STUDENT ACCOUNTS INFORMATION

The Student Accounts Office is responsible for the collection of tuition and fees not covered by Financial Aid.

Tuition and fees are incurred at the time of registration. A "Statement of Account" is generated and mailed to your billing or home address once each month. This statement reflects only that activity which has taken place on your student account in the last billing cycle (similar to your checking/savings/credit card statements of account). Students are encouraged to view their account information online using MyBenU.

Because we recognize each student has different needs and a unique financial circumstance, we have administrators and staff available to provide tuition counseling for students and families on an individual basis. In general, we have found that individuals who have taken advantage of our staff's expertise have been able to readily meet their financial obligations to the university. Our goal is to help guide you through the rights and responsibilities of financial aid disbursement and bridge the gap toward your tuition balance.

Contact Student Accounts

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| mail | Student Accounts  
      | Benedictine University  
      | 5700 College Road  
      | Lisle, IL 60532 |
| e-mail | sar@ben.edu |
| phone | (630) 829-6503 |
| fax | (630) 829-6501 |
| hours | Monday - Friday: 8:30 a.m. - 5:00 p.m. |

Student Accounts Frequently Asked Questions

Q. When is tuition due?
A. Tuition is due 7 calendar days after the 1st day of the term/class, or 7 days after registration (whichever comes later).

Q. What is the best way to make a payment?
A. The most efficient and timely way to make a payment to your account is to pay online at www.ben.edu/MyBenU. For help on how to make an online payment, visit: http://www1.ben.edu/mybenu/docs/Student_Financials_Self_Service_Navigation.pdf. Payment can also be mailed to Benedictine University, PO Box 80920 Chicago, IL 60680-9020 or Benedictine University, Student Accounts, 5700 College Road, Lisle, IL 60532. Be sure to include your student ID on any payment. Credit card payments can also be made by phone by contacting Student Accounts at (630) 829-6503.

Q. May I pay with a credit card?
A. Benedictine University accepts MasterCard, Visa and Discover cards.

Q. What if I can't pay all my tuition by the due date.
A. If payment in full is not received by the due date and your charges will not be covered by financial aid, you must be on a payment plan in order to avoid assessment of a late payment fee and financial hold to your student account. Benedictine University has teamed with Sallie Mae in providing the TuitionPay Plan. You can enroll online at http://tuitionpay.salliemae.com/ben or by phone at (800) 635-0120. Please note that tuition for the Fall term must be paid in full with the December 1st payment and tuition for the Spring term must be paid in full with the May 1st payment. Summer tuition payment plans begin June 1st with final payment on August 1st.
Q. I made a payment to Sallie Mae through TuitionPay, but I don’t see it on my BU statement?
A. Sallie Mae transmits payments to Benedictine University once a week. (ex. A payment made to Sallie Mae on 10/15/11 will be received by BU by 10/21/11). Sallie Mae waits one week for clearance of check or until next payment due date if payment is submitted early. Please note that you will receive a monthly statement from both Benedictine University and Sallie Mae when using the TuitionPay Payment Plan. Sallie Mae does not have access to your student account at Benedictine University, so if you have questions regarding your budget, please contact the Student Accounts Office at (630) 829-6503.

Q. Why are parents not allowed access to their son/daughter’s account without his/her permission?
A. The student is financially responsible for his/her Benedictine Account, and is protected by the Family Educational Rights and Privacy Act (FERPA). However, students may grant permission for parents to receive information regarding their account. The office of the Registrar offers a “Authorization for Release of Confidential Information to Parents” form, which may be completed and submitted by the student to provide consent.

Q. What is Anticipated Financial Aid that appears on my statement and on my online account?
A. Anticipated aid shows the expected credit that will be posted to the student's account. These amounts are reviewed by the staff of the Financial Aid Office after the term has begun and before being posted to the student’s account. The post date for anticipated aid that appears on the billing statement refers to the expiration date of that aid. If those aid amounts are not posted to your student account by the post date listed on your bill, please contact the Financial Aid Office for explanation.

Q. Why is my registration and/or transcript request blocked by Student Accounts?
A. Future registration and transcript release are not allowed on accounts with past due balances. In order to have the hold or block removed you must pay your account balance. Please note that payments made by personal check, business check or online by ACH will be subject to a 14 day hold to allow for clearance of funds. This hold will not be lifted until 14 days have passed, regardless of your scheduled registration date. Any holds on your account must be satisfied before registration for the upcoming term will be allowed.

Q. There is a credit balance on my account, how do I request a refund?
A. Refunds for student loans are processed and mailed out to students 10 days after funds are posted to the student's account. If you wish to pick up your refund check, you must complete a request form in Ben Central or online at: http://www.1.ben.edu/resources/studentaccounts/refund_request_form.pdf. The completed form can be faxed to Student Accounts at (630) 829-6501 or dropped off in person.
STUDENT ACCOUNTS INFORMATION CONT.

Q. Who do I contact about the following charges?
A.  
- **Tuition & Fees** – Tuition and fees are automatically calculated based on the enrollment and program of study. Contact Student Accounts (630) 829-6503 or sar@ben.edu.
- **Library Fines** – Contact the Library at (630) 829-6050
- **Bookstore Charges** – Contact the Bookstore at (630) 829-6010
- **Scholarships, Grants and Loans** – Contact the Financial Aid Office at (630) 829-6100
- **Resident Housing Charges with Meal Plans/Damage Charges** – Contact Residence Life at (630) 829-6607
- **Individual Meal Plans** – Contact Sodexho Food Service at (630) 829-6384
- **Traffic Citations** – Contact Benedictine University Police at (630) 829-6122
- **Immunization Late Fee** – Contact Student Health Services at (630) 828-6046

Q. Why did I get a $100.00 late fee?
A. Tuition must be paid in full (Cash, check, Visa, MasterCard, Discover or Financial Aid), or a payment plan be activated with TuitionPay through Sallie Mae before the payment deadline.

Q. What if I didn't receive a bill?
A. Tuition is due by the tuition due date whether or not a bill has been received. If a student has not received a bill, they may contact Student Accounts to determine the required amount due or they may view their account online at http://www.ben.edu/MyBenU.

Q. What is a bookstore voucher and how do I get one?
A. Book vouchers may be used at the Benedictine University bookstore to purchase required books and supplies. They may not be used to purchase non-related coursework items such as food or clothing. Book vouchers are available beginning one week prior to the start of the term through the middle of the second week of the term. They are available for online students two weeks before the term to allow for shipment of the book(s). A voucher will be issued only when a credit balance is anticipated due to financial aid credits that will exceed account charges. The maximum voucher amount is $800. If your anticipated aid is greater than your outstanding charges, you can use the voucher system by presenting your student ID at the cash register of the Bookstore upon checkout and mention that you would like to use your book voucher or by selecting the payment option of Student Financial Aid when purchasing your books online via http://www.yourschoolyourbookstore.com. Your student account will be charged for the amount of the book voucher used. This charge may take a couple of weeks to post to your account. If you receive a refund check from Benedictine University but the voucher amount has not been charged to your student account (review account on MyBenU), please contact the Student Accounts Office at (630) 829-6503 as you may need to return a portion of the refunded amount. **NOTE:** In order to qualify for a book voucher, your financial aid must be packaged and complete. Students taking classes through the Moser Center are not eligible for book vouchers. If you qualify for a book voucher but your financial aid was not packaged until after the book voucher process has ended, you may contact the Student Accounts Office to request a manual book voucher.