

## Student Financial Regulations

This document relates to students studying in the UK only. Students studying at an overseas campus will be advised of their local payment arrangements.

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### 1.1 Student Financial Regulations

- 1.2 Students enrolling on a programme of study are required to comply with the University's formal student and financial regulations. Student financial regulations are detailed here. The formal student regulations can be found at:  
<https://www.mdx.ac.uk/about-us/policies/university-regulations>

- 1.3 You should understand that by enrolling online at Middlesex University MyUniHub, <https://myunihub.mdx.ac.uk>, you agree to be bound by these terms and conditions.

## 2.0 Tuition fee charges

- 2.1 The amount that you will pay in respect of tuition fees is dependent on the course that you wish to study and whether you wish to study on a part time or full time basis. Full time degrees are charged a flat rate which covers up 120 credits per annum, and any credit taken above this level will incur additional charges at the prevailing credit point rate. Part time study is usually charged on a credit point basis.

Schedules of tuition fee charges can be found at.

<http://unihub.mdx.ac.uk/support/money/fees/index.aspx>.

- 2.2 Tuition fees may be subject to annual inflationary increases in subsequent years of study.
- 2.3 Once you have enrolled you are responsible for the payment of your tuition fees and any other associated charges, including any amounts due from third parties which are not paid. Failure to settle fees on time will mean that the University will withdraw access to learning facilities and this may ultimately lead to deregistration from the University.
- 2.4 Middlesex University reserves the right to reassess any student's tuition fee liability should new information come to light that may affect the original assessment. You should also understand that if you change programme or modules during the course of the year that your tuition fee charge may also change as a result.
- 2.5 If you are postgraduate student enrolling to undertake a dissertation only, or if you fail to complete your dissertation within one year of completing the taught element of your programme you will be charged a 'dissertation only' fee.

## 3.0 Equivalent or Lower Qualification (ELQ)

Government funding for students who are studying for a qualification that is the same level or lower than a qualification that they have already studied has been withdrawn from universities and colleges.

- 3.1 If you are a UK/EU student and returning to study a second undergraduate degree at the same or lower level as one you have taken previously, you are unlikely to be eligible for a fee loan from Student Finance England (SFE)

3.2 There are some qualifications that are exempt from the ELQ policy, including teacher training, Nursing, Midwifery and Social Work. Please seek advice from Student Finance England for more information.

## 4.0 When to pay tuition fees

4.1 Your payment deadlines will be dependent on the category of student you fall under.

4.2 **Tuition fees for International, Postgraduate and ELQ students** are payable by the first week of term. **The payment deadline dates for 2018/19** are:

INTERNATIONAL, POSTGRADUATE AND ELQ STUDENTS	
Students' Start Term	Payment Due Date
Autumn	01 October 2018
Winter / Spring	21 January 2019

4.3 **Tuition fee payment deadlines for UK/EU Self –Funding undergraduates for 2018/19** are:

UK/EU UNDERGRADUATES	
Students' Start Term	Payment Due Date
Autumn	05 November 2018
Winter/Spring	25 February 2019

4.4 Where you are unable to make your tuition fee payment by this deadline you will find that progressively you will be restricted from our facilities and systems. To ensure that you are not affected you should ensure that you arrange funding with Student Finance England or your Sponsor before you enrol.

4.5 If you are a UK/EU Undergraduate or PGCE student you are responsible for ensuring that your application for financing from Student Finance England (SFE) is made before the start of the academic year. In the event that SFE assess or reassess a student's application for Student Finance England funding and it is deemed that the student is not eligible for funding, the liability to settle fees will be shifted to you as the student.

4.5 If you are paying your fees yourself you will need to ensure that funds are transferred to us as soon as possible and by the deadline. You should request assistance from us if you have trouble raising the necessary funds.

4.6 **EU/UK Undergraduate prompt payment discount:**  
UK/EU undergraduate private fee paying students, who pay their tuition fee in full by the payment deadline will be offered a 3% prompt payment discount.

## 5.0 Instalments – Postgraduate students

If you are an International, Postgraduate or ELQ self-financing student (excluding PGCE students) and you are unable to pay the full tuition fee at the start of the year, then the following instalment plans are available to you in academic year 2018/19.

Students' Start Term	1 <sup>st</sup> Instalment	2 <sup>nd</sup> Instalment
Autumn	50% 1 October 2018	50% 11 January 2019
Winter/Spring	50% 21 January 2019	50% 12 April 2019

5.1 UK/EU postgraduate students (excluding PGCE students) with an annual fee greater than £1,500.00 will be permitted to pay their fees in six instalments from October to March if they register on the University's recurring card payment scheme.

5.2 UK/EU Postgraduate students, who are able to provide evidence of being in receipt of a Post Graduate loan, will be permitted to pay their fees in 3 equal instalments. They will be asked to register on the University's recurring card payment scheme. The instalment plan offered is:

Percentage of Tuition Fee to be Paid	Date
33%	2 October 2018
33%	28 February 2019
34%	30 May 2019

5.3 Instalment plans will not be available to students who are eligible for a tuition fee loan through Student Finance England.

## 5.4 Instalments – Flexible starts

Some programmes may have a flexible start date and therefore the aforementioned instalment dates will not be relevant. The instalment dates for such programmes are as follows:

Start Period	1 <sup>st</sup> Instalment	2 <sup>nd</sup> Instalment
November to December 2018	50% on start date	50% 4 March 2019
March to May 2019	50% on start date	50% 5 August 2019
June to August 2019	50% on start date	50% 21 October 2019

## 5.5 UK/EU Undergraduate students

UK/EU Undergraduate students **who are not eligible for** funding from Student Finance England and are self-financing will be permitted to pay their fees in five instalments from November to March if they register on the University's recurring card payment scheme.

## 6.0 Sponsorship

- 6.1 If you are a UK/EU Undergraduate or PGCE student you are responsible for ensuring that your application for financing from Student Finance England (SFE) is made before the start of the academic year. You must also ensure that any requests for further documentation and or information are complied with as soon as possible. Applications can be made on-line at <https://www.gov.uk/browse/education/student-finance>
- 6.2 If you are not in attendance at relevant confirmation of attendance dates you will not be eligible for government funding and so become personally responsible for any fees due.
- 6.3 If an employer or organisation is paying your tuition fees you will need to provide evidence of this in writing in line with the payment deadlines above. A purchase order (as provided by your Sponsor) containing your details including your student ID and the value of your sponsors' contribution should be emailed to **stufees@mdx.ac.uk**
- 6.4 The University reserves the right to reject sponsorship purchase orders or letters if they are not original documents, do not contain the correct information, or if they are found not to be issued by a recognisable third party organisation. All invoices issued by Middlesex University must be settled in full within 30 days. If invoices are not paid in accordance with these terms the debt will revert to you.
- 6.5 Please note that if your fees are being paid by a relative or friend this is not considered as a formal sponsorship by the University. In this instance you will be regarded as self- financing.

## 7.0 Post Graduate Students

If you are a UK/EU Postgraduate student you can apply to Student Finance England for a loan of up to £10,609 for a Masters course. This will be paid directly to you. This is not means tested and will be paid to you in three instalments. Details of this loan can be found on the following link:

<https://www.gov.uk/postgraduate-loan>

7.1 If your Postgraduate loan amount is not sufficient to cover your tuition fees you will be expected to meet any shortfall.

7.2 If you are a UK/EU starting a Doctoral degree after 1 August 2018 you can apply to Student Finance England for a loan of up to £25,000 for your whole course, to help with your course fees and living costs. This will be paid directly to you. This is not means tested and will be paid to you in three instalment each year. Details of this loan can be found on the following link:

<https://www.gov.uk/doctoral-loan>

7.3 If your Doctoral loan amount is not sufficient to cover your tuition fees you will be expected to meet any shortfall.

#### **7.4 Professional and career development loans**

Professional and career development loans are bank loans that can be used to help pay for work related learning. **The Professional and Career Development Loan scheme is closing. You must apply by 25 January 2019. This will not affect your existing loan.**

7.5 You can borrow between £300 and £10,000 to help support the cost of up to two years learning (or 3 years if they include 1 year of work experience). Loans are usually offered at a reduced interest rate and the government pays the interest while you study and for one month after you leave your course. After this time, you start repaying the loan and interest.

7.6 Because the professional and career development loan is a commercial product, they should be considered as an option once all other student funding options have been investigated. For further information on financial assistance to support your learning, please visit <http://www.gov.uk/career-development-loans> or call the National Careers Service on 0800 100 900 to find out whether a loan is the best option for you. Our learning provider registration number is 2118.

## **8.0 Discounts and Bursaries**

8.1 The university offers discounts in the form of scholarships and bursaries. Details of these can be found on the Financial Support area of UniHub.

<http://unihub.mdx.ac.uk/your-support-services/fees-payments-funding/fees/whenhow/what-to-pay>

8.2 Self-financing students returning to complete a second programme of study, who are not in receipt of another type of discount (including regional awards) having

already been awarded a Middlesex degree, will be able to claim an Alumni tuition fee discount. Middlesex University students (UK/EU and International students) who have successfully completed an Undergraduate direct-entry into years 2 or 3 (Topups), and graduates from validated and franchise institutions would receive a 10% discount rather than the full Alumni discount. Again this is dependent on them not being in receipt of any other regional award or Scholarship. This discount is not applicable to students being Sponsored by an Organisation or business.

- 8.3 The University offers all Alumni a 20% fee reduction on postgraduate courses. This scheme is open to UK, EU and International students studying full time or part time postgraduate studies. There is no separate application process for the Alumni bursary. Students are advised when applying for a course, to highlight that they are an Alumni during the admissions process to ensure the bursary is applied. This discount is only valid at Middlesex University London. Alumni applying to International campuses are advised to check their websites for details. For the avoidance of doubt, an Alumni discount is not applicable where a student is moving from a foundation course to an Undergraduate degree or to a PGCE course.
- 8.3 If you meet the details specified above please e-mail to [Stufees@mdx.ac.uk](mailto:Stufees@mdx.ac.uk) to apply. This discount is not to be confused with the Academic Alumni Scholarship which is issued for previous academic merits.

## 9.0 How to make a payment

### 9.1 Online using a debit or credit card

- 9.2 Payment may be made online <https://myunihub.mdx.ac.uk>, **My Administration and Finances Tab, My Fees and Finances Portlet**. Accepted cards are:



- 9.3 **In Person:** You can pay in person using a debit or credit card. The Student Fees and Finance Team is open Monday to Friday between 9.30am and 4.30pm.
- 9.4 **International Bank transfer:** International students studying in the UK can make an international bank transfer payment using the **My Fees and Finances** Portlet detailed above. Please see the following pages for further information:

<https://unihub.mdx.ac.uk/support/fees-payments-funding/fees/fees-payments-andinternational-students>

**9.5 Telephone payments:** If you are unable to pay online you can pay by telephone using the Automated Telephone Payment Service which is available 24/7 Call +44 (0)20 8411 6400 and select opt 1.

9.6 Should you experience problems with making your payment, you can contact a Credit Control Administrator on 020 8411 6400 by selecting option 2. Lines are open Monday to Friday 9am to 4.30pm

**9.7 Payments by telephone will only be accepted for current or future year charges. For prior year charges please see ex-student payments below.**

**9.8 Ex-student payments**

All payments relating to prior year debts will be validated prior to processing. This means that we are unable to accept telephone payments for prior debts. If you are a continuing student you can continue to use online payments via My UniHub, or make payment in person using a debit or credit card at the UniHelp desk.

9.9 If you have left the University and are unable to visit the campus you can make payment by post. Debts will not be considered as paid until the University has received cleared funds. You may pay using the following methods;

- Bankers draft (immediate clearing)
- Personal cheque (2 week clearing period)

**10.0 Debt policy and procedures**

10.1 This policy outlines the arrangements for collection of student fees and charges. It covers sanctions which may be used in relation to students with overdue Tuition fee debts and is designed to ensure that all students are treated fairly and equitably.

10.2 If you fail to pay your tuition fees on time services including your computing facilities may be withdrawn and your enrolment may be revoked.

10.3 If you are unable to pay any fees or charges by the appropriate due date, you should contact the University at the earliest opportunity, as we may be able to help. The University will be sympathetic and assist where it can, however the quality of teaching is dependent upon funding and so it must act to recover all outstanding debts.

10.4 The Student Welfare Advice Team will be able to give advice on sources of funding available.

10.5 If your financial circumstances change after you started your course then you may be able to agree a non-standard instalment plan. To find out contact the Student Fees and Finance team:

- in person at the unihelp on the Hendon campus
- by email at [stufees@mdx.ac.uk](mailto:stufees@mdx.ac.uk)
- by telephone on + 44 (0)20 8411 6400, option 2.

10.6 Please note that documentary evidence to support your request will be required before it can be considered; please have this information to hand when contacting us.

#### **11.0 Deregistration for non-payment of tuition fees**

International, UK/EU postgraduate and ELQ students who fail to pay their tuition fees or provide confirmation of sponsorship will be de-registered at the end of learning week four. The option to pay by instalments available at the start of the academic year will no longer be available. Any student who has been deregistered will be required to pay the annual tuition fee in full plus a late payment charge in order to be re-instated

11.1 International, UK/EU postgraduates and ELQ students who fail to pay the second or any subsequent instalment within 3 months of the due date will also be subject to deregistration.

#### **12.0 Late payment charges**

International, UK/EU postgraduate and ELQ students who fail to pay their tuition fees or provide confirmation of sponsorship on or before payment deadlines will be subject to a £200.00 late payment charge. This late payment charge will be payable on each occurrence of default, including the first instalment.

#### **13.0 Financial Holds**

If you have a tuition fee debt that becomes overdue, holds will be applied to your student account automatically. Holds are designed to prevent access to certain facilities such as computing, dependant on the age of the debt. The hold types and their effects are as follows:

Hold severity	Effects of holds
Overdue debt A	There is a financial obligation to the University. Payment or proof of sponsorship must be provided. No restrictions are applied.

Overdue debt B	You will not be able to re-enrol, change modules or module components. In addition to the above restrictions you will not be able to view your final assessment and progressions and programme results. Automatic access to your timetable and grades via my Unihub may be blocked. This does not mean that you have been excluded from classes or De-registered. You may still obtain your timetable and grade information by alternative means.
Overdue debt C	You will not be able to re-enrol, change modules or module components, apply for a new programme. In addition to the above restrictions you will not be able to view your final assessment, progressions and programme results. Automatic access to your timetable and grades via my Uni-hub may be blocked. This does not mean that you have been excluded from classes or De-registered. You may still obtain your timetable and grade information by alternative means.
Overdue debt D	You will not be able to re-enrol, change modules or module components, apply for a new programme. In addition to the above restrictions you will not be able to view your final assessment progressions and programme results. Automatic access to your timetable and grades via my Uni-hub may be blocked. This does not mean that you have been excluded from classes or De-registered. You may still obtain your timetable and grade information by alternative means.
Deregistration Hold	You have been deregistered from the University and are therefore no longer a Middlesex University Student and should not be attending lectures, tutorials etc.

### 13.1 Returning students with debt

Students with outstanding Tuition Fee debts from a previous academic year are not permitted to re-enrol. All debts must be paid in full before you can return to undertake another year of study. Importantly this means that you will not be able access your student loan and so cannot use it to pay off any old debts.

### 13.2 Accommodation Fees (rent)

If you are unable to pay your accommodation fees (rent) by the payment deadlines please contact the Student Fees and Finance Team straightaway. Failure to pay your rent may result in the University issuing a notice to quit, which will lead to you being required to vacate your room. Full details are contained in your terms and conditions of residence.

### 13.3 External debt collection agencies

The University reserves the right to refer debt in respect of any ex-student to an external debt collection for recovery.

## 14.0 Withdrawal

- 14.1 Tuition fee charges are determined on the basis of enrolment status and not actual attendance. This means that if you stop attending, but do not formally withdraw or interrupt you will be liable for tuition fees until the point in time that you officially notify the University.
- 14.2 If you decide to withdraw from a course you must notify the [UniHelp](#) in writing of your decision. In the absence of written notification of withdrawal to [UniHelp](#) you shall be assumed to be in attendance and as such liable for the payment of tuition fees for the academic year.
- 14.3 It is important that you are aware of the financial implications of withdrawing during the course of the academic year.
- 14.4 For International, UK/EU postgraduates and ELQ students:**

Withdrawal deadlines for International, Postgraduate, and ELQ students for the academic year 2018/19 are as follows:

Students' Start Term	Withdrawal Date	Tuition Fee Payable
Autumn	• on or before 26 October 2018	0%
	• between 27 October 2018 and 13 January 2019	50%
	• after 14 January 2019	100%
Winter / Spring	• on or before 17 February 2019	0%
	• between 18 February 2018 and 21 April 2019 •	50%
	• after 22 April 2018	100%

- 14.5 UK/EU undergraduate student withdrawal dates (October starters):**  
UK/EU undergraduate students will be charged in line SFE loan liability dates.

Students' Start Term	Withdrawal Date	Tuition Fee Payable
Autumn	• on or before 26 October 2018	0%
	• between 27 October 2017 and 07 January 2019	25%
Winter	• between 08 January 2019 and 01 April 2019	50%
Spring	• after 02 April 2019	100%

#### 14.6 UK/EU undergraduate student withdrawal dates (January starters):

UK/EU undergraduate students will be charged in line SFE loan liability dates.

Students' Start Term	Withdrawal Date	Tuition Fee Payable
Winter	• on or before 17 February 2019	0%
	• between 18 February 2019 and 01 April 2019	25%
Spring	• between 02 April 2019 and 01 October 2019	50%
Autumn	• after 02 October 2019	100%

#### 14.8 Nursing students UK/EU Undergraduate (October starters):

Students' Start Term	Withdrawal Date	Tuition Fee Payable
Autumn	• on or before 26 October 2018	0%
	• between 27 October 2018 and 14 January 2019	25%
Winter	• between 15 January 2019 and 13 May 2019	50%
Spring	• after 14 May 2019	100%

#### 15.0 TUITION FEE DEPOSIT REFUND POLICY

15.1 International students are required to pay a tuition fee deposit in order for a certificate of acceptance of studies to be issued and to secure a place at the University. The value of any deposit amount paid is deducted from the tuition fee due, upon enrolment. Students who defer entry are permitted to carry forward the tuition fee deposit for four academic years only.

## **15.2 Right to Cancel**

On receipt of the tuition fee deposit the applicant shall have 14 days in which to request a full refund of the amount paid, this is the full cooling off period. After the 14 days cooling off period has past the terms of the tuition fee deposit refund policy shall apply.

15.3 If an applicant enrolls within the 14 day cooling off period the cooling off period will cease at the point of enrolment, at which point the Policy for withdrawal after enrolment will apply.

15.4 The minimum Tuition Fee deposit payment will only be refunded in the following circumstances:

- The applicant has been refused a student visa. A clear copy of the complete visa refusal letter issued by the UK Visa and Immigration (UKVI) must be submitted with any request, as evidence.
- The deposit was paid while the applicant held a conditional offer; the applicant failed to meet the conditions of the offer and was not admitted to the University for the relevant course and start date specified in the offer letter.

## **15.5 Other conditions relating to the refund of Tuition Fee Deposits:**

- If after payment of a deposit, the applicant decides to defer entry to the following academic year, the deposit will be held over to the following academic year.
- Once paid, deposits cannot be transferred to another individual. Refunds will only be made to the individual or organisation that originally paid the deposit. If a third party has paid the deposit on behalf of the applicant, we are unable to refund the deposit directly to the applicant.
- Refunds can only be made to the account from which the payment was made originally.
- Refunds will be made at the rate of exchange in force on the date the refund is processed.
- Any charges levied by the receiving bank will be borne by the applicant.
- In no other circumstances will the deposit be refunded. You should therefore only pay a deposit if you are certain you are able to take up your place at Middlesex University.

- Refunds will not be made where the student has arrived in the UK and commenced studies with the University. Any refunds would then need to fall in line with normal University withdrawal policies – See section 14.

15.6 Refunds will not be made if the applicant/or registered student, or any representatives acting on their behalf, are found to have provided fraudulent information,

15.7 Whether knowingly or unknowingly, in support of the University or UK Visa application, or if the student visa is refused based on a previous record of fraud or non-compliance with Immigration rules, whether in the UK or overseas. In such circumstances any offer from the University will be invalidated and we will retain the deposit payment. The process for the removal of an offer when fraudulent information has been used to gain admittance is outlined in the University Regulations point B7. UKVI will also be notified.

#### **16.0 Interruption and Temporary withdrawals**

The withdrawal policy (See section 14) specified above also applies to students who choose to interrupt their studies.

16.1 Where payment has been made in excess of the tuition fee charged (including nonrefundable deposits) the overpayment will not be refunded, however the credit balance may be carried forward to be applied against future tuition fee charges. The credit may be carried forward for up to one academic year.

### **17.0 Refunds**

#### **17.1 Right to cancel**

If for any reason the student changes their mind about joining the University after they have accepted our offer (which is the point when the contract to study with us is formed), the student has a legal right to cancel their contract for a period of 14 days starting on the day after they accepted our offer for academic programmes only. To meet the cancellation deadline, it is sufficient for the student to send their communication in writing to Unihelp concerning their exercise of the right to cancel before the cancellation period has expired.

17.2 If the student has cancelled their contract in accordance with the above, the University will reimburse to the student all payments received from them in respect of the cancelled contract. The University will make the reimbursement using the same means of payment as the student used for the initial transaction, unless they have expressly agreed with us otherwise.

17.3 If you decide to withdraw from a course you must notify UniHelp in writing of your decision. In the absence of written notification of withdrawal to UniHelp you shall be

assumed to be in attendance and as such liable for the payment of tuition fees for the academic year.

17.4 Whilst every effort is made to avoid changes to our programme, the University reserves the right to withdraw any course. If the University cancels the programme for which the student has accepted an offer, then all fees paid will be refunded.

17.5 Where a student wishes to cancel a place on a course and transfer to another Institution, the standard refund policy will normally apply.

### **18.0 Requests**

Any amounts due to be refunded by the University will only be processed on receipt of a completed Student Refund Request Form, which is available at <http://unihub.mdx.ac.uk>

18.1 If the original payment was made by cash or cheque the refund will be made by BACS/bank transfer. You are responsible for ensuring that the correct bank details are completed on the form. The University will not accept any responsibility for payments misdirected as a result of incorrect account details provided on the form.

18.2 If the original payment was made by a debit or credit card the refund will be made to the card used in the original transaction.

### **19.0 Accommodation Deposits**

Refunds in respect of accommodation deposit payments are made within six weeks of the end of your contract. In order to aid the refund process we ask that all students in halls of residence supply their bank account details. When you near the end of your contract you will be asked to complete a Bank Details Request Form available at <http://unihub.mdx.ac.uk>. It is important that you advise us if you have changed your bank account in order for us to ensure that payments are made to the correct account.

### **20.0 Student Loans Company payments**

Where fees have been paid by the Student Loan Company any refunds due will be paid to the Student Loans Company thereby reducing the value of the loan.

20.1 When you have confirmed your fee liability with the University you should log in to your Student Finance England account and reduce, if applicable, your tuition fee loan at:  
[http://www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/StudentFinance/DG\\_186107](http://www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/StudentFinance/DG_186107).

### **21.0 Sponsored Students**

Where a Sponsor (not Student Finance England) has paid a fee greater than the fee applicable for the academic year, they will be entitled to a refund. In this instance

the student will not receive the refund unless, the student was partially self-funding for their tuition fees.

## 22.0 Anti money laundering regulations

The University will not accept any payment from persons or organisations unless they relate to a valid charge, levied or impending. This is to comply with UK Money Laundering regulations. Any suspicious payments and or refund requests may be reported to the appropriate regulating body.

## 23.0 Understanding your financial account

You can view your financial account by logging in to <https://myunihub.mdx.ac.uk>. Go to the **My Admin and Finances** page and select 'View my financial account' in the **My Fees and Finances Portlet**.

Your account will look much like your bank account, it will show:

- All charges incurred by you
- All payments received from you
- All discounts, bursaries and scholarships awarded and or paid to you
- All University loans made to you
- All instalment plans arranged with you
- All refunds made to you
- The amount(s) owed to the University

23.1 Your account will be presented to you in the format below. The transactions recorded in this example represent some common transactions that may be seen by an undergraduate student who is staying in the University's halls of residence.

Example of account as presented on My UniHub:

Detail Code	Description	Charge	Payment	Balance	Explanation of transaction
<b>The Detail Code and Description give details of the type of charge or payment concerned</b>					
HINS	Accomm Instalment Due	£859.24		£859.24	Instalment. Reinstated rent charge with a later due date.
HPLN	Accomm Instalment Plan		£859.24	£0.00	Instalment. Credit amount to offset original rent charge.
HCRD	Accommodation Card Pay			£0.00	Card payment in respect of rent charges
			£1,500.00		
PLFH	Platt Hall Rent	£2,359.24	£0.00	£0.00	Accommodation rent charge.
TCRD	Tuition Fee Card Payment		£290.00	£0.00	Card payment in respect of tuition fees.
COSL	SLC Payment Received		£3000.00	£0.00	Amount to be paid by SLC/sponsor.
EUGF	UK/EU UG PT Tuition Fee	£3,290.00		£0.00	Tuition fee charge.
<b>Charges:</b>		£6,508.48			<b>Total charges raised.</b>
<b>Credits and Payments:</b>			£5649.24		<b>Total credits and payments received.</b>

Account Balance:

£859.24 [This is the amount due to the University.](#)

[View Instalment Plan Information](#) Select this option to view instalment payment dates.

- 24.0 Where an instalment plan has been agreed you will see a payment transaction which will offset the original charge. A new charge transaction will then be applied which will include 'Instalment due' in the description field. When viewing your account please remember that although the instalment charge will be included in the total charges a corresponding payment has also been included in the total payments. You have not been charged twice for this transaction. In order to see the due dates of the instalment/s select View Instalment Plan Information.
- 24.1 Please remember that if any single transaction is overdue it will create a hold on your account
- 24.2 If you have a query regarding your account or would just like a little help to understand it please contact the credit control team for assistance.

## 25.0 Contact Financial Services

From time to time you may find it necessary to contact somebody regarding your financial account. Please see the table below for contact details:

Reason	Team	Email Address	Telephone Number	Visitor Opening Times
Make a payment by telephone	Student Fees and Finance Team	n/a	+44 (0)20 8411 6400 Select option 1  Available 24 hours a day, 7 days a week	n/a
Problem paying online	Student Fees and Finance Team	<a href="mailto:onlinepayments@mdx.ac.uk">onlinepayments@mdx.ac.uk</a>	+44 (0)20 8411 6400 Select option 2	n/a
Make a payment by international bank transfer	Student Fees and Finance Team	<a href="mailto:Int_studentpay@mdx.ac.uk">Int_studentpay@mdx.ac.uk</a>	+44 (0)20 8411 - 6400 Select option 2	n/a
Request a refund	Student Fees and Finance	stufees@mdx.ac.uk	+44 (0)20 8411 6400 Select option 2	n/a

Query regarding sponsorship	Team			
Financial hold query	Student Fees and Finance Team	stufees@mdx.ac.uk	+44 (0)20 8411 6400 Select option 2	n/a
I cannot pay my fees on time	Student Fees and Finance Team	stufees@mdx.ac.uk	+44 (0)20 8411 6400 Select option 2	Unihelp Monday to Friday 9:30am to 4:30pm
Fee query or dispute	Student Fees and Finance Team	stufees@mdx.ac.uk	+44 (0)20 8411 6400 Select option 2	Unihelp Monday to Friday 9:30am to 4:30pm
	Student Fees and Finance Team	stufees@mdx.ac.uk	+44 (0)20 8411 6400 Select option 2	Unihelp Monday to Friday 9:30am to 4:30pm
Not sure who to contact?	Student Fees and Finance Team	stufees@mdx.ac.uk	+44 (0)20 8411 6400 Select option 2	Unihelp Monday to Friday 9:30am to 4:30pm