ROSALIND FRANKLIN UNIVERSITY
OF MEDICINE AND SCIENCE

Student Billing Policies

Students are required to pay each term's financial obligation to the University (including tuition, fees, insurance, and housing charges) 6 business days before the start of the term. Billing statements can now be viewed on online approximately three weeks prior to the term start date. Billing statements will include charges and anticipated financial assistance as of the statement date. Keep in mind a statement is a snapshot of a student account on the day it was generated. Please access WebAdvisor to view the most up-to-date account information.

Late Fees and Penalties

Students that fail to pay in full by the first day of a new term will be assessed a late payment fee of 1.5% of their balance. It is the student's responsibility to contact a student account representative in Student Financial Services - Student Billing to resolve billing questions, discrepancies or to obtain current account status. Because of potential delays in U.S. mail, we encourage all students to pay electronically through WebAdvisor, where all payments made by credit card or e-check are updated and reflected immediately. Payments made by credit card are assessed a 2.5% transaction fee.

At the beginning of each month any unpaid balance will also be assessed a late penalty fee. In addition, a registration hold will be placed on a student's account until the balance is paid in full. *Information about the effect of financial holds detailed below.* Interest fees will be assessed every 30 days on past due accounts.

All students are responsible for all charges incurred for the terms in attendance. Any student who withdraws from the University or a course must withdraw in accordance with the policies and procedures set forth by the University. Charges will be adjusted and any balance due must be paid before leaving the University. Any student who leaves the University with their account not paid in full will be referred to an outside collection agency for possible legal action. The student is liable for the outstanding balance and collections costs. The student's credit rating will be affected.

Disputing a Late Fee / Interest Charges

All late fee disputes must be submitted in writing to the Student Billing Office within the term of the late fee assessment. For example, a late fee assessed for the Fall Term must be disputed in writing prior to the last day of the Fall Term. Disputes will be reviewed and a decision made within 30 days, at which time the student will be notified in writing via their RFUMS Student e-mail. Failure to dispute a late fee within the term it was assessed indicates that the student is aware of the fee and accepts its assessment.

NOTE: *Disputing a late fee does not guarantee that the fee will be removed. Submitting a written request for removal only means that a late fee is being disputed and that a supervisor will review the student's account to assess the late fee's legitimacy. If a supervisor deems the late fee to be valid, the student will be required to pay it.*

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Exceptions

Late payment fees will not be assessed under the following conditions. The student:

- Has made payment arrangements with the Student Billing Office
- Has pending Financial Aid (awaiting disbursement) that covers full or remaining balance
- Has a pending outside scholarship or loan credit on their account that covers full or remaining balance
- Is a recipient of a tuition waiver which has not yet posted to their account
- Is a recipient of funding through the GI Bill, Armed Forces or VA benefits not yet posted to their account

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How to pay your Student Bill

Students may pay by mail, drop box, on-line, in person or by wire transfer. Check payments made with U.S. funds should be made payable to RFUMS for the exact amount due. To ensure proper credit, student name and ID number must appear on all checks & money orders submitted to the University. All payments being mailed must be received and posted by Student Billing by each due date. It is important to allow sufficient time for your payment to be received and posted by our office. Please allow 5-7 business days for all mailed payments to be received and posted. Tuition and fee charges may be paid by the following options below:

- **Payment in full using check or money order**
  - Make checks out to: RFUMS and place your Student ID# in the memo section
  - Mail to: Rosalind Franklin University
    Student Financial Services, Student Billing Rm. L.724
    3333 Green Bay Road
    North Chicago, IL 60064

  To ensure proper credit on a student account, your check should be:
  - Payable in U.S. dollars to RFUMS
  - Include your name and student ID
  - All International Checks must be a minimum of $300.00 US Funds
    Your check will be deposited upon receipt

- **Online Payment Option**
  - Sign-in to your WebAdvisor account
  - Select “make a payment” (under Financial Information)
  - Follow screen prompts for credit card or e-check payment
  - Visa, American Express, Discover, MasterCard accepted (2.5% processing fee applied)
  - Checks accepted (no fee)

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- **Bank Wire Transfer**
  Wire payments can be made directly from your bank to RFUMS University's account with the following information:
  - Bank Name: JP Morgan Chase Bank, N.A.
  - Bank Address: 5813 Milwaukee Ave., Chicago, IL, 60646
  - Account Name: Rosalind Franklin University of Medicine and Science
  - Account Number: 654199017
  - Wire ABA Number: 021000021
  - ACH ABA Number: 071000013
  - Swift Address: CHASUS33

  Please note: it is crucial that the student's name and Student ID number are included with the wire instructions. Please review the wiring policies with your bank; there may be fees deducted from the amount of your payment.

- **Financial Aid Deferral**
  Students who have financial aid pending by the quarter start date may use this option. Students must have taken all required steps to receive the financial aid. Tentative financial aid or awards in process cannot be used in determining the net balance due on a student's account. Students choosing to apply for financial aid should contact the Office of Student Financial Services at least 30 days prior to the quarter start date.

- **Sponsored Third Party Billing**
  RFUMS will temporarily defer the payment for students who present written authorization/contract from a third party/sponsoring company for payment of tuition and/or fees on their organization or corporate letterhead. All letters/contracts are subject to review by the Office of Student Financial Services and must include the following information:
  - Student's name
  - Student ID
  - Quarter or academic year covered
  - Dollar or percentage limit (tuition and/or fees), if applicable
  - Sponsoring organization's name, billing address, contact person and telephone number

  Sponsored Third Party documentation must be submitted to the Office of Student Financial Services 30 days prior to the quarter start date.

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Refund Policy

Charges are adjusted for students who withdraw from the University or withdraw from courses/programs. Neither failure to pay nor placing a stop payment on a check constitutes an official withdrawal. Students must complete the appropriate withdrawal forms initiated in the Registrar's Office, and obtain clearance signatures from designated departments. The following is the refund schedule for a withdrawal:

- 100% refund of tuition within the first week of the term
- 75% refund of tuition within the 2nd week of the term
- 50% refund of tuition within the 3rd week of the term
- 25% refund of tuition within the 4th week of the term
- 0% refund of tuition after the 4th week of the term

Institutional On-line Refund Policy (Indiana Residents Only)

This policy is applicable only to students who reside in Indiana and are enrolled exclusively in the online program. The effective date of this policy is February 13, 2014. The institution shall cancel a student's enrollment upon request of the student. The student's obligation at the time of cancellation will be calculated as follows:

- Within (6) days of signing the Declaration of Intent, no obligation and all monies paid, if any, will be fully refunded.
- After (6) days, but before the 1st day of class, a registration fee of 20% of the total tuition, not to exceed $100.00.
- After the 1st day of class, the registration fee, plus 10% of the tuition until student completes 10% of the assignment.
- After completing 10% of the assignments, but prior to completing 25% of the assignments, the registration fee plus 25% of the total tuition.
- After completing 25% of the assignments, but prior to completing 50% of the assignments, the registration fee plus 50% of the total tuition.
- After completing 50% of the assignments, but prior to completing 75% of the assignments, the registration fee plus 75% of the total tuition.
- After completing 75% of the assignments, the student is responsible for total tuition
- The contract shall state a length of time for a student to complete his course of student. If a student does not cancel by the end of such time, he is responsible for his total tuition.
- The institution will make a proper refund, within thirty-one (31) days of the student's request of cancellation.
- If the student has paid tuition extending beyond twelve (12) months all such charges shall be refunded.

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Effect of Financial Holds

Financial holds preclude students from receiving University services including:

- Registering for courses
- Dropping/Adding courses
- Grades
- Transcript requests
- Graduation (Diploma issuance)
- Accessing D2L

Financial holds can only be released if the outstanding balance is paid in full. Once payment has been received in full to reflect a zero balance due, the hold will be released.