



# MACAU UNIVERSITY OF SCIENCE AND TECHNOLOGY

## Caution Fee Refund Application Rules

After collecting their graduation certificates, students should apply for caution fee refund at the Accounts Office Service Counter. The remaining balance of caution fee after deduction of outstanding fees will be returned to students by cheque or autopay or telegraphic transfer.

### I. Application Procedures

1. All students must duly complete the “Caution Fee Refund Application Form (for Graduates Only)”;
2. Students must submit the “Confirmation Slip for Withdrawal from Dormitory” ( for boarders only) ;
3. Students must also provide a copy of their bank passbooks, clearly showing the account details. (for telegraphic transfer or bank autopay applicants only);
4. Students must provide the duly signed original “Letter of Authorization”, (for students assigning representative to process application and collect refund.
5. ID card copies of both the student and the authorized representative are required (for students assigning representatives)

\* The University is not responsible whatsoever for any disputes that arise between the refund applicant and his/her authorized representative.

### II. Points to note:

1. Student and the authorized representative must use capital letters to e clearly and correctly fill in the “Caution Fee Refund Application Form (for Graduates Only)” . Please also refer to Regulations 6 for various refund methods.
  - 1.1 Students who do both : a) process application and b) collect caution fee refund in person.  
Students must fill in the “Caution Fee Refund Application Form (for Graduates Only)” in person at the Accounts Office Service Counter.
  - 1.2 Students who do process the refund application in person, but will have his/her representative to collect the refund. Student must a) fill in the “Caution Fee Refund Application Form (for Graduates Only)” and b) the “Letter of Authorization (For Caution Fee Collection Only)” at the Accounts Office Service Counter in person. c) mark a tick “to collect” at the back of the “Caution Fee Refund Application Form (for Graduates Only)”, and d) provide ID card copies of both the student and his/her authorized representative.
  - 1.3 Students who authorize representatives to process application but he/she will collect the caution fee refund him/herself. Students must a) fill in the “Letter of Authorization (For Caution Fee Collection Only)” and b) mark a tick to “to process” but to delete “to collect” and c) provide ID card copies of both the student and the authorized representative.
  - 1.4 Students authorize representative to both a) process refund application and b) collect the caution fee.  
Students must a) fill in the “Letter of Authorization (For Caution Fee Collection Only)”. b) mark a tick on both “to process” and “to collect”. c) provide a duly signed original of “Letter of Authorization”, d) ID card

copies of both the student and the authorized representative . For the students who choose telegraphic transfer and autopay, please provide a clear bank passbook copy with bank account information of the authorized representative attached to the application form.

2. Students must submit the “Confirmation Slip for Withdrawal from Dormitory” issued by the Student Affairs Office when they stay at the dormitory in this year / semester. Boarders must get the “Confirmation Slip for Withdrawal from Dormitory” before apply for caution fee refund. Please go to student affairs office in advance for check-out procedure.
3. If Pre-University student continue to apply for Dormitory in the new academic year, the caution fee refund will only be commenced after Student Affairs Office have completed student check-in process.
4. Refund for any stored value balance due or claims on the Campus Card must be processed by the Macau Pass S.A. directly. University will not be involved in the stored value of the Campus card.
5. Graduates should file their application for the Caution Fee refund within 15 months from the Date of Graduation Award; otherwise the Caution Fee will not be refunded or transferred.
6. According to University Refund Policy to students who have discontinued their studies (including students who have withdrawn, graduated, or completed their coursework, etc.):
  - 6.1 Option of refund by cheque: The payee’s name is based on the student’s names on his/her Campus Card.
  - 6.2 Option of refund via autopay: students should provide a copy of the bank passbook containing legible details of the bank account name and number etc. Students must be aware of the following:
    - 6.2.1 Local Macao students must provide MOP account details of any banks of Macao. Tai Fung Bank charges an extra MOP10 and the same amount will therefore be deducted from the caution fee; of which no further notice will be sent to students.
    - 6.2.2 Non-local students should provide HKD account details of Bank of China, Macao Branch or Industrial and Commercial Bank of China, Macao Branch.
    - 6.2.3 All banking charges incurred will be borne by students.
  - 6.3 Option of refund by telegraphic transfer: students are required to provide the University with details of their account(s) with the Bank of China or the Industrial and Commercial Bank of China which accepts overseas remittance in Hong Kong dollars. Students must also be aware of the following:
    - 6.3.1 The University will charge an administrative fee of MOP/HKD100 which is deductible from the remittance amount without further notice to students.
    - 6.3.2 All banking charges incurred during the remittance process are borne by students (The minimum charge on outward remittance fee is MOP/HKD100) and will be deducted directly from their caution fee without further notice to students.
  - 6.4 Option of donation to the MUST Alumni Federation: Students are required to sign a declaration authorizing Accounts Office of the University to process the donation on their behalf.
7. Students who choose the option of telegraphic transfer for the refund should ensure that the bank accounts provided accept overseas remittance in Hong Kong dollars and that the information provided is accurate and correct in every single detail, such as name of the account holder, account number, name of the bank, complete address of bank, address and telephone number of the beneficiary etc. **Students are required to provide a copy of their bank passbook showing clearly and legibly the details of their accounts.**

8. Students are solely responsible for any delay on the returned fund causing by the incorrect or invalid information on the contact or banking details so provided and applicable bank charges will wholly be deducted from the remittance amount of the refund.
9. After a remittance or cheque or autopay has been made, the Accounts Office will send a statement of the caution fee by service mail to the graduate's address as provided on the "Caution Fee Refund Application Form (for Graduates Only)". Hence students must provide all the information required on the application form accurately.
10. Students who fail to collect or cash the cheque within the prescribed period (which is 6 months from the date of issue of the cheque) will be deemed to have given up the refund. The University will donate the refund to the MUST Alumni Federation without further notice to students.
11. Upon receiving advice from the bank about returned fund, the Accounts Office will notify the students concerned by sending e-mails to their e-mail address provided on the "Caution Fee Refund Application Form (for Graduates Only)". Students who fail to process refund procedures within the prescribed period (which is 6 months from the date of the email) will be deemed to have given up the refund. The University will donate the refund to the MUST Alumni Federation without further notice to students.
12. If students have not received the refund or notice after two months from the date of process, please contact Accounts Office during office hours. When large numbers of graduates apply for caution fee refund, the time needed for refund will be extended.
13. No changes could be made once the students confirm the refund method. Students must submit a written application if they have make changes and upon approval, an administrative fee of MOP/HKD200 will be charged.

### III. Enquiry

Tel: (853)88972184

Fax: (853)28827753

E-mail: [accounts@must.edu.mo](mailto:accounts@must.edu.mo)

Service Hours: Monday to Friday 9:00am – 1:00pm, 2:30pm – 6:20pm;

Closed on Sundays and public holidays.