and will be able to claim it if they have at least 20 credits by 10/08/2024, but before 30/11/2024.

Students with a recognised disability are exempt from this verification process.



BONUS AWARD

Candidates enrolled for years after the first one who, on **10/08/2023**, do not have the minimum number of credits required, will have the opportunity to benefit from a credit "**bonus**", accrued on the basis of the course year attended, in the following ways:

- **5 credits:** to be used throughout their university attendance, if used for the first time **for access to benefits for the second academic year**. The unused portion can be used for applications in subsequent years, e.g. if you use 2 credits for your second year benefits, you'll have 3 credits left that can be used for all the subsequent years until the end of your university course.
- **12 credits:** to be used throughout their university attendance, if used for the first time

to receive benefits for the third academic year. The unused portion can be used for applications in subsequent years, e.g. if you use 5 credits for your second year benefits, you'll have 7 credits left that can be used for all the subsequent years until the end of your university course.

- **15 credits:** to be used throughout their university attendance, if used for the first time **to receive benefits for the third academic year.** The unused portion can be used for applications in subsequent years, e.g. if you use 10 credits for your second year benefits, you'll have 5 credits left that can be used for all the subsequent years until the end of your university course.

The number of bonus credits that may be necessary to achieve the minimum merit requirement is assigned automatically by the Agency.

Candidates enrolled after the first year of a "type B" master's degree course can use the bonus accrued but not used during the three-year degree.

The number of bonus credits is the same throughout their university course, even if it is split between several universities.

Please note! Bonus credits cannot be awarded to candidates enrolled in the first year.

All candidates must meet the following financial requirements to participate in the selection process:

- a) the combined Indicator of the Equivalent Economic Situation of the household (**ISEE**), and the foreign indicator of the household's financial status, must not be more than **€25,500.00**.
- b) the Equivalent Balance Sheet Indicator of the household (**ISPE**) must not be more than **€54,000.00**.

These conditions must be self-certified, under **penalty of exclusion from the selection process**, through the **ISEE UNIVERSITY**, issued following the submission of **Form MB2 – Box C "University Services"** – of the DSU (Single Self-Declaration of assets form).

Under penalty of exclusion from the selection process, the DSU, must be submitted in **2023**.

For the sole purpose of the ISEE University, students are always considered to be part of their parents' family unit – even if they are not living with them – unless they can prove their autonomy (independent student).

Please note! The student is defined as 'independent' if they meet all three of the following requirements:

1. they moved out of their family home at least two years prior to the date of the submission of the application for the scholarship
2. they live in rented accommodation owned by someone other than members of their family
3. have earned income from employment or similar work, declared for tax purposes, for at least two years prior to participation in the selection process (for the fiscal years 2021 and 2022) and have earned not less than €9,000.00 per year (nine thousand/00).

They will benefit from the scholarship in the same way as students living off-campus, but will automatically be subject to a means test.

Please note! For services related to doctoral research courses, it is possible to choose a

'nucleo ristretto (restricted core)' family unit made up exclusively of the actual applicant, their spouse and any underage children, and children of legal age who are financially dependent for IRPEF purposes on the candidate, excluding all other family members. This 'restricted core' ISEE may be used in this selection process in place of the ISEE UNIVERSITY.

Please note! If the candidate is already the beneficiary of a scholarship, degree award, and receives grants for international mobility and compensation for student collaborations assigned in the academic years before 2023/2024, paid in the 2021 calendar year (from 01/01/2021 to 31/12/2021 – cash basis), they must declare these amounts in the online form of the FC4 section of the DSU in the tax-exempt income section. Doing this, you will be entitled to lower the amount of the ISEE

Please note! If the ISEE declaration has any omissions or errors, the candidate may still be eligible for the selection process, but in the event that they do not sign a new DSU to correct the omissions and errors, they will be subject to an economic and financial mean test, under the authority of the Guardia di Finanza.



FINANCIAL STATUS OF FOREIGN STUDENTS

Candidates **with a core family residing abroad** must send ADiSURC, **no later than 31/03/2023, under penalty of exclusion**, a copy of the **ISEE UNIVERSITARIO PARIFICATO (ISEEUP)**, completed at a CAF (tax assistance centre).

The payment of any scholarship money will be suspended until the ISEE UNIVERSITARIO PARIFICATO (ISEEUP) has been received.

A list of CAFs affiliated with the Institution is available on the website www.adisurcampania.it. Candidates from particularly poor or developing countries, listed in MUR Decree No 115 of 28/02/2023, **with a core family resident in that country**, may be placed in the ranking without submitting the ISEE equivalent, provided that they submit a declaration from the Italian Diplomatic Authorities in their country of origin certifying that the student does not belong to a family known to have a high income or elevated social status, pursuant to Art. 13, paragraph 5, of the Presidential Decree of 9 April 2001.

Applicants from particularly poor or developing countries, but **with a core family resident in Italy**, will be treated in the same way as Italian students and, therefore, must complete the ISEE UNIVERSITY certification.

The list of countries considered to be particularly poor or developing are defined, for the purposes of this selection process, by MUR Decree No 115 of 28/02/2023, and is attached to the application guidelines.

Please note! It is the same in all respects to that for Italian students:

- a) the **foreign student candidate who lives with their family in Italy**, with or without an income or savings abroad
- b) the **foreign student candidate residing in Italy**, with a family unit residing abroad, but who is considered to be **independent**
- c) the candidate who declares themselves to be **stateless** or a **political refugee**, in possession of the documentation required by the application process.

These students must complete the ISEE UNIVERSITY certificate.



AMOUNT OF SCHOLARSHIP AND RELATED SERVICES

The table below shows the details of the scholarship amounts.

ISEE		AMOUNT OF THE GRANT IN EUROS		
		STUDENTS 'RESIDENT'	STUDENTS 'COMMUTER'	STUDENTS 'NOT RESIDENT'
Less than or equal to:		Total	Total	Total
1/2 of the threshold	€ 12.750,00	€ 7.655,00	€ 4.473,49	€ 3.085,19
BASE: 2/3 of	€ 17.000,00	€ 6.656,52	€ 3.889,99	€ 2.682,77
7/9 of the threshold	€ 19.833,33	€ 5.934,35	€ 3.374,99	€ 2.265,18
8/9 of the threshold	€ 22.666,67	€ 5.212,17	€ 2.860,00	€ 1.847,59
Income threshold	€ 25.500,00	€ 4.490,00	€ 2.345,00	€ 1.430,00

The amount of the scholarship will be:

- increased by 15%** if the value of the Equivalent Economic Situation Indicator (ISEE) is less than or equal to half of the threshold, set at €25,500.00.
- increased by 40%** if the student has a recognised handicap pursuant to Art. 3, paragraph 1, of Law No 104 of 5 February 1992, or has a disability rating equal to or greater than 66%
- increased by 20%** if the student is female and attends one of the STEM courses run as part of the selection process
- increased by 20%** if the student enrolls simultaneously in two courses of study at different Universities and/or AFAM Institutes (Art. 1.2.6 of the guidelines)
- increased by 50%** if the assignee obtains the degree and master's degree **within the duration provided for by the respective educational** systems (the 'degree award'), which may be increased by one semester for the cases referred to in paragraph 1.2.7 of the guidelines. This increase will only be applied if there are sufficient additional financial resources with respect to the number of scholarships awarded.
- reduced by 50%** if the assignee is enrolled in the '*additional semester*' referred to in Art. 1.2.2 of the guidelines.
- reduced by 50%** in the event that the assignee, registered for the first year, does not obtain 20 credits by 10/08/2023 but by 30/11/2023, as set out in Art. 3.1 and 13 of the guidelines.
- reduced ex officio** by a sum corresponding to the value of the services used by the candidates, in accordance with Articles 10.3 and 10.4 of the guidelines (re: accommodation and catering services).
- reduced ex officio** by any sum owed to the Institution by the candidate for any reason (withdrawal, damage, etc.).

Increases and reductions are made automatically by the Institution, after carrying out checks. Students receiving scholarships are also entitled to:

- the allocation of a grant for international mobility, if requested and if resources are available (Art. 11 of the guidelines).

- b) reimbursement by the University of university fees and any other grants paid, pursuant to Art. 5, paragraph 20 of Law No 537/1993 (Art. 8.13 of the guidelines).
- c) reimbursement by the Institution of the regional tax introduced by Law No 549/1995 (Art. 8.13 of the guidelines). The A.DI.S.U.R.C. will provide the Revenue Agencies responsible for each region with a list of those who have received a regional tax refund.
- d) accommodation services will only be provided to students living off-campus who are well-placed in the ranking.
- e) access to the catering service, according to the tariff in Art. 10 of the guidelines.

Please note! The guidelines set out the cases in which the canteen and accommodation expenses are automatically deducted from the scholarship award for commuting and off-campus candidates.



"RESIDENT", "COMMUTER" AND "NOT RESIDENT" STUDENTS

Depending on the place they live with respect to their course venue, the candidate is categorised as "resident", "commuting" or "not resident".

"Course location" means the municipality in which the course is held in its entirety, not just for a few lessons.

"resident" is the status assigned to a candidate who attends a course based in the municipality in which they live, or in the municipalities immediately adjacent to it, as defined in the following paragraph.

The candidate is classified as a **"commuter"** if they reside in a municipality that is not immediately adjacent to the one in which their course is being held.

Candidates for whom the location of their course has not yet been decided are considered to be **"commuters"**, but without assigning this status in the provisional ranking. Once the location of the course has been decided, the student will be given the appropriate status (**"resident"** or **"commuter"**) based on the distance between the course location and their residence. The status of **"not resident"** will be given to those who meet the requirements described below.

The candidate is considered **"not resident"** when the following three conditions are met:

1. they attend a course of study held at least 30 (thirty) kilometres from the municipality in which they live or, regardless of the distance in kilometres, they live on one of the islands in the Gulf of Naples (Ischia, Capri, Procida).
2. accommodation is paid for by the municipality where the course is being held or in a neighbouring locality, to be demonstrated by:
 - a) the allocation of accommodation in one of the university residences, as per Art. 10 of the guidelines
 - b) and/or a registered residential lease, as per Art. 7.3 of the guidelines
3. they stay in the accommodation referred to in Point 2 for a duration of at least 10 (ten) months between 01/10/2023 and 30/09/2024. This duration of at least 10 months can also be achieved by adding the time spent in the university residence and in private accommodation.

The distance between municipalities is calculated using the ACI website, based on the shortest routes.

Candidates not staying in university accommodation, who intend to apply as **not resident** students, must prove their status through a lease contract, provided in writing and registered



with the Revenue Agency, with a duration of at least 10 months between 01/10/2023 and 30/09/2024.

"Contratti di comodato d'uso (free loan for use)" contracts are not valid for the purposes of this selection process.

"Not resident" applicants, with a standard contract, who have to withdraw from it for any reason during the academic year, are required to give immediate notification of this, attaching valid, supporting documentation.

The "not resident" status will be verified by ADiSURC by checks at the Revenue Agency. If the assessment is negative, the candidate loses the right to take advantage of the benefits associated with the "not resident" status and will be assigned the status of "commuter". The Institution is also required to report the facts to the Judicial Authorities (pursuant to Art. 76 of Presidential Decree 455/2000).

Please note! Foreign students are considered "*not resident*" whether they live in Italy or not, **except in the case that the student's family are also resident in Italy**. In the latter case, the foreign student will be designated "resident", "commuting" or "not resident" using the same criteria applied to Italian students.

Please note! The independent student, as described in Art. 4.5 of the application rules, is considered "not resident", regardless of whether they live in Italy or not. Those who may benefit from this grant will automatically be subject to a means test of their financial situation.



HOW TO APPLY

Application can only be made on the web: candidates must complete an online application form, available on the website www.adisurcampania.it, in the "servizi online" section, carefully following the instructions given, depending on the university that they are attending.

The online application form can be accessed through SPID or CIE or, in the remaining cases, by using access credentials provided as a result of accreditation. These credentials are private and confidential and are not transferable.

The information entered in the application form can be modified before the form is submitted. The applications will not be assessed until the end of the submission period. Therefore, until that date, students can modify their application form by login into their personal account.

Applications submitted by different means will be excluded from the selection process.

Under penalty of exclusion from the selection process, the completed online application form must be submitted by the following deadline: 12:00 p.m. on 25 September 2023.

Candidates who complete the online application by the ordinary deadline will be included in the provisional rankings, which will be approved by 30 September 2023, while candidates who complete the online application by the supplementary deadline will be included in the final rankings, to be approved by 30 November 2023.

The completion and confirmation of an application can be made using any personal computer connected to the Internet, on any day and at any time, until the deadline given above. However, the Institution will accept no responsibility for applications that have not been received by the deadline, if this is caused by technical problems not attributable to the Institution's IT system. **To avoid any such technical problems that may make it impossible to verify the application in time, it is advisable not to wait until the last minute before submitting your online application.**



DOCUMENTATION REQUIRED

The application form contains all the information required from the candidate (personal details, payment details, etc.) including qualifications and details of their income. It is compiled in the form of self-certification pursuant to Presidential Decree No 445/2000, containing only the data that is useful for the intended purpose. If the documentation is not available from the bodies indicated by the candidate in the online scholarship application, due to incomplete, inaccurate, or missing information, the applicant will be excluded from the selection process.

However, other information must also be documented attesting to their eligibility (Arts. 19 and 19bis of Presidential Decree No 445/2000) with self-certification Form 1 attached to these guidelines, also available for download online, together with a copy of the applicant's ID, or equivalent, pursuant to Art. 35, paragraph 2, of Presidential Decree No 445/2000, currently in force.

Supporting documentation for the following situations covered by these guidelines must be sent to the Institution:

1. Applicant from a particularly poor or developing country;
2. Applicant with a disability;
3. EQUIVALENT UNIVERSITY ISEE (ISEEUP) Applicant with household resident abroad

This documentation, accompanied by Form 1 and a copy of the candidate's ID, or equivalent, pursuant to Art. 35, paragraph 2, of Presidential Decree No 445/2000, currently in force, must be sent to the Institution using one of the following methods:

1. by certified email to: adisurc@pec.it
2. by registered letter with return receipt to: A.Di.S.U.R.C., Via A. De Gasperi, 45 – 80133 Naples, 'Scholarship documentation for 2023/2024 and <the reference university>.' Date as postmarked.
3. by logging in to the Internet portal with the credentials issued to them during the accreditation phase and attaching, in the appropriate section, the scanned documents previously referred to, duly signed.



RANKINGS

The recipients of the scholarships are decided through the compilation of the following three ranking tables, in chronological order:

- **Provisional** Rankings: by 30 September 2023.
- **Definitive** Rankings: by 30 November 2023.
- **Conclusive** Rankings: by 30 April 2024.

Each of the aforementioned Rankings is drawn up according to the criteria set out in the following articles: 8.2, 8.4, 8.5 and listed in:

- Ranking for candidates **registered for the first time in the first year**.
- Ranking reserved for candidates **enrolled after the first year**.

Students enrolled for the first time in the first year of the course are included in a single ranking table, sorted in ascending order solely on the basis of their Equivalent Economic Status Index (ISEE).

Students enrolled after the first year, will be divided into multiple ranking tables, completed by grouping candidates by course year. In each of these groups (also called "aggregations") the candidates are placed in descending order based on their **indice di merito (IM - merit rank)** and the number of **bonus credits** awarded.

The scholarship application guidelines set out, in detail, the methods and times of inclusion in each of the aforementioned types of ranking, as well as the forms to be used to exercise the right of appeal.



PAYMENT OF SCHOLARSHIP FEES

The methods of disbursement of the cash portion are regulated as follows:

The scholarship fees are paid under the terms and conditions provided for by the Prime Ministerial Decree of 9/04/2001:

- a) an advance payment of 50% of the cash portion of the scholarship for all candidates who are not suspended from the rankings will be paid by 31 December 2023.
- b) the remaining balance of 50% of the cash portion of the scholarship is paid:
 - to students enrolled after the first year, if not suspended: by 30/06/2024.
 - to students enrolled in the first year courses, if not suspended: after verification that they have been awarded at least 20 credits by 10/08/2024 or 30/11/2024.
- c) for candidates who are suspended in the final or assisted rankings, payment will be withheld until the reason for the suspension is resolved. For these candidates, it is therefore possible that the initial sum and the balance will be paid in a single payment.

The scholarship fees subject to the increases referred to in Art. 6.2 of the guidelines will be paid when the conditions for payment have been met and verified.

Please note! Fees for the chosen meal option and the accommodation service will be deducted from the total amount of the scholarship, as set out in the application guidelines.

Please note! Students awarded a scholarship must provide their IBAN code by logging in to their online account. The IBAN code must correspond to a bank or postal current account belonging to the SEPA network, or any other electronic payment instrument with an associated IBAN code, **that is in their name or joint names**.

Failure to provide an IBAN code will result in the suspension of payments. The suspended sums will be paid once the necessary information has been provided, as organised by the offices involved and, in all cases, no later than the aforementioned deadlines. Students who provide their IBAN code between the payment of the deposit and that of the balance will receive the deposit and balance in a single payment, at the same time as the payment of the balance.

If an invalid IBAN code is provided, the sums paid will be returned to the Institution by the bank. Amounts returned will be repaid in accordance with the methods and timing determined by the office, net of any transfer fees applied by the bank.

To avoid problems with the IBAN, candidates are asked to take care that the IBAN they provide:

- corresponds to a bank or postal current account belonging to the SEPA network (<https://www.bancaditalia.it/compiti/sispaga-mercati/sepa/>) or to any other electronic payment instrument with an associated IBAN code that is a member of the SEPA (Single Euro Payments Area) network,
- registered or co-registered in the name of the student recipient.
- is formatted correctly (27 alphanumeric characters for an Italian IBAN, or in the correct format for other countries: https://it.wikipedia.org/wiki/International_Bank_Account_Number)
- is for a current account that is has not been closed or blocked.
- is connected to a valid payment card.
- is connected to a payment card that is authorised to receive money.
- is connected to a payment card, the income threshold of which has not been exceeded.
- is not connected to a post office savings account.

If no IBAN, or an unusable IBAN, has been submitted, the Agency shall notify the candidate that payments cannot be made, specifying the steps they must take to rectify the problem. In the event that the deadlines are exceeded, the payment will be cancelled (pursuant to Art. 1236 of the Italian Civil Code) and, therefore, the right to the payment will be forfeited permanently.

Information regarding the payment methods is published on the ADiSURC website. Bank fees, if any, will be deducted from the student's payment.



INFORMATION AND SUPPORT

Information about the application process, the rankings, and the criteria by which the benefits will be awarded, disbursed, and revoked are available on the institute's website www.adisurcampania.it.

In addition, each candidate has their own private account, accessible with SPID/CIE or using their login details, as per Art. 5.1 of the guidelines. The account has all the information regarding the ongoing procedure that concerns them.

Information and support service FAQs are available on the website www.adisurcampania.it. For any questions not answered on any of the published FAQs, you can request additional assistance by sending an email to the addresses below.

Free telephone number	081-18187377
E-mail addresses	borsecra1@adisurcampania.it for HEIs located in the city of Naples borsecra2@adisurcampania.it for HEIs located in the province of Avellino, Benevento and Salerno

The service is not available on Saturdays, Sundays and public holidays or between the 14th and 18th of August 2023.

No reply can be guaranteed if support requests are received after 12 pm on 18th september 2023.