

# Student FAQs

## How do I replace my degree certificate?

\*\* Due to the current situation MyUniHub is operating a limited online service. While we won't be able to provide replacement certificates or original transcripts we can provide interim student statements confirming your course, dates studied and award gained if applicable.

The MyUniHub desks are closed so we are unable to see students face to face or take telephone queries at this current time. Please contact us at [myunihub@swansea.ac.uk](mailto:myunihub@swansea.ac.uk) or contact us on Live Chat here: <https://myuni.swansea.ac.uk/>

There is a charge of £30 for a replacement certificate. Please complete the [Request for a Replacement Degree Certificate Form](#) and return to MyUniHub with a cheque made payable to Swansea University. We also offer the option to pay by credit/debit card. Please either complete details on the form or contact MyUniHub on 44 (0)1792 606000 to arrange payment. We will accept the completed form by email at [myunihub@swansea.ac.uk](mailto:myunihub@swansea.ac.uk). However, please be aware that sending card details by email is done so at your own risk.

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