

## 2018-19 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>. Once you have logged in, you can view your account activity by selecting "Financial Info". If you have difficulty logging in or cannot remember your ID and/or password, please contact the MyEAP helpdesk at [MyEAPHelpdesk@eap.ucop.edu](mailto:MyEAPHelpdesk@eap.ucop.edu).

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

Due to the Family Educational Rights and Privacy Act (FERPA) UCEAP 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 UCEAP financial matters, such as making payments or financial aid applied to MyEAP accounts. However, you can give authorization to anyone. Login to [MyEAP](#) and select "Third Party Authorizations". For complete details, see the [Instructions](#).

#### **I have Third Party Authorization, how do I view my student's MyEAP account online?**

You can access their MyEAP account online through the [MyEAP Third Party portal](#).

### BUDGET

#### **Where can I view the costs of my program?**

The Program Budgets are available on the [Program Calendars & Budgets](#) of the UCEAP website. Once you select your Country, Academic 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. More information on the Program Budget is on our [Cost Page](#).

#### **Which budget do I use for my Summer program?**

If you are participating in a Summer program, the Program Budget and Payment Schedule can be found under the coming academic year. For example, Summer 2015 will be found in the 2015-16 academic year information. If your parents will be paying on your behalf, please make sure they are familiar with the proper Program Budget and Payment Schedule 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 -UCEAP Program Fees** portion of the Program Budget, then the cost is collected through UCEAP and will be reflected on your MyEAP student account.

**Please note:** an estimated amount will be applied to your MyEAP account and then revised for actual cost after the program's final payment due date. This may result in a balance due or a credit on your account. You will receive an email when this adjustment is made, and will have 30 days from the date the email is sent to bring your MyEAP account balance current.

If the housing and meals costs are included in **Section 1 - Estimated Personal Expenses** portion of the Program Budget then you are responsible to pay for your housing and/or meals directly to the provider. Please refer to the housing section of your country specific guide for housing specifics.

### PAYMENTS

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

Payment may be made through your [MyEAP](#) account by check, money order, cashier's check, e-check, or credit card (Visa, Master Card, American Express, or Discover). Please see the [How To Make a Payment to UCEAP](#) for details. Due dates are located on the second page of the Program Budget, located on the Money Matters tab of the [pre-departure checklist](#). Due dates will not be listed on your MyEAP account.

**I have not received an official acceptance to my UCEAP program. Do I still owe the first payment of \$950?**

Yes. If you have been selected for a UCEAP program, you are still required to make the first payment of \$950. If you are not accepted into the program through no fault of your own (you met all of the requirements, deadlines, etc.), then you will not be charged the UCEAP withdrawal fee of \$500.00 and will be refunded your \$950.00 payment in full.

**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. If you are not a financial aid recipient you can, and are still required to, make the first payment of \$950 even though the fees will be applied at a later date. Your payment will appear immediately on your account as a credit and go towards the fees once they are applied.

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

Financial aid can come in the form of grants, scholarship, work-study, loans, or tuition waivers (Cal Vet, Stanford TGP, etc). If you receive any of these types of aid, you are considered a financial aid recipient. You do not need to confirm this with our office.

**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. You do not need to notify us that you will receive financial aid. When we receive your financial aid from your campus, we will apply the aid to your MyEAP account. If a late fee is applied to your MyEAP account, it will be reversed when your aid is reported.

If your total aid does not cover the program cost paid to UCEAP (**Section 1 -UCEAP Program Fees** portion of the Program Budget), you will be sent a courtesy billing notice prior to the final payment due date. If your aid is more than the program cost paid to UCEAP, you will receive a disbursement. If you receive financial aid, please review the Financial Aid section below.

**What if I did not receive a billing notice?**

You are required to make payments according to the due dates on the Program Payment Schedule, which are located on the second page of the Program Budget or on your Extended Payment Plan.

**I'm a Nonresident student on my home campus; do I still have to pay Nonresident Supplemental Tuition while participating on EAP?**

Yes. Because you are attending a UC program, UCEAP collects Nonresident Supplemental Tuition on behalf of the UC, and returns the fees to your home UC Campus. At this time, Summer Nonresident students are not assessed Nonresident Supplemental Tuition Fees. Please refer to the link on the Money Matter tab for Nonresident Supplemental Tuition fees, payment installment amounts and due dates.

**Can the deadline for my final payment be extended?**

The final payment has a firm due date. If you would like to arrange an alternative payment schedule for the final balance, please see the details about the UCEAP Extended Payment Plan (EPP) in the Money Matters section of the [UC Guide to Study Abroad](#).

**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 (EPP). If you'd like to set up an EPP, please review the [UC Guide to Study Abroad](#) Money Matters section for details, and contact your UCEAP Accountant at [studentfinance@eap.ucop.edu](mailto:studentfinance@eap.ucop.edu). There is a non-refundable administrative fee of \$25.00, which will be assessed to your MyEAP student account upon enrollment in the EPP.

**I just paid my full overdue balance in MyEAP. When will my block/hold on my campus student account be released?**

- If a payment is received by a **cashier's check or money order**, we will notify your campus to release your UCEAP hold within **1 business day** from the date the payment is applied to your MyEAP account.
- If a payment is received by **eCheck**, we will notify your campus to release your UCEAP hold within **7 business days** from the date the payment is applied to your MyEAP account.
- If a payment is received by **personal check**, we will notify your campus to release your UCEAP hold within **10 business days** from the date the payment is applied to your MyEAP account.
- If a payment is received by **credit card**, we will notify your campus to release your UCEAP hold within **10 business days** from the date the payment is applied to your MyEAP account.
  - NOTE: students with overdue balance from a previous academic year will not be able to submit a payment with a credit card. You will need to submit the payment as cashier's check or money order (preferred), personal check, or eCheck.

## THIRD PARTY AUTHORIZATION

### **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. To grant access, login to [MyEAP](#) and select "Third Party Authorizations". For complete details, see the [Instructions](#).

### **I gave my parents or Third Party access to view or make payments on my account. They have not completed the process. How do they view or make payments on my account?**

If you have signed up your parent or any Third party up for online access to your financial account, they would have received an email from [noreply@eap.ucop.edu](mailto:noreply@eap.ucop.edu) with the subject line: UC Education Abroad Program: Online Payment Authorization. They have two weeks from the time of the email to follow the steps to create an account, accept the terms and conditions and set up an account with a username and password. Once they have completed these steps, they are able to make payments by logging in to the [MyEAP Third Party portal](#).

### **I gave my parents or Third Party access to view or make payments on my account. They did not receive the email and/or their Third Party authorization has expired. How do they access my account?**

You will need to re-establish the Third Party authorization. You can do this by logging into your MyEAP account, removing the current authorization (under the Third Party Authorizations tab) and then re-adding it. That will generate an email sent to your Third Party from [noreply@eap.ucop.edu](mailto:noreply@eap.ucop.edu) with the subject line: UC Education Abroad Program: Online Payment Authorization. In order to ensure that your Third Party receives the email, ask them to add [noreply@eap.ucop.edu](mailto:noreply@eap.ucop.edu) to the list of approved senders.

### **My parents or Third Party have accepted the Third Party access in MyEAP. How do they view or make payments on my account?**

If you have signed up your parent or any Third party up for online access to your financial account, and they have accepted the conditions and created their username and password, they are able to make payments in MyEAP. They cannot log in to the MyEAP student link you use, they must log in to the [MyEAP Third Party portal](#).

## FINANCIAL AID

### **What if I don't get packaged in time for the first payment deadline?**

As a financial aid student, the first payment is deferred to the final payment due date. The late payment fee will be assessed and late fee notice will be sent. The first late fee will be reversed upon receipt of your financial aid.

### **How will my financial aid be applied to my MyEAP student account?**

Financial Aid can come in the form of grants, scholarship, 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 request date on the [Financial Aid Disbursement Schedule](#). Please review your MyEAP account to determine if your aid has been applied. If there is not enough aid to cover the cost, the remaining amount is your responsibility. A courtesy email will be sent alerting you of a balance due, to the email address you entered in your MyEAP contact information, prior to the due date.

Any questions about financial aid packaging or re-packaging (revisions, reductions), should be directed to your EAP-specific Financial Aid Advisor at your home [campus Financial Aid Office](#). To make sure you get the help you need, be sure to speak with an advisor familiar with EAP. UCEAP cannot make changes or revisions to your financial aid.

### **What if my financial aid package is not sufficient for me to afford to go on EAP, and the pre-departure withdrawal deadline has passed?**

Once the pre-departure withdrawal deadline has passed, you have one week from being packaged for financial aid to withdraw, if you meet the requirements as noted on the [Policy for UCEAP Withdrawal Penalty](#). Third party/Program Specific withdrawal fees will apply regardless of whether you meet the requirements for UCEAP Withdrawal Penalty Waiver.

### **I have a California Veteran's Fee waiver, will it apply to EAP and how does it waive my fees?**

Veteran fee waivers apply to the following fees: UC student services, Tuition, Pre-ILP and ILP instructional, and UCEAP Participation fee. All other fees will remain your responsibility. Submit a copy of the confirmation of benefits award letter for the current academic year to the appropriate [UCEAP Student Finance accountant](#). A separate letter is required for each academic year that you participate on EAP.

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

You might not see all your financial aid because we have not received notification of it from your home campus' FAO or the aid is sent directly to you. Notification of aid sometimes trickles in from your campus, so it might not show up all at the same time. Please confirm with the [campus Financial Aid Office](#) or through your UC student account that you have accepted the aid in question and, in the case of a Federal Direct Parent PLUS loan or Outside Agency Scholarship/Grant, who it will be sent to. MyEAP is a separate account from your UC home campus account. They are not linked, so aid which shows on your UC student account might not have been reported to UCEAP yet.

## Disbursements

**When will I receive my financial aid funds?**

For UCEAP disbursement dates, please 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 prior to the disbursement date. If we have not received notification of your financial aid from your UC campus, your disbursement will arrive later. Review your [MyEAP](#) account to determine if all aid has been applied. If not, please contact your [home campus financial aid office](#).

**Can I receive any remaining financial aid after my fees are paid as a direct deposit? How do I set this up?**

Yes, you can set up a direct deposit to receive your financial aid disbursements. UCEAP eRefund is separate from your home campus direct deposit. Even if you are signed up for direct deposit on your home campus, you will need to sign up for UCEAP eRefund. You must do this prior to the disbursement request date. Please see the [UCEAP eRefund instructions](#) for further details.

**What is my 5 character electronic signature for eRefund?**

The 5 character is your individual electronic signature and is not previously assigned or issued to you. You will need to create and save the 5 characters for future use.

**I looked at my home campus account and see that I was disbursed financial aid for EAP. When will I get the funds?**

Please review your [MyEAP](#) account for all fees, financial aid, and disbursement for your EAP term(s). If your home campus account shows the funds were disbursed to UCEAP, UCEAP may not have received them at that time. After reviewing your MyEAP account, you can contact your [UCEAP Finance Accountant](#) with specific questions.

**I signed up for eRefund and my MyEAP account shows that my disbursement was sent as eRefund, but I have not received it.**

If your disbursement was sent by eRefund (direct deposit), your [MyEAP](#) account will state that the disbursement is an eCheck. Disbursements sent by eRefund should be reflected in your bank account within 3 – 5 business days from the date stated in MyEAP. If it has been 5 business days and it is still not reflected in your bank account, please contact your [UCEAP Finance Accountant](#) for further assistance.

**I signed up for eRefund and my MyEAP account states my disbursement was sent as a Paper Check. Why didn't I receive a direct deposit?**

If you were signed up for eRefund *before* the disbursement request date and it was sent as a paper check, there was an issue with the eRefund account and the disbursement was sent to your Financial Address as entered in MyEAP. If you signed up for eRefund *after* the disbursement request date, then it was not possible to send the disbursement as direct deposit, but any future disbursements will be sent by direct deposit.

**MyEAP states that my disbursement was sent as a Paper Check, but I haven't received it.**

Paper Checks are issued by UCSB (our Accounts Payable) and will be in an envelope from UCSB. Paper checks take approximately 10 business days from the date in MyEAP to arrive at your U.S. financial address. If it has been 10 business days and you still have not received it, please contact your [UCEAP Finance Accountant](#) for further assistance.

**I signed up for eRefund when I was a participant in a previous UCEAP Program. Do I need to sign up again or will the eRefund enrollment transfer automatically?**

UCEAP eRefund will stay in effect for all EAP programs until you un-enroll, as long as the bank account remains valid.

## Program Transfer between EAP Programs

### **Will I be charged anything if I change my program before it begins?**

This depends on the date you transfer your application. For more information, please review the UCEAP Program Transfer Fees in the [Additional Fees and Penalties](#) document.

## 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 Program 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 Program Budget, and any non-recoverable costs. The pre-departure withdrawal deadline is noted in the [Participant portal](#) on the Travel Requirements tab. If you receive 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 [UC Guide to Study Abroad](#). If you receive 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. Consider a withdrawal carefully, withdrawal charges may be substantial.

### **What will I be charged if I am administratively withdrawn?**

All withdrawal fees apply as noted in the Withdrawal from UCEAP chapter in the [UC Guide to Study Abroad](#) and Student Agreement.

## Program Discount Scholarships

### **I am going on a yearlong UCEAP program. Do I qualify for the \$2,000 UCEAP Year Abroad scholarship?**

Yes. These UCEAP Year Abroad scholarships are reflected on the program budget.

### **I am going on a yearlong UCEAP program. How will I receive my \$2,000 UCEAP Year Abroad scholarship?**

Your UCEAP Year Abroad scholarship will be applied to your MyEAP student account in mid-December 2018.

### **I am going on a fall UCEAP program and a spring UCEAP program. Do I qualify for the \$2,000 UCEAP Year Abroad scholarship?**

The \$2,000 UCEAP Year Abroad scholarship only applies to individual year-long programs.

### **I am on a fall UCEAP program and am applying for an extension. Do I qualify for the \$2,000 UCEAP Year Abroad scholarship?**

The \$2,000 UCEAP Year Abroad scholarship is only for students who apply for individual yearlong programs, not students who extend.

### **I am withdrawing post-departure from my yearlong program before the official end date, am I able to keep my \$2,000 UCEAP Year Abroad scholarship?**

No, students who do not complete the yearlong program **IN FULL** will have to return the \$2,000 UCEAP Year Abroad scholarship to UCEAP. If there is not a sufficient credit on your account you may be billed for the amount due.

### **How will I know if I am eligible for the Program Scholarships?**

For a list of eligible programs visit [Program Scholarships for 2018-19](#). These scholarships are also reflected on the program budget.

### **How will I receive the Program Scholarship?**

Your Program Scholarship will be applied to your MyEAP student account. A disbursement will be issued if there is a credit balance after the scholarship is applied.