

FAQ for Financial Services Student Account

U-PASS PROGRAM

Q 1. I opted out of the U-PASS Program in September; can I get a U-PASS now?

Yes, you can still request a U-PASS in the winter term. You can do so by emailing financial.services@msvu.ca . A charge of \$80.50 will be applied to your student account for the winter term.

Q 2. I am starting classes at the Mount in January and I will not be on campus. Do I have to take the U-PASS?

No, if you will not be on campus for the Winter Term, you do not have to take the U-PASS this term. You will initially be charged for the U-PASS, but you can [opt out of the U-PASS](#). This must be done no later than January 29th.

Q 3. What is the cost for the Winter U-PASS?

The cost for the Winter U-PASS is \$80.50.

Q 4. I didn't opt out of the U-PASS in the fall term, but I never picked up the U-PASS. Can I opt out of the U-PASS for the winter term?

Yes, you can [opt out](#) but you must do so no later than January 29th, 2021.

Q 5. Can I pick up my U-PASS before I pay my tuition fees?

Yes, you can pick up your U-PASS before your tuition fees are due. Your tuition fee payment is due by January 18th.

Q 6. How do I pick-up my U-PASS?

To pick up your U-PASS, you will need to [make an appointment at the library](#) and complete an [online health assessment](#) before coming to campus on the day of your appointment.

International Student Medical

Q 7. If I opted out of the International Medical as I was out of the Country for the fall term, what will happen for the winter term if I am planning to come to Canada?

As agreed to in the out of country opt out completed in the fall term, students who have decided to come to Canada for the winter term after completing the out of country opt out in the fall term are required to advise Financial Services when they come to Canada and they will now be charged the winter term International Medical fee of \$440.50.

Q 8. I am starting classes at the Mount in January. Will I be charged International Student Medical fees?

All international students attending the Mount are automatically charged the international student medical fees by Financial Services.

Q 9. Do I have to pay for the International Student Medical coverage if I am studying from outside of Canada?

The International Student Medical Plan is only valid in Canada. Therefore, if you are starting your studies at the Mount in January and studying outside of Canada, you are required to complete the out of country opt out at the Guard.me microsite. Just go to www.guard.me/msvu and select the opt out link on the left-hand side of the page. When prompted for a student number, enter your student ID number **without** any leading zeros. (Note that the health coverage must be charged to your student account, and your name submitted to Guard.me for you to be able to opt out through the microsite, so it may take up to 48 hours after you register for you to be able to use the opt out).

If you already completed the out of country opt out in the fall term and are still studying outside of Canada, you do not need to opt out again.

If you were in Canada in the fall term but will be studying from outside of Canada for the winter term, we may be able to opt you out, but you will have to contact Financial Services at financial.services@msvu.ca to explain your situation.

Q 10. What is the coverage period of the winter international medical charge?

The coverage period is January 1st to August 31st, 2021.

Q 11. What is the cost of the winter international student medical coverage?

The cost for the winter international student medical coverage is \$440.50.

Q 12. If I have a valid MSI Card, do I need the Mount international medical coverage?

If you have a valid MSI card with coverage for January 1st onward, you may be able to opt out of the international student medical. You must contact Financial Services at financial.services@msvu.ca. You will be required to complete an opt out form no later than January 29, 2021 and provide a copy of your MSI Health card. If your MSI card has an expiry date prior to the end of August, you will be expected to send a copy of your updated card to Financial Services when renewed.

If you opt out because you have MSI coverage and you are a full-time, undergraduate student, then you will be automatically enrolled into the Student Union Health and Dental Plan at a cost of \$472.74, which has coverage from January 1st to August 31st. You can then opt out of the Student Union Health Plan if you have valid alternative health insurance coverage for the

same period by emailing your proof of coverage to patti.hutchison@msvu.ca no later than January 29, 2021.

If you are not a full-time undergraduate student and therefore not eligible for the Student Union Health and Dental plan, you should recognize that in opting out of your International Student Medical plan, you will then only have MSI as your health coverage. MSI is not a comprehensive Health Plan; it covers basic health coverage such as visits to medical practitioners and the hospital, but it does not cover prescription costs etc.

Q 13. How do I access my international health policy number or card?

Once your enrolment into the international health coverage is fully processed (latter part of January), you will receive a welcome letter from Guard.me with instructions on how to access your policy information through the Guard.me microsite (www.guard.me/msvu). If you require your policy number sooner because you want to add dependents' coverage or because you are ill, please contact financial.services@msvu.ca.

Q 14. I want to add my family to my international medical plan.

To add family members to your international medical plan you will go to the Guard.me microsite (www.guard.me/msvu). As noted above, you will need to have your policy number in order to do so. You will pay for this health coverage on the Guard.me site when you request the coverage.

Student Union Medical and Dental

Q 15. I opted out of the Student Union health plan in the fall but now I no longer have coverage through my parents' plan. Can I go back on the Student Union health plan?

If your family coverage has expired, you can contact the Student Union health plan manager to discuss adding back into the plan. You can email Patti Hutchison via email patti.hutchison@msvu.ca

Q 16. How do I access my Student Union health plan card and what it covers?

To access your health card once you are on the plan or to see what the plan covers or to submit a claim, go to www.studentbenefits.ca and type in MSVUSU and all plan coverage items are listed in the quick links to the left of the page.

Q 17. I am starting my studies at the Mount in January. Will I automatically be enrolled in the Student Union Health & Dental Plan?

We do not automatically enroll domestic students in the Student Union Health & Dental plan in the winter term. If you are starting in January and are enrolled as a full-time undergraduate student and wish to be enrolled in the Students Union Health and Dental Plan, you can contact the Health Plan Administrator, Patti Hutchison at patti.hutchison@msvu.ca. The cost of the plans is \$472.74.

Sponsored Student

Q 18. I am sponsored by a third party. How do I set this up with the University?

To be set up as a sponsored student the University must receive a letter from your sponsor on letterhead or from a company email, stating the following:

1. The name of the company paying the funding, and contact name with contact information (address, phone number and email address)
2. The name and Student ID of the student being sponsored
3. The coverage, list items covered
4. Timeframe of the coverage

Email the sponsorship letter to Financial.services@msvu.ca before the payment due date each term. We will then code your account and invoice your sponsor each term as per the directions on their letter.

Q 19. My sponsor does not cover the Student Union Health & Dental Plan. What do I need to do?

If your sponsor does not cover the Student Union Health & Dental Plan, you will need to either opt out of the coverage each September (if you have alternative coverage) **OR** pay for the coverage yourself by the payment due date. **You must opt out every September.**

Q 20. My sponsor covers books. How do I access this coverage from the Mount bookstore?

If your current sponsorship letter states it covers related text costs and the letter has been sent to Financial Services, we will notify the bookstore of your coverage so you can purchase your books from the bookstore. Just advise the Bookstore, at time of purchase, that the costs are covered by your sponsorship.

Mount Scholarship and Outside Scholarship

Q 21. I have a Mount Entrance Scholarship and I do not see it credited to my account, or I feel the amount is incorrect; what do I do?

Entrance Scholarship questions can be directed to Heather.standing@msvu.ca

Q 22. I have a Mount In-Course Scholarship and I do not see it credited to my account, or I feel the amount is incorrect, what do I do?

In Course Scholarship questions can be directed to Financial.aid@msvu.ca

Q 23. I have a scholarship letter from an outside source (not a Mount scholarship). Who do I send the letter to for notification or invoicing?

You can email the scholarship letter to Financial.Services@msvu.ca for notation on your account and for invoicing should it require such.

Q 24. I have a credit on my account from my Mount or outside scholarship. How do I access the credit?

If you are still full time in at least 9-10 courses over the Academic Term you can request a refund from your Mount scholarship funds. Scholarship refunds will not be processed for payment before January 29th. If you have dropped below 9 courses, you will have your Mount scholarship either prorated or removed, depending on the number of courses in which you are registered. For outside scholarships you must be in at least 6 courses unless the scholarship letter specifies different requirements. Students must follow the registration rules as outlined in your scholarship letter. **The Student Online Refund Request form can be found on the left-hand panel at www.msvu.ca/tuition .**

Bursaries

Q 25. I have a Mount In-Course Bursary and I do not see it credited to my account, or I feel the amount is incorrect. What do I do?

All bursary questions can be emailed to Financial.aid@msvu.ca

Q 26. I have a credit on my account from my Mount bursary. How do I access the credit?

A [Student Refund Request](#) may be submitted if you have a Bursary credit. Such requests will be processed for payment starting January 29th. Bursaries will be mailed to students' current home address (within Canada only). **Please make sure your address in your myMount is up to date.**

Student Loans

Q 27. How much will the University take for fees from my student loan in January?

The University will take 100% of your fees owing, subject to the loan amount available to the University being sufficient. If the available loan amount is not sufficient to cover your outstanding fees, an email will be sent to you advising of the remaining outstanding balance to be paid.

Q 28. What are the registration requirements for my student loan to be processed?

To ensure that your loan can be processed as quickly as possible by the University, you should ensure that you are registered in at least three courses (1.5 units of credit) in each of the fall and winter terms for a 34-week loan and in the relevant term for a 17-week loan. For a student with a recognized disability per the loan agency, the registration requirement is at least two courses (1 unit of credit) per term. Remember that waitlisted courses do not count as registered courses. Registration requirements can vary by provincial loan agency.

Q 29. My student loan will not be in before the payment due date of January 18th. What do I do?

If your loan will not be in by January 18th you will need to fill out the [Student Loan Agreement form](#) which will give you an extension to January 29th to allow you time to have your loan

processed. Should your loan not be processed by the extension date of January 29th, you must have an alternative method of payment. A late payment fee of \$50 will apply after the January 18th date plus interest at the rate of 1% per month.

Q 30. I am on a letter of permission at another university. Do I need to let Financial Services know this for my student loan?

If you are taking a course or courses at another university on a letter of permission, you will need to email Financial.services@msvu.ca a copy of your letter of permission, a copy of your schedule showing the course(s) and a copy of your account statement so we can use this information when calculating your cost and course load for your loan with the Mount. This must be done before loans are processed.

Q 31. What do I do if I find out I will not receive a loan or enough loan funds to cover my tuition fees?

If you do not receive enough funds or a loan at all, you can look at alternative methods of payment such as a bank line of credit (you will require a co-signer) or you must contact Financial Services to discuss the possibility of a limited payment plan. You can email Financial.services@msvu.ca.

Q 32. I have a credit on my account after my student loan was applied to my account. How do I go about obtaining this credit in a refund?

So long as you are still full time in the required number of credited courses as per your Government Loan Agency's rules, you can request a refund of your credit on your account. See **REFUNDS** below for directions on requesting a refund. If you have fallen below full time or the required number of course as per your Loan Agency's requirements, then the refund will go back to National Student Loans Service Centre to be applied to your loan borrowings and a Confirmation of Withdrawal will be sent to National Student Loans Service Centre to let them know you have dropped below full-time or withdrawn. **Dropping below full time can result in a notation on your Government Loan file which can suspend you from the Government Student Loan Program for 12 months, if you have had one other prior notation on your file. If you have two notations on your loan file you can be suspended from the program for 3 years.**

Q 33. I have my BC or Alberta loan or other loan form to be processed. Where do I send the loan form(s)?

You can email the forms to Student.Loan.Inquiries@msvu.ca for processing.

Q 34. Who should I contact should I have questions concerning my Student Loan?

If you have questions about your loan application, you should contact your Provincial Loan agency or Financial.aid@msvu.ca. If you have questions about your loan as it pertains to your account with the University you should email Student.Loan.Inquiries@msvu.ca

Q 35. Who do I contact should I have a Student Loan form that needs to be filled out by the University?

You should email the forms for processing to Student.Loan.Inquiries@msvu.ca.

Payment Due Date and Late Fee/Interest

Q 36. What is the payment due date for winter 2021?

The payment due date for Winter 2021 is January 18th.

Q 37. Will I be charged a late fee should I not pay my account on time?

Students must contact Financial.services@msvu.ca should their funds not be paid for the payment due date to avoid any hold ups in account access or de-registration. All accounts not paid in full on the due date (January 18th for Winter 2021) will be charged a \$50 late payment fee the next day and any interest that may accrue until the account is paid in full. Interest is applied at the end of each month at a rate of 1% per month, compounded monthly.

Q 38. If I cannot pay my account, can I just pay the \$50 late payment fee and not worry about it?

While students are charged the \$50 late payment fee it does not mean that they can just forgo payment until it can be made. Students must obtain permission for an extension or a payment plan in order to remain registered in courses. Non-payment results in account **holds** (inability to register forward, access letters or transcripts or grades from the university), potential **deregistration** (removal from classes) and or **restricted registration** (payment is required in full before you can register). It is important to plan ahead and have your funds arranged prior to registration and to discuss any account late payment with Financial Services.

Payment Methods

Q 39. What are the payment methods accepted at the Mount?

Due to the pandemic, electronic payment is the preferred method of payment, however payment by cheque is still accepted should you require. Below are the methods of payment for payment of tuition and housing. Note that credit card is not an acceptable format of payment for tuition and housing.

1. **Internet banking** – used for Canadian bank accounts, using the Bill Payment function and by setting up Mount Saint Vincent University as the payee and using the student's seven-digit student ID number as the account number when prompted. It can take 2-3 banking days for the University to receive electronic funds so be aware of your payment due dates.
2. **Global Pay for Students** – Available to most Countries for out of country payments. The link to our page for the direction and direct link is [Global Pay for Students](#) It can take 2-3 banking days for the University to receive electronic funds so be aware of your payment due dates.

3. **Bank Wire** – Should your Country not have access to Global Pay for Students you can send your funds via a bank wire, which is a payment transfer from one bank to another. The link to our page for bank wire direction is [Bank Wire Payment](#). It can take 2-3 banking days for the University to receive electronic funds so be aware of your payment due dates.
4. **Cheques** – Cheques should be made out to “Mount Saint Vincent University” and should have the student’s name and ID number on the bottom of the cheque. Cheques can be mailed to Mount Saint Vincent University, Attention: Financial Services, 166 Bedford Highway, Halifax, N.S., B3M 2J6. Please take into consideration the mailing time in order to have your payment in on time to not incur late fees.

Q 40. Can I pay my outstanding balance in instalments?

Students are expected to plan for their attendance at University including arranging for payment of fees by the fee payment deadline each term. Should you experience unforeseen circumstances that require some additional flexibility on the timing of your fee payment, you must contact financial.services@msvu.ca to discuss your situation. We are always willing to work with you to try to reach an acceptable arrangement for both you and the University.

Course Withdrawal

Q 41. Am I allowed to try a course for a couple of days and drop it if I do not like it without charge?

The last date to drop courses with no charge for winter 2021 is January 18th. Any courses dropped after this date will be charged a prorated drop fee as per the Tuition Refund Schedule. There is no option to try a summer course and drop without penalty. All spring and summer courses must be dropped **BEFORE** the term start date in order to NOT be charged a drop fee.

Q 42. Is there a schedule that shows me the percentage I will be charged if I drop a course after it has started?

The Tuition Refund Schedule can be found [here](#).

Q 43. If I registered for courses but then decided to not attend the Mount, what should I do?

You should either drop all your courses before the first drop date of January 18th (for winter 2021 courses) **OR** you can email registration@msvu.ca and copy financial.services@msvu.ca to let us know if you are not attending classes. It is important to do one or the other as non-attendance does not constitute withdrawal and you could be left with fees owing on your account.

Student Refunds

Q 44. How do I request a refund from my student account?

To request a refund from your student account, please complete the [Student Online Refund Request form](#) (on the left-hand panel of the web page).

Q 45. How often are refunds processed?

Refund cheques are produced near the end of each week. It normally takes 5 to 7 business days for a refund request to be processed.

Q 46. I paid my school fees via Wire or Global Pay for Student; can I have my refund in the form of a cheque?

All refunds for payments made via Global Pay for Student or Bank Wire, are sent via a Bank Wire and to the bank account from which the funds originated.

Q 47. How long does it take to receive a refund using a Bank Wire?

It can take several weeks to receive funds being sent back via Bank Wire as it takes time to collect the banking information from the student, verify the information, and bank processing time.

Q 48. I paid my fees via Internet Banking or Cheque. How will the refund be delivered?

Refunds within Canada will usually be paid in the form of a cheque made payable to and mailed to the student. On the refund online request form referenced above, you will be asked to confirm your current address.

Other Questions

Q 49. Who should I contact if I have questions concerning my student account?

You should email Financial.Services@msvu.ca