

If your educational plans change and you are unable to use your award, please advise COBSS immediately by email at [cobss@shaw.ca](mailto:cobss@shaw.ca) so that we can give the award to the alternate student.

If you have any questions about your award, email [cobbs@shaw.ca](mailto:cobbs@shaw.ca). Please do not contact the donor of the award.

To claim your award, please follow these steps:

**Step One: LETTER OF THANKS** - you **MUST** send a thank you note to the donor of your award by **July 15** of your graduation year. **Donor name and address are indicated on your recipient letter**

**Step Two:** Provide COBSS with the necessary documents to claim your award. **You must submit these documents prior to the expiry date of the award.**

**If you are attending UBC or UBCO, as soon as you have registered for courses, you must:**

- Print your Verification of Enrolment (VOE) form for September enrolment from your online student account (look under Grades & Records in your student account – Enrolment Verification).
- Complete your Certificate of Award (COA) by entering your Student # and Social Insurance # (SIN) on both the top and bottom sections of the COA.
- Send the VOE and completed COA to COBSS. See instructions below on how to send documents to COBSS.
- You will receive an email from COBSS confirming receipt of your documents.
- Please note that all award money is sent to UBC Vancouver for processing. It takes *up to six weeks or more* before award money is deposited into student accounts at UBC or UBCO.

**If you are attending Okanagan College, University of Victoria, or any other post-secondary institution, you must:**

- Enter your Student # and Social Insurance # (SIN) on both the top and bottom sections on the Certificate of Award (COA). If you can find a Verification of Enrolment on your online student account print and send with the completed COA. It must show that you are attending full time.
- If there is no Verification Form online, take the COA to your post-secondary institution and have the Registrar's Office complete the bottom section, and sign the COA.
- The Registrar's Office might mail the completed COA directly to COBSS or they may give it to you to send to COBSS. See instructions below on how to send the completed COA to COBSS.
- It is important that you take the COA to the Registrar Office as soon as you get to campus, especially if you are attending an institution out of the province or country.
- You will receive an email from COBSS confirming receipt of your documents.
- Most post-secondary institutions take *six weeks or more* to process awards and deposit funds into student accounts.

**If you are a Trades Student that is not attending Okanagan College, you must:**

- Email [cobss@shaw.ca](mailto:cobss@shaw.ca) as soon as possible to indicate that you are in a trade program.
- Once COBSS receives your email, you will be provided with detailed instructions on how to claim your award.

**How to send documents to COBSS:**

Choose any of the following ways to send the documents to COBSS:

- scan the documents and email them to [cobss@shaw.ca](mailto:cobss@shaw.ca)
- deposit the documents in the mail slot at the COBSS office (located to the right of room 316 on the third floor)
- mail the documents to COBSS 316-3001 Tutt Street, Kelowna BC V1Y 2H4