

FREQUENTLY ASKED QUESTIONS (FAQ) ON TUITION FEES RELATED QUESTIONS

A: General Enquiries

School Fees payment

1. Is there a hotline for Finance Department?

Yes. The hotline number for general payment enquiries is 6496 5270.

2. What are the payment modes for school fee payment?

The acceptable payment modes are GIRO, Internet Banking / ATM, cash, cheque / bank draft / Cashier order, credit card (Master / Visa / Union Pay), NETS.

PSEA (for Singaporean only) and CPF (for Singaporean and Singapore Permanent Resident SPR) can only be utilised strictly for course fee payment only. Some international students may apply by using their family members and relatives who contribute CPF. [Please refer to CPF / PSEA section below for details]

3. What is the payee's name if we make payment by cheque, cashier order or bank draft?

The payment must be made payable to "LASALLE".

4. Is direct bank transfer payment allowed?

Finance does not encourage Direct Bank transfer payment as it is difficult to identify which student has made the payment.

5. Is Amex credit card accepted?

No, Amex credit card is not accepted.

6. Is the application fee refundable?

No, the application fee is non-refundable.

7. Can new student apply for bank loan or instalment scheme to pay their first semester school fees upon signing the student contract?

Student must pay their 1st semester's school fees as per due date stipulated in the contract. If a bank loan is used, students must work with the bank to ensure payments are made by the due date. Instalments are not allowed for 1st semester's school fees.

8. I face financial difficulties. What are the available financial assistance schemes for students?

LASALLE provides scholarship / bursaries to students who can meet certain requirements. In addition, students can also seek loan schemes provided by external parties such as CDAC, Mendaki, Lee Foundation, etc. Singaporean students can also apply for PSEA to pay for their course fee. For more information on bursaries & scholarships, please contact Audrey Tan from

Division of Student Administration (DSA) at 6496 5185 or email to scholarshipandbursary@lasalle.edu.sg.

9. Am I eligible for Tuition Grant (TG)?

Singaporean students are automatically offered Tuition Grant unless they opt out. International students will need to meet certain requirements and criteria first before they may receive TG offer with conditions applied. New students and existing students who are interested in taking TG can check with Division of Admissions (DA) or DSA at Block E level 1 and level 2 respectively.

10. When does late penalty take effect and how much is it?

\$100 Late Payment Penalty will be applied if students do not pay full fees for the semester by the stipulated payment due date.

Medical Insurance (MIS)

11. Why is Medical Insurance compulsory?

As an EduTrust certified PEI, all full time students of LASALLE are required to be insured under the Medical Insurance Scheme (MIS) Insurer endorsed by CPE, regardless of whether students have his or her own personal Medical Insurance Scheme.

12. How much is MIS?

The current MIS payable per semester is \$18.20. It is not fixed and is subject to the prevailing premiums on an annual basis as charged by the insurers.

13. Can MIS be paid using CPF?

No, MIS must be paid using other means of payment modes except CPF/PSEA.

Fee Protection Scheme (FPS)

14. What is Fee Protection Scheme (FPS) and what is it for?

The Fee Protection Scheme (FPS) serves to protect students' fees in the event that a PEI is unable to continue operating due to insolvency, and/or regulatory closure. The FPS also protects students if the PEI fails to pay penalties or return fees to the students arising from judgement made against it by the Singapore courts.

15. Is it compulsory to pay for FPS?

Yes. FPS is compulsory for all Full Time students (local and international) who are taking BA, MA, English Programme and Foundation Certificate in Visual Arts courses. There is no FPS required for Diploma and Short courses.

16. How much does FPS cost and is it a fixed amount?

Students are required to pay FPS premium of 0.485% of total programme fees [course fee plus medical insurance and material fee (if any)] (with effect from 1 July 2015) paid per semester. FPS fee percentage is subject to the prevailing premiums on an annual basis as charged by the insurers.

17. How will students be notified of the FPS purchase?

Students will be notified of the FPS purchase through their email address.

CPF / PSEA

(i) CPF

18. How to apply for CPF / PSEA?

CPF must be applied online through Central Provident Fund Board (CPF Board) website: www.cpf.gov.sg Applicants (students) need to obtain their own Singpass before they can perform this online application. The CPF members (parents) will then log in their own CPF accounts to endorse the applicants' CPF application request.

PSEA can be applied by submitting PSEA Adhoc application form, which can be downloaded from www.moe.gov.sg or obtained from LASALLE Finance office.

19. What is the percentage of the member's CPF fund that student can utilise to settle the course fee?

Student is eligible to use 100% CPF claim for course fees from direct family members like parents, child, siblings, and spouses. Application of siblings' CPF will be subject to CPF Board's verification and approval on cases by case basis.

Student is eligible to 50% CPF claimed for course fees from other relatives like uncle/aunt, cousin/nephew etc.

20. How can I know whether there is sufficient balance available in CPF member's account to pay the course fees?

Members only need to go straight to Ordinary Account page and move down to the bottom of the page until they see the account titled - EDUCATION. There is a balance allocated by the government to members for their child's education course fee payment. Applicants can print it out and refer to the figure when making fees payment.

21. What if the CPF member has insufficient or zero balance for course fee payment?

Students can make an appeal to CPF B for allowing them to change member's CPF account in writing stating the reason for change in member's account. The applicant is also required to fill up a new CPF Application Form and submit together with the appeal letter to CPF B directly. This is subject to CPF B's approval.

22. What documents must be submitted to Finance if students want to claim CPF for course fee payment?

First time CPF applicants are required to submit the following to Finance upon successful online application of CPF:

- 1) A printed copy of the CPF acknowledgement Page as evidence that student has completed the online application and the member has endorsed it successfully.
- 2) A printed copy showing the available balance of CPF fund in the Education account which is sufficient to cover the semester course fee. It can be found in the Ordinary Account page under the member's account.
- 3) An internal Control Form which proves that student has authorised LASALLE to claim CPF on his / her behalf for settling the semester course fee. The submission of this copy is mandatory. The institution has the right not to send the CPF claim on student's behalf if no Internal Control Form is submitted to Finance before the stipulated payment due date.

(ii) CPF & PSEA

23. Can CPF / PSEA be used to settle all school fees and miscellaneous fees?

CPF / PSEA are strictly used for paying the course fee only. Other miscellaneous fees such as Medical Insurance (MIS), FPS, Resumption Fee, Course Transfer Fee and Material Fee, etc can only be settled by cash, cheque, credit card (Master / Visa / Union Pay) NETS and Internet Banking / ATM.

24. Can a student apply for both PSEA and CPF payment schemes concurrently for course fee payment?

Yes, a student can apply for both PSEA and CPF schemes for each semester course fees.

25. After the CPF / PSEA application is done successfully in the first semester, how should the students use the CPF / PSEA payment for the next semester course fees?

In order to claim CPF / PSEA for course fees in each semester, student must do the following:

- Maintain sufficient fund available for course fee payment;
- Submit LASALLE Internal Control Form to Finance before the payment due date.

LASALLE will not send CPF / PSEA claims for students if Internal Control Forms are not submitted to Finance by the stipulated payment due date.

(iii) PSEA

26. What documents must be submitted to Finance if students want to use PSEA for course fees?

First time PSEA applicants are required to submit the following to Finance for their PSEA application:

- 1) A properly filled and endorsed PSEA Ad-hoc Application Form.
- 2) LASALLE Internal Control Form which proves that student has authorised LASALLE to claim PSEA on his / her behalf for settling the semester course fee. The submission of this copy is mandatory. LASALLE will not send the claim on student's behalf if no Internal Control Form is received before the stipulated payment due date.

27. Must the PSEA applicants submit the application form every time when they want to utilise their siblings' PSEA?

Yes, they need to submit the application with approval from their parents (siblings under 21 years old) or siblings (over 21 years old) every time when they want to utilise their siblings' PSEA.

28. How can students check their own PSEA balance? Who is entitled to apply for PSEA?

Students can call MOE at 6260 0777 and provide their own NRIC to check the available balance of PSEA. Only Singaporeans who are under age 30 still can draw PSEA for course fee payment. Those reached age 30 and above will not be able to use PSEA as their PSEA fund will be transferred to their CPF account. It is advisable to confirm the availability of their PSEA first by calling MOE before making the claim.

29. What documents must be provided as a condition for allowing students to apply for their siblings' PSEA?

The photocopy of the applicant (student)'s own birth certificate and his / her sibling's birth certificate must be provided to prove that they are siblings. Siblings who are above age 21 must give consent and approve his/her PSEA to be used by the applicant by endorsing on the PSEA application form. Siblings under age 21 must need their parent to endorse the form for approval.