

Q & A for Tuition and Fee Payment

Q1: Will the University send me a payment form?

A1: No, the University will NOT send you a payment form. Please visit the University's website to download the payment forms for tuition, course credit and housing fees (URL: NTNU→Admissions→at Degree-seeking students click at Tuition > Find out more→at Tuition & Miscellaneous Charges click “Print Payment Forms and Receipt Inquiry System”). If you are unable to print out the form or make a payment, please call the customer service hotline of CTBC Bank 0800-017-688 for assistance.

Q2: What are the deadlines for paying tuition fees, course credit fees, and housing fees? What should I do if I cannot find the payment form online?

A2:

1. Please complete the tuition fee payment prior to the first day of school. Tuition fee payment forms are available for download from early August for the 1st semester and mid-January for the 2nd semester.
2. Course credit fees should be paid during the 5th week of the semester. Please refer to the Office of Academic Affairs' announcements for details.
3. Please refer to the website of the Student Housing Office for announcement on payment deadlines for housing fees.
4. If you cannot view the payment forms on the website or have questions on the tuition fee amount, you may contact the Registry Division, Division of Graduate Studies, or the Academic Affairs Division of the Gongguan Branch for inquiries. Students who have successfully applied for fee waivers (or loans) may skip payment. The payment form is only for such students' reference.

Q3: When is the tuition payment deadline?

A3: The tuition payment deadline is the first day of school in a semester. The exact date is detailed in the "Notices" section of your payment form. Please complete the payment before the designated deadline. Students who fail to pay will be notified by the University. Once notified and if the student still fails to complete the payment, he or she shall be dismissed according to the University's rules. Overseas Chinese and foreign students may visit the Global Student Affairs Division of the Office of International Affairs to inquire about scholarships.

Q4: Where can I make the payment? What do I do if my payment is overdue?

A4:

1. Payments can be made by presenting the payment form at the post office, CTBC Bank locations, and convenience stores (convenience stores also provide credit card payment services with an additional processing fee). Payments can also be made through automatic teller machines (ATMs), Taiwan Pay, wire transfer, or online and voice authorized credit card payment.
2. If your payment is overdue, please visit the post office, a CTBC Bank branch location or an ATM to make the transfer. Credit cards and convenience stores do not accept overdue payments.

3. Please keep all receipts and confirm online that the payment process is completed. Payments through the post office, CTBC Bank branch locations, and ATMs (transfers within the same bank) will not be charged a processing fee. Payment in convenience stores and ATMs (transfers to other banks) will be charged a processing fee. Banks may charge processing fees differently for credit card payments. Please contact the issuing bank for details.

Q5: What do I do if I find my housing fee statement incorrect?

A5: If you have a change of dorm room, your housing fee statement may show the fee of the previously allocated dorm room. In this case, it will take two working days to have it corrected. Please wait for the final fee statement and download it from <http://ap.itc.ntnu.edu.tw/FreshLogin/>. For questions, please contact Student Housing Office, Office of General Affairs. Undergraduate students please call 02-7749-3322; and Graduate students 02-7749-6922. Housing fees are paid each semester; summer housing fees are paid separately.

Q6: Is it compulsory to pay the membership fee of the Student Association?

A6: **Paying membership fees for the Student Association is not required for registration,** although it is an obligation for students to pay the fee to become a member of the Association. **Non-payment of this fee will not affect your rights at the University.** The Student Association membership fee is paid annually. **If you decide to pay the fee, please pay it no later than the first day of school.** Any time after the first day of school, please contact the Student Association for payment. If you have any questions regarding the Student Association membership fee, please contact the Student Association (e-mail: ntnusu.student@gmail.com).

Q7: If I am applying for suspension of study, do I have to complete the tuition fee payment?

A7: According to the University's rules, if an application for suspension of study is submitted prior to the first day of school, tuition fee shall be waived. In order to protect your right to a proportional reimbursement, please pay attention to the deadline for submitting a suspension of study application. **According to refund standard, a 2/3 of the tuition fee shall be refunded after the first day of school.** A third of the tuition fee shall be refunded if a suspension of study takes place during the 7th-11th week of the semester. No refund shall be issued after the 12th week of the semester.

Q8: How do I obtain a proof of payment if I pay online, with voice credit card services or ATMs?

A8: If a wire transfer is successful and the payment has been completed, the fee payment webpage will provide a proof of payment. **The system maintains payment data of the four most recent semesters, at minimum.** If you need earlier proof of payment and cannot locate it on the system, please contact the CTBC Bank customer service hotline 0800-017-688 for assistance.

- **ATM transfer payment:** After payment, processing will be completed in the afternoon of the following business day. Your payment status will change to "payment completed" in the payment system.

- **Credit card payment:** After successful authorization, processing will be completed in the afternoon after three business days. Your payment status will change to "payment completed" in the payment system.
- **Payment at CTBC Bank locations:** Payment forms with the bank's collection stamp are recognized as receipts. Your payment status will change to "payment completed" in the afternoon of the following business day.
- **Post office payment:** Payment forms with the post office's collection stamp are recognized as receipts. Your payment status will change to "payment completed" in the afternoon after three business days.