



澳門科技大學
MACAU UNIVERSITY OF SCIENCE AND TECHNOLOGY

Caution Fee Refund Application Rules

After graduation, students must duly complete the “Caution Fee Refund Application Form (for Graduates Only)” online in COES and submit a printed form with signature to the Finance 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)” online in COES and submit a printed form with signature;
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, or both sides of the bank card copy with cardholder signature attached to the application form. (for telegraphic transfer or bank autopay applicants only);
4. Students must provide the duly signed original of **“Letter of Authorization (For Caution Fee Collection)”** – applicable only for students assigning representative to process application and collect refund on behalf.
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 must correctly and legibly fill the “Caution Fee Refund Application Form (for Graduates Only)” online in COES. Please also refer to Regulations 6 for various refund methods.
 - 1.1 Students who do both: a) submit form and b) collect caution fee refund in person.
Students must submit the “Caution Fee Refund Application Form (for Graduates Only)” in person at the Finance Office Service Counter.
 - 1.2 Students who submit form in person, but will have his/her representative to collect the refund. Student must submit a) the “Caution Fee Refund Application Form (for Graduates Only)” and b) the “Letter of Authorization (For Caution Fee Collection Only)” at the Finance Office Service Counter in person. c) mark a tick “to collect” at the “Letter of Authorization (For Caution Fee Collection Only)” and d) provide ID card copies of both the student and his/her authorized representative.
 - 1.3 Students who authorize representatives to submit form 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) submit form 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 or both sides of the bank card copy with cardholder signature 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. Students can only apply for a refund of the balance in the MustPay wallet when they graduate. No refund will be accepted at any other times. Students will be able to apply for the refund after receiving a message on the APP.

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 name on his/her Campus Card and cannot be changed. The University only accepts student authorized representative to pick up the cheque.

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 or both sides of the bank card copy with cardholder signature.

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 For BOC Macau Multi-currency cardholder, please provide a copy of the account detail page with signature.

6.2.4 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 Finance 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 or both sides of the bank card copy with cardholder signature.**
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 Finance Office will send e-mail to the graduate's e-mail 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 Finance 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 three months from the date of submission of the form to the Finance Office Service Counter, please contact Finance Office during office hours. When large numbers of graduates apply for caution fee refund, the time needed for a 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

E-mail: fo@must.edu.mo

Service Hours: Monday to Friday 9:00am –6:20pm;

Closed on Sundays and public holidays.