

Student fees and benefits Office

Contacts: how and when

MONDAY, WEDNESDAY, and FRIDAY

- from 9:00 a.m. to 11:00 a.m. at the **call center** at 010 335 5000
 - from 11:00 a.m. to 1:00 p.m. via the **virtual service desk**, by [appointment](#) only
- Please note:** Students who make a reservation will be contacted by phone from a private number during the time slot of their scheduled phone appointment

TUESDAY

- from 9:00 a.m. to 1:00 p.m. **in person at the counter** at Piazza della Nunziata 6 (first floor) in Genoa, by [appointment](#) only
 - from 2:00 p.m. to 4:30 p.m. via the virtual service counter, by [appointment](#) only
- Please note:** Students who make a reservation will be contacted by phone from a private number during the time slot of their scheduled phone appointment

THURSDAY

- from 9.00 am to 1.00 pm **in person at the counter** at Piazza della Nunziata 6 (first floor), in Genoa, by [appointment](#) only

Students visiting the counter must **show confirmation of their appointment booking**.

If a **delegate** is visiting the counter on behalf of a student, they must present the letter of authorisation and a copy of the identity documents of both the student granting the authorisation and the delegate.

E-mail

The Student fees and benefits Office can be contacted via email at:

tasse@info.unige.it

Specific e-mail addresses are also available depending on the nature of your enquiry:

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