



澳門科技大學
MACAU UNIVERSITY OF SCIENCE AND TECHNOLOGY

Caution Fee Refund Application Rules

After graduation, students may apply for a refund of caution fees by submitting an application in the “Caution Fee App” of the WeMust Student App. After the deduction of outstanding fees, the remaining balance of caution fee will be returned to students via the specific method selected by students in WeMust Student App.

I. Application Procedures

1. All students must duly submit the caution fee refund application in the Caution Fee App of the WeMust Student App.
2. The Caution Fee App will list the matters that students need to follow up. The relevant matters including book rental, locker rental, dormitory check-out, payable in the WeMust Students App and refund of wallet balance, etc. Students can start the refund procedure after completing all of the above.
3. Choosing refund method, please refer to Point 3 for details.
4. Students who choose “Refund to other banks” must submit the duly signed original of “Caution Fee Refund Application Form” and the relevant bank account information at the Finance Office Service Counter in person.

II. Points to note:

1. Students must follow the requirements of different refund methods in the Caution Fee App of the WeMust Student App. Students may need to submit the “Caution Fee Refund Application Form” and the relevant bank account information at the Finance Office Service Counter in person. For details, please refer to Point 3 “Refund Method”.
2. Students can check the matters students need to follow up in the Caution Fee App. If there is any doubt, students should contact the relevant department to follow up.
3. If Pre-University students continue to apply for Dormitory in the new academic year, the caution fee refund will only commence after Student Affairs Office have completed the student’s check-in process.
4. 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.
5. Refunds will only be deposited into students’ personal bank accounts. Students can no longer authorize another party to collect refunds on their behalf.
6. Students are solely responsible for delays in the remittance of funds caused by incorrect or invalid information on contact or banking details so provided. All applicable bank charges will be deducted from the remittance amount of the refund.
7. After a remittance or autopay has been made, students will receive a notification from the Caution Fee App after which students can check their bank account
8. Upon receiving advice from the bank about returned fund, the Finance Office will notify the students via 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 (ie. 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.

9. For students who choose “Donation”, once it is confirmed, no further modification is allowed.
10. No changes could be made once the students confirm the refund method and submit an application in the Caution Fee App. Students must submit a written application if they wish to make changes and upon approval, an administrative fee of MOP/HKD200 will be charged.
11. 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 the Finance Office during office hours.

III. Refund Method:

1. Donation: If students choose donation to the MUST Alumni Federation, it means students agree to authorize the Finance Office of the University to process the donation on their behalf.
2. Refund to MDB account: For students who choose refund to their own MDB accounts, they can check their account balance in the App. After submission of the application, students will not be required to submit additional bank information for verification.
3. Refund to other bank accounts: Students must fill in their own bank account information in the App. After submission, students need to print the application form and submit the application form and related documents to the service counter of the Finance Office in person. The refund procedure will become effective only after students have submit all the required documents. The refund methods and required information are as follows:
 - 3.1 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:
 - 3.1.1 Local Macao students must provide MOP account details of any banks of Macao. Any bank charges incurred will be deducted from the caution fee without further notice to the students.
 - 3.1.2 Non-local students should provide HKD account details of Bank of China, Macao Branch or Industrial and Commercial Bank of China, Macao Branch.
 - 3.1.3 For BOC Macau Multi-currency cardholder, please provide a copy of the account detail page with signature.
 - 3.1.4 All banking charges incurred will be borne by students.
 - 3.2 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:
 - 3.2.1 The University will charge an administrative fee of MOP/HKD100 which will be deducted from the remittance amount without further notice to students.
 - 3.2.2 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.

3.2.3 Students are required to provide accurate and clear bank account details including: Account holder's Name, Account Number, Bank Name, Bank Address, Beneficiary's Address and Beneficiary's Contact Number.

3.2.4 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.

IV. Enquiry

Tel: (853)88972184

E-mail: fo@must.edu.mo

Service Hours: Monday to Friday 9:00 – 13:00, 14:30 – 18:20; Closed on Sundays and public holidays.