

Dealing with University bills

The purpose of this leaflet is to provide you with information about the regulations, practices and procedures that apply when dealing with your University bills. All information derives from UEA Finance information, found at <https://portal.uea.ac.uk/finance/student-finance>.

University regulations concerning payment of accounts make it clear that you are responsible for the payment of University invoices issued to you. **All invoices will be emailed to your UEA email address or your nominee's (e.g. parent/guardian) email or postal address that you have specified.** It is important that you are aware of how the invoicing process works and the payment options available to you, to ensure that you make payment on time. You should also be aware of the sanctions available to the University if invoices are not settled by the due date.

You are allowed 28 days from the date of the invoice in which to make payment. Tuition Fee and Accommodation charge schedules will be sent to the person nominated on the Tuition or Accommodation Task. Any queries regarding an invoice must be sought within five working days from the date of the invoice.

Payment options

A number of different payment options are available to you:

On-line – Students can make payments online via the Finance section of [e-Vision](#).

Credit/debit card – Payments can be made by Credit/Debit card by telephoning the **UEA Cashiers Office** on **+44 (0)1603 458085 or 452568**, and providing the following details: card type, name of cardholder, card number, expiry date, issue number (if applicable) and CVC (last three digits in signature strip on back of card). The office is open between 12.00 and 16.00 (UK time). Please note that the University does not accept payment by American Express. If you are calling from outside the UK, you will need to pay for the cost of an international phone call.

Bank transfer or on-line banking – payment should be sent to the University's bank account, details of which can be obtained online at: <https://portal.uea.ac.uk/finance/student-finance/payment-options>. You will need to quote your student registration number as a reference when making payments through the bank.

If you are making payment from overseas, we strongly recommend you use Flywire; UEA has partnered with Flywire to provide you with an easy and secure method of sending international fee payments. Payment methods on uea.flywire.com include Amex, Bank Transfer, Credit / Debit Card or e-wallet solutions including China UnionPay, alipay.com, and Visa / Mastercard. If you are in the UK, however, it is best to pay by direct bank transfer (as described above).

Cheques – made payable to ‘University of East Anglia’ and drawn in pounds sterling on a clearing bank which has a branch in the United Kingdom. Cheques should be sent to The Cashiers Office, The Registry, University of East Anglia, Norwich Research Park, Norwich, NR4 7TJ, United Kingdom.

Instalment arrangements for tuition fee and accommodation invoices

You will need to confirm to the Finance Office which method of payment you have chosen and where you want invoices to be sent. You can do this by logging onto the e-Vision website (<https://evision.uea.ac.uk>) and filling in the Accommodation Fee and Tuition Fee form, once you have completed your online registration. Here are the following options:

Termly - the full amount of your tuition fees and/or accommodation charges will be split into equal instalments.

- For undergrads, PGCE & post graduates starting in September instalments will be due in October, January and May.
- For post graduates starting in January instalments will be due in February, May, August and November.
- For post graduates starting in April instalment dates will be May, August, November and February.
- For post graduates starting in July instalment dates will be August, November, February and May

Termly by direct debit from a UK bank account.

- For students starting in September instalments will be collected on 3 November, 3 February and 3 May.
- For post graduate students starting in January instalments will be collected on 3 March, 3 May, 3 August and 3 November.
- For post graduates starting in April instalments will be collected in 3 June, 3 August, 3 November and 3 February.
- For post graduates starting in July instalments will be collected in 3 September, 3 November, 3 February and 3 May.

Monthly - 9 monthly payments by direct debit from a UK bank account.

- For students starting in September collections will be on the 3rd day of each month from October to June inclusive.
- For students starting in January collections will be on the 3rd day of each month from March to November inclusive.
- For students starting in April collections will be on the 3rd day of each month from June to February inclusive.
- For students starting in July collections will be on the 3rd day of each month from September to May inclusive.

Please note that a charge of £10.00 is payable if you change your payment method. If you do not wish to pay in instalments and wish to pay in full for your tuition fee and/or accommodation, you will be invoiced in late September or October either by email or by post to the address you have specified, and you will have 28 days from the invoice date to make payment.

To best manage your University account effectively and avoid missing payment deadlines, you should check your emails regularly, check your account details on e-vision, and check your bank statements regularly to make sure that the correct amount of money (whether a direct debit instalment or other payment) has been debited from your account by the due date.

Please contact the Finance Team in the Registry (or email accounts.receivable@uea.ac.uk) immediately about any discrepancies or inaccuracies.

Extension arrangements

If for any reason beyond your control you cannot pay what you owe to the University within the twenty-eight day period, or if you are unable to meet your instalment payment, you should seek an extension of time to pay by calling at the Finance Office in the Registry. There is an administration charge of £10.00 per invoice for extensions, payable upon application. If permission for an extension of time to pay is not granted, the administration charge is refundable.

Please note: The University will only grant a one month extension once per academic year. Once instalments are set then the University expects all students to arrange payments on the dates set as they are given sufficient notice.

Late fees and administration charges

Where invoices have not been paid within twenty-eight days of the invoice date and extension or instalment arrangements have not been approved (or, if approved, these arrangements have not been adhered to), late fees will be charged on a sliding scale as follows:

Invoice amount	Late Fee
Up to £20.00	Amount outstanding
£20.01 to £25.99	£20.00
£26.00 to £100.99	£25.00
£101.00 to £500.99	£30.00
£501.00 to £1,000.01	£40.00
Over £1,000.01	£50.00

There will be an administration charge of £15 for any unpaid direct debit/cheque(s).

Debts

If you fail to pay your invoices and have not had an extension of time to pay agreed, you may be suspended from the University and will be re-admitted only with permission of the Vice-Chancellor and after payment of the full amount of the account including any late fees. Students who have been suspended by the University must pay their account within twelve months otherwise they will be deemed withdrawn.

If you have any debts owing to the University from a previous academic year (including fines and instalments due during a break or vacation) you may not be allowed to re-register at the start of the New Year and the University may take County Court action to recover these debts.

Students who do not clear their debts may have their campus card de-activated, and having outstanding University debts upon completion of their course of study may affect the conferring of a degree, diploma or other qualification.

If you leave with debts to the University outstanding and have made no arrangement to settle the debt or do not keep to a payment arrangement, the University can take further steps to recover the debt. In relation to international students the University may employ the services of an international debt collection agency. This will increase the amount recoverable to include the cost of employing debt collectors. For home students the University may institute court proceedings to recover the debt and the legal costs involved

For further information about dealing with University bills or any other financial matter:

- Contact a financial adviser in the Student Support Centre by emailing fac@uea.ac.uk or phoning 01603 593290, 591702 or 593184.
- Book an appointment with an adviser by phoning SSS Reception on 01603 592761, emailing studentsupport@uea.ac.uk or visiting the Student Support Centre in person.

Please don't wait until your financial problems get out of hand before asking for advice.

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