

LATE PAYMENTS, HOLDS, COLLECTIONS AND REFUNDS

Late Payment Fees

A payment is considered late if it has **not been paid by 1 day after** the payment due date. Late fees may be assessed to the student's account.

University of Miami VA Pending Payment Compliance

In accordance with Title 38 US Code 3679 subsection (e), this school adopts the following additional provisions for any students using U.S. Department of Veterans Affairs (VA) Post 9/11 G.I. Bill® (Ch. 33) or Vocational Rehabilitation & Employment (Ch. 31) benefits, while payment to the institution is pending from the VA.

This school will **not**:

- Prevent the student's enrollment.
- Assess a late penalty fee to the student.
- Require the student to secure alternative or additional funding.
- Deny the student access to any resources (access to classes, libraries, or other institutional facilities) available to other students who have satisfied their tuition and fee bills to the institution.

However, to qualify for this provision, such students may be required to:

- Produce the VA Certificate of Eligibility (COE) by the first day of class.
- Provide a written request to be certified.
- Provide additional information needed to properly certify the enrollment as described in other institutional policies.

Financial Hold

Students are expected to pay tuition on time. Paying on time ensures timely registration into subsequent courses so that a student can continue to advance toward completing the program. Students must pay for each term in full before they can continue on to the next term.

If a student is **15 or more days past due on one (1) or more invoices**, he/she will be placed on Student Account/Financial Hold.

If a Student Account/Financial hold is placed, students:

- will be able to complete the current course.
- will **not** be registered into future courses until all outstanding invoices have been paid.
- will **not** be able to receive transcripts or a diploma.

Placement on Student Account Hold

Students will receive a reminder that payment is due as well as overdue. Students also will be notified once a Student Account Hold is placed on their account.

Removal From Student Account Hold

Once students have made their overdue payment, the Student Account Hold will be removed within 24 hours and students will be registered into the next course in the next available term.

Third Party Collections

The University utilizes third-party collections services to collect on unpaid balances.

Refund Schedule

A student who withdraws or is withdrawn from the program may be entitled to a refund according to the rules outlined below.

By or Before Day 7 (Week 1) of Each Course

If a student withdraws from the program **by or before Day 7** (Eastern Standard Time) of a course, he/she will be refunded 100% of tuition paid for that course, excluding the enrollment deposit. If the student withdraws during the refund period and has not yet paid any tuition owed for that course, the Office of Student Accounts will cancel the balance for that course.

Day 8-14 (Week 2) of Each Course

If a student withdraws from the program **after Day 7, but not later than Day 14**, he/she will receive a **50% refund**.

Day 15-49 (Week 3-Week 7) of Each Course

If a student withdraws from the program on or **after Day 15**, he/she will receive **no refund** and will be obligated to pay for the **entire currently enrolled course**.

The effective withdraw date is:

- If initiated by the student, it is the date the student formally submitted the withdrawal form (<https://qafederation.ngwebsolutions.com/sp/startSSO.ping?PartnerIdpId=https://caneid.miami.edu/idp/shibboleth&TargetResource=https://dynamicforms.ngwebsolutions.com>).
- If initiated by the Administration, it is the date the administration formally entered/processed the withdrawal.

Overpaid Tuition

After students have withdrawn, if they paid more than what they owed on a course, they will be refunded the difference between what they paid and the amount due as determined by the refund schedule and effective withdraw date. Overpayment tuition refunds are typically processed on or about 14 days after the start of each term; however, in certain circumstances, this time frame may be delayed. Students may check their CaneLink account to view when refunds have been processed.

Refund Policy and Schedule - Timeline and Methods

All refunds will be paid via the payment method paid and within 30 days of the effective withdrawal date on record.

Day Formally Withdrawn from Program	Day 0-7 (Week 1)	Day 8-14 (Week 2)	Day 15-49 (Week 3-7)
Enrollment Deposit	No refund	No refund	No refund
Tuition Refund (minus the enrollment deposit)	100% refund	50% refund	No refund