



2013-14 MONEY MATTERS FREQUENTLY ASKED QUESTIONS

UCEAP ACCOUNT

Can I view my EAP account online?

You can access MyEAP through <https://myeap.eap.ucop.edu/apply>. Your user ID and password will be the same you used to apply to UCEAP. Once you have logged in, you can view your account activity by selecting “Financial Info” from the menu bar on the left. If you have difficulty logging in or cannot remember your ID and/or password, please contact the MyEAP helpdesk at MyEAPHelpdesk@eap.ucop.edu.

Do I need to fill out the Third Party Financial Information Authorization/Restriction Form? What is this for?

We cannot discuss your financial information with anyone except you, unless you give us permission to do so by filling out this form. Most students list their parents/guardians since they will be helping with financial matters, but you can give authorization to anyone.

BUDGET

Where can I view the costs of my program?

The Student Budget Worksheets are available on the UCEAP website on the [Participants Page](#). Once you select your Country, Year, and Program, you will find a link on the “Money Matters” tab of each program page. Please review the worksheet carefully to calculate your total estimated program cost. Pre-Departure Third Party Cancellation fees are also noted on the worksheet if applicable.

Which budget do I use for my Summer program?

If you are participating in a Summer program, the student budget and payment coupons can be found under the coming academic year. For example, Summer 2013 will be found in the 2013-14 academic year information. If your parents will be paying, please make sure they are familiar with the proper budget and coupons for your program.

Do I have to pay for my housing and/or meals while abroad?

If the housing and meals cost are included in Section 1 of the student budget, then the cost is collected through UCEAP and will be reflected on your EAP student account. If the housing and meals costs are included in the Estimated Personal Expenses portion of the student budget (Section 2), then you are responsible to pay for your housing and/or meals directly. Please refer to the housing section of your country specific guide for payment instructions.

PAYMENTS

How can I make my payments and when are they due?

Payment may be made by check, money order, cashier's check, e-check, or credit card (Visa, Master Card, American Express, or Discover). We do not accept bank wire. Please see the [UCEAP Payment Instructions](#) for details. Due dates are located on the second page of the student budget. Please see the Money Matters tab on the [Participant Page](#).

How can I give my parents or a Third Party access to view or make payments on my account?

You can sign up your parent or any Third party for online access to your financial account or for financial information release only. If you do not fill out the release form, due to Federal Regulations (FERPA), we cannot release financial information or grant online access to anyone other than the student. The online form is located in your MyEAP account. Click on "Third Party Authorizations" located on the left-hand side of the screen under Financial Information. For complete instructions:

http://www.eap.ucop.edu/Documents/Finance/1314/Release_of_Financial_Information_to_a_Third_Party_Authorization_Restriction.pdf

Why is there a \$0 balance when I go to make my first payment?

EAP fees are applied to your MyEAP account after the first payment is due. You can and are still required to make the first payment of \$950 even though the fees will be billed at a later date. Your payment will appear immediately on your account as a credit and go towards the fees once they are applied.

I'm a Non-Resident student; do I still have to pay Non-Resident Tuition while participating on EAP?

Yes. Because you are attending a UC program, EAP collects Non-Resident Tuition on behalf of the UC. Please refer to the link on the Student Budget Worksheet for non-resident payment installment amount and due dates.

How do I know if I am a financial aid recipient?

Financial aid can come in the form of grants, scholarship, work-study, or loans. If you receive any of these types of aid, you are a financial aid recipient.

I'm a financial aid recipient. Do I need to make the first payment of \$950?

No, you do not need to make the first payment of \$950; this will be deferred to the second payment due date. When we receive your financial aid from your campus, we will apply the aid to your EAP account. If the aid does not cover the program cost (section 1 of the online student budget), you will be sent a billing notice 30 prior to the final due date. If your aid is more than the fee, you will receive a disbursement.

What if I miss my first or second payment?

You will be assessed a \$50.00 late fee for each payment not received by the due date. If you are a financial aid student, you will be assessed a late fee for both the first and second due date and your first payment late fee will be reversed off upon receipt of your financial aid.

Can the deadline for my final payment be extended?

No. The final payment *cannot* be late.

On my home UC Campus I can request a Deferred Payment Plan (DPP). Does EAP offer a similar option?

Yes, we offer an extended payment plan. If you'd like to set up an extended payment plan, please review the [UCEAP Guide to Study Abroad](#) > Money Matters section for details. There is a non-refundable participation fee of \$25.00, which will be assessed to your EAP student account upon enrollment in the extended payment plan.

FINANCIAL AID

How will my financial aid be applied to My EAP student account?

Financial Aid can come in the form of grants, scholarship, work-study, or loans. All financial aid is packaged at your home UC campus' financial aid office (FAO). Once you have accepted your awards, the FAO will notify UCEAP of your award package. The aid is applied towards the EAP program fees. If the aid exceeds your EAP program fees, you will receive a disbursement based on your program's disbursement date (see Disbursement Schedule link below). If there is not enough aid to cover the cost, the remaining amount is your responsibility. You will receive an email at the address you entered in your contact information 30 days prior to the due date alerting you of a balance due.

Any questions about financial aid packaging or re-packaging (revisions, reductions), should be directed to your EAP-specific Financial Aid Advisor at your [campus FAO](#). Be sure to speak with an advisor familiar with UCEAP, not the general advisors. UCEAP cannot make changes or revisions to your financial aid.

What if I don't get packaged in time for the first payment/ pre-departure withdrawal deadline?

As a financial aid student, the first payment is deferred to the second /final payment due date. If you decide to wait until you receive your financial aid package to make a decision regarding withdrawing, please refer to the [Policy for UCEAP Withdrawal Penalty](#) to see if you would meet the requirements for a waiver of the UCEAP Withdrawal Penalty of \$500.00. Third party /Program Specific withdrawal fees will apply regardless of whether you meet the UCEAP Withdrawal Penalty Waiver.

Why don't I see all my financial aid? Why doesn't my financial aid on MyEAP student account match what is on my UC campus student account?

You might not see all your financial aid because we have not received notification of it from your home campus' FAO. Notification of aid sometimes trickles in from your campus, so it might not show up all at the same time. Please confirm with the FAO or through your UC student account that you have accepted the aid in question. MyEAP is a separate account from your UC home campus student account. They are not linked, so aid which shows on your UC student account might not have been reported to UCEAP yet.

When will I receive my financial aid funds?

See the [Financial Aid Disbursement Schedule](#). Please note: these dates only apply if we have received notification of your financial aid from your home campus in time. If we have not received notification of your financial aid from your UC campus, your disbursement will arrive later.

Can I receive my financial aid as a direct deposit? How do I set this up?

Yes, you can set up a direct deposit to receive your financial aid disbursements. Please see the following link for information and instructions -

http://www.eap.ucop.edu/Documents/Finance/1314/erefund_instructions.pdf.

I see that my financial aid was journaled to your office. When will I get the funds?

Your financial aid is applied to your MyEAP account upon receipt of the commitment (promise) of aid from your campus. We disburse based on that commitment (promise of funding). Your home campus journals (sends) those funds to us at a later date. If you see funds on your home campus database being journaled (sent) to our office, the likelihood is that those funds have already been applied to your MyEAP Account.

Withdraw from UCEAP

What will I be charged if I decide to withdraw before the pre-departure withdrawal date?

You will be assessed any Third Party/Program Specific Fees as noted on the Student Budget, as well as any non-recoverable costs. The pre-departure withdrawal deadline is noted in the [Participant portal](#) on the Travel Requirements tab.

What will I be charged if I decide to withdraw after the pre-departure withdrawal date but before my program starts?

You will be assessed the UCEAP Withdrawal fee in the amount of \$500.00, as well as any Third Party/Program Specific Fees as noted on the Student Budget, and any non-recoverable costs. The pre-departure withdrawal deadline is noted in the [Participant portal](#) on the Travel Requirements tab. If you are financial aid, your financial aid will be revised, and you will need to repay any financial aid that was disbursed to you by UCEAP prior to withdrawal.

What will I be charged if I decide to withdraw after my program starts?

Please refer to the Withdrawal from UCEAP chapter in the [UCEAP Guide to Study Abroad](#). If you are financial aid, your financial aid may be revised, and you will need to repay excess financial aid that was disbursed to you by UCEAP prior to withdrawal.