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Money Matters

UCEAP ACCOUNT

You can view your UCEAP account activity through MyEAP

Your **MyEAP** account is separate from your UC campus account; they are not linked. Through MyEAP, you can view your UCEAP program fees, reported financial aid, payments, refunds and account balance. In MyEAP, look under **Financial Info > View** or Pay Financial Account to see this account activity.

Use the same login ID and password for MyEAP that you used initially to apply for UCEAP. If you have difficulty logging in or forget your login information, contact the **MyEAP Helpdesk**.

To receive checks, notifications and direct deposits, update your contact information in MyEAP and **sign up for eRefund**. If you are signed up for eRefund on your UC campus, you must still sign up with UCEAP (campus eRefund is not linked to your MyEAP account).

Even if you do not expect to receive a disbursement, it is highly recommended that you sign up for eRefund.

You will receive an email informing you when a disbursement has been requested. Once this email is received, you cannot change the method of payment for that disbursement, but you can sign up for eRefund for future disbursements.

If you are not enrolled in eRefund, your disbursements are mailed to your address of record and you will need to arrange for someone to check your mail and deposit your disbursement checks while you are on UCEAP. To ensure you receive disbursements, update your US financial address and email in MyEAP. Do not use your campus mailing address.

PAPERLESS NOTIFICATIONS

UCEAP will email you a courtesy billing notice prior to the final payment due date to the email address you enter in MyEAP. You will not receive a paper billing statement, so check your email account and your MyEAP account on a regular basis for notifications and account balance.

THIRD PARTY AUTHORIZATION

If parents, guardians or anyone else will be paying for your fees, forward them the payment reminder or sign them up for **Third Party Authorization**.

UCEAP requires your permission to discuss your account with others. By law under the Family Educational Rights and Privacy Act, UCEAP staff cannot discuss your financial information with anyone other than you—not even your parents—without your written permission.

If you want to designate someone who can discuss your financial matters with UCEAP and make payments on your behalf, complete the electronic form located in your **MyEAP** account. Look under **Financial Info > Third Party Authorizations** (see complete **Instructions**).



BUDGET

The UCEAP Program Budget outlines your program and personal expenses

The UCEAP Program Budget will help you calculate anticipated program costs so you are financially prepared to attend your program. It is for your reference and does not need to be mailed to UCEAP. The Program Budget is located in the **Money Matters** section of the **Pre-Departure Checklist**. Select your Country, Academic Year and Program to access the Program Budget.

The Program Budget is divided into two sections:

SECTION 1: UC FEES

These fees typically include tuition, on-site orientation, UCEAP participation fee and program-specific fee, which are payable to UCEAP. Depending on the program, other costs such as housing may be included.

UCEAP is also required to assess **Miscellaneous Campus Fees, Non-Resident Supplemental Tuition** and **Graduate Fees** on behalf of your home UC campus while you are on the program. UCEAP collects and returns these fees to your UC campus.

If you are normally assessed **Non-Resident Supplemental Tuition** while attending your home UC campus, UCEAP will collect these fees while you are on the program and return them to your UC campus.

Changes in Fees: The tuition, fees and charges posted to your MyEAP account are estimates based on currently approved amounts. These figures may not be final. Actual tuition, fees and charges are subject to change by the Regents of the University of California and could be affected by state funding reductions. Accordingly, final approved tuition and fee levels (and thus your final balance due) may differ from the amounts shown. You will be notified via email if a change in fees occurs, and will have 30 days from the date the email is sent to bring your MyEAP account balance current.

Program Scholarships: For details, please see the **Program Scholarships for 2017-18 page**

SECTION 2: ESTIMATED PERSONAL EXPENSES

These expenses are paid directly to outside providers or host institutions (they are not collected by UCEAP).

The personal expenses estimate is based on a conservative student lifestyle and is intended to provide a reasonable minimum estimate of personal costs associated with the program. The cost of living, including everything from the price of toiletries to the average cost of meals, is calculated into the budget both as a convenience for UCEAP participants as well as for UC Financial Aid purposes. UC Financial Aid requires a detailed budget so that financial aid students can be packaged for the total estimated expense of the program. It does not include recreational travel or entertainment, alcohol or clothing.

If you manage your funds diligently you should be able to provide for necessities as estimated in the UCEAP Program Budget.

If you are on financial aid, you will need to purchase travel, as well as other predeparture expenses, such as required medications, before you receive a financial aid disbursement. Please plan to have enough funds to cover these expenses.

UC Campus Health Insurance: All students studying with UCEAP will be assessed by their UC campus the mandatory health insurance fee. You are responsible for either 1) paying the campus health insurance fee at your UC campus, or 2) obtaining a health insurance waiver at your UC campus.



PAYMENTS

See the Payment Schedule for payment amounts and deadlines

You can view your account balance and make a payment any time in MyEAP. For deadlines, access the UCEAP Payment Schedule and Program Budget located in the **Money Matters** section of the **Pre-Departure Checklist**.

Making Payments

See the **Payment Instructions** for how to pay your **MyEAP** student account online or how to mail in a payment to UCEAP.

There are two payments for each of the summer, fall or spring programs. You can find payment deadlines on your Payment Schedule, located on page 2 of your UCEAP **Program Budget**. Pay attention to the payment deadlines and share the information with the person who will be paying your UCEAP fees. You can log on to **MyEAP** to view your balance due any time after the fees have been posted. You can **grant your parent or others access** (with a Third Party Authorization) to your MyEAP Financial Account so that they can view your account and make payments on your behalf.

You will be notified by email prior to the payment due dates. Even if you do not receive a reminder email, you are responsible for paying UCEAP fees on time. UCEAP's Systemwide Office uses the email address you provide in the "Contact Info" section of **MyEAP**, so be sure to either provide an email address you will check often or have your UC email forwarded to an alternate address you plan to check often. If you assign a parent or other third party access to your **MyEAP** account, they will receive payment reminder notifications as well. As a participant, it is your responsibility to ensure that payments are made according to the UCEAP payment deadlines.

If there are revisions to fees due to UCEAP after the payment due date, you will be notified by email and you will have 30 days from the date the email is sent to bring your MyEAP account balance current.

IMPORTANT NOTE ABOUT YOUR FINAL PAYMENT: The final payment amount may vary for each student depending on payments received, financial aid transactions and program fee adjustments. Please check your MyEAP student account for the balance due, and compare the total amount of fees due with the completed budget worksheet. UCEAP will email a notification of balance due prior to the due date. If all fees are not assessed on your account on the date your final payment is due, an additional notification will be sent once all fees have been applied. You will have 30 days from the date the email is sent to bring your MyEAP account balance current.

FIRST PAYMENT

- The first payment amount is **\$950** and is due to the UCEAP Systemwide Office by your predeparture withdrawal deadline, even if fees have not yet been applied to your MyEAP account at that time. See the Money Matters tab of your **Pre-Departure Checklist** for the first payment due date.
- You are responsible for this payment **unless** you are a **financial aid student** (expecting any grants, scholarships or loans to be sent to UCEAP); the first payment is **deferred to the final payment due date**. Your MyEAP account will automatically be assessed a late payment fee for the first payment, which will be reversed if/when UCEAP receives your financial aid.

FINAL PAYMENT

- All students must submit this payment—even financial aid students.
- Submit your payment to the UCEAP Systemwide Office before your program start date. This payment will vary by program, so log into **MyEAP** to see your account balance. You must pay the total balance due by the date indicated in the Payment Schedule (page 2 of your Budget).



- Financial Aid Students: If the amount of your financial aid covers your fees, you do not need to submit this payment. Log into **MyEAP** to see your account balance. If your aid has not been applied to your **MyEAP** account by the due date, contact your **UC campus Financial Aid Office** immediately.

If some or all of your aid is sent directly to you, for example a Federal Direct Parent PLUS Loan or an outside agency scholarship/grant, and is to be used towards your balance due, then you will need to submit payment by the due date or enroll in an Extended Payment Plan.

NONRESIDENT SUPPLEMENTAL TUITION

- Nonresident Supplemental Tuition fees are due with the second payment if you are attending a summer, fall or spring program.

You are responsible for paying your debts

You are responsible for paying your debts while on the program. Holds or blocks will be issued at your UC campus if you do not meet your financial obligations. Leaving unpaid debts while on the program reflects poorly on the University of California. UCEAP students are considered representatives of UC. If you leave unpaid charges, you are also subject to disciplinary, financial and academic penalties imposed by the University of California.

An Extended Payment Plan is available

The UCEAP Extended Payment Plan (EPP) offers an opportunity to pay your UCEAP program fees over an extended period of time. There is no interest charged; the EPP is an interest-free loan. If you owe UCEAP money or have a history of payment difficulty, you may be denied an EPP. Send an email to studentfinance@eap.ucop.edu to sign up for an EPP.

A non-refundable fee of \$25 will be assessed to your UCEAP student account upon enrollment in the EPP.

EPP requires a first payment of at least 50 percent of the entire balance due, with 2 additional payments of 25 percent each prior to the end of the program. All payments must be made online. Each payment must be made according to the due dates reflected on the EPP, and paid in full by the end of the program. A hold will be placed on your grades until your balance is paid in full. Entering into an EPP does not fulfill the financial obligations for the program until the outstanding balance is paid in full. Therefore, a student is not eligible for participation in a subsequent UCEAP program until outstanding balances are paid in full.

A \$50 late payment fee will be assessed for a late EPP payment each month (see Late Payment Fee in the Fees and Penalties section of this guide). One late payment may affect eligibility for future participation in the plan. Two late payments may cancel the EPP.

FINANCIAL AID

Contact your UC Financial Aid Office for scholarship/loan requirements and procedures

Since you remain enrolled at UC while you are on UCEAP, you retain eligibility for both Federal and UC financial aid.

For financial aid application forms (FAFSA), scholarship and loan applications, procedures, academic requirements and deadlines for the following year, contact your UC campus Financial Aid Office.



The current academic requirements for financial aid are to carry a minimum load of 36 UC quarter units as an undergraduate, or 24 UC quarter units as a graduate student during the academic year. Each UC campus or department may have additional requirements.

If you do not have the financial resources to participate in UCEAP, visit your UC campus Financial Aid Counselor in charge of UCEAP students. Locate the UCEAP counselor for your office in the [UCEAP Campus Representatives list](#).

Inform the Financial Aid Counselor that you are a UCEAP participant, and ensure that all the financial aid files and documents you submit clearly indicate your UCEAP status, including reference to the correct UCEAP program. The campus Financial Aid Office will determine your financial aid eligibility. If financial aid is granted, it is your responsibility to complete all procedures required by your UC Financial Aid Office before departure.

File all financial forms by the early deadlines as if you were going to remain at your home UC campus. Your campus Financial Aid Office will package your financial aid according to the UCEAP Program Budget. You will need to accept the aid you choose to accept on your home UC Financial Aid Account. Your campus Financial Aid Office will send your financial aid information to our office once you have done so, and UCEAP will apply the aid to your MyEAP Account.

Travel cost for financial aid students

Your financial aid package is based partly on the UCEAP Program Budget. The estimated round-trip travel amount is based on the cost of a changeable student fare to your program. If your independent travel costs are greater than the travel estimate in the UCEAP Program Budget, notify your financial aid counselors. Neither UCEAP nor the Financial Aid Office can guarantee that the additional cost will be funded by financial aid.

If you are on financial aid, you may need to purchase your tickets before you receive a financial aid disbursement.

UCEAP strongly recommends purchasing changeable round trip fares, which will allow you to make changes to your return travel for a fee. Carefully research rules prior to purchasing a ticket. Plan for this expense. Neither UCEAP nor the Financial Aid office will reserve or pay for your ticket.

Program fee payments for financial aid students

The first payment is deferred for financial aid students if UCEAP receives your financial aid from your campus. The aid is applied to your UCEAP student account. If the aid does not cover the program cost (Section 1 of the UCEAP Program Budget), you will receive a billing notice prior to the final due date. If all of your financial aid is sent directly to you or your parents, or if you do not adhere to UC Financial Aid deadlines or procedures, UCEAP will consider you a non-financial aid student and you will be ineligible for the first payment deferral. In both cases of non-deferral, you are required to make the first payment by the due date, even if fees have not been applied to your MyEAP student account. Be sure you are familiar with the composition and status of your financial aid package at all times, both before and after departure.

If you have submitted the first payment and your financial aid exceeds the program fees, you will be refunded any credit in accordance with the [Financial Aid Disbursement Schedule](#). If your financial aid awards exceed your UCEAP program fees, a UC financial aid disbursement will be requested approximately 10 (ten) calendar days before the Official Start Date of the program, contingent on your UC campus Financial Aid Office notifying UCEAP of your financial aid awards.



If your financial aid is less than the UCEAP program fees (indicated on the UCEAP Program Budget), you are responsible for the difference. Make payments according to the instructions on the UCEAP Payment Schedule. Prior to the final due date, you will receive a courtesy reminder about the balance due in your account. UCEAP will send this alert to the email address you entered in MyEAP and to any third party email addresses you have authorized.

Any changes in your financial aid package after the disbursement request date may result in a balance due. You will have 30 days from the date the email is sent to bring your MyEAP account balance current. Direct any questions about financial aid packaging or repackaging to your Financial Aid Office..

Late payment fees

If your first payment is deferred, you will automatically be assessed a late payment fee for that payment. This payment will be reversed when UCEAP receives your financial aid.

If the financial aid reported to UCEAP by your UC campus Financial Aid Office covers the amount of the first and second payments by the second payment due date, you will not be assessed a late payment fee for the second payment.

If some or all of your financial aid is sent directly to you, for example a Federal Direct Parent PLUS Loan or an Outside Agency Scholarship/Grant, and is to be used towards your balance due, then you will need to submit a payment or enroll in an Extended Payment Plan by the final payment due date or you will be assessed a late payment fee.

If your financial aid reported to UCEAP by your UC campus Financial Aid Office does not cover the amount of the entire student account balance, you need to make a payment to cover the difference by the final payment due date. If you do not make that payment, you will be assessed a late payment fee for the final payment. It is your responsibility to calculate the difference between your financial aid and the total amount due to UCEAP, using the Program Budget Worksheet.

If your financial aid is reported to our office after the final payment due date, and satisfies the balance due, the late payment fee for the final payment will be reversed.

If your financial aid is revised, resulting in a balance due to UCEAP, you will be notified by email and will have 30 days from the date the email is sent to pay the balance. You will be assessed a late payment fee if you do not make the payment by that due date and a hold or block will be issued at your UC campus.

How financial aid is disbursed on UCEAP

UCEAP Student Finance may distribute financial aid disbursements while you are on the program. To enable this, the campus Financial Aid Office must notify UCEAP in writing of the financial aid awarded for UCEAP participation. All confirmed financial aid awards sent to UCEAP, including Direct Lending, are credited to your UCEAP student account. Exceptions may include PLUS loans, graduate fellowships and departmental grants, and certain outside agency scholarships or loans. These funds may be distributed directly to you, depending on what disbursement method you have chosen with the awarding department or bank (in the case of loans). Unconfirmed or estimated financial aid awards are not credited to the account. UCEAP program fees are deducted from confirmed financial aid awards and the remaining credit balance is disbursed according to the **Financial Aid Disbursement Schedule**. By default, a paper check is mailed to the financial address listed in your MyEAP account. You have the option to receive your disbursement by direct deposit. To do so, you must successfully enroll in eRefund with UCEAP. Please see the **UCEAP eRefund instructions** for further details.



Occasionally, receipt of financial aid disbursements can be delayed due to financial aid timing issues. Examples of delays may include: Awards not accepted on your UC campus financial aid account, FAFSA audit of your records by Financial Aid Office or a change in your Expected Family Contribution. Plan to have adequate backup funds should delays occur. Disbursements can be viewed in your MyEAP account once they have been processed.

Financial Aid Revisions

If your financial aid is revised at any time, including after completion of or withdrawal from the program, you will need to repay UCEAP excess financial aid that was disbursed to you. You will be notified via email and will have 30 days from the date the email is sent to pay the balance. You will be assessed a late payment fee if you do not make the payment by that due date and a hold or block will be issued at your UC campus.

See the financial aid disbursement schedule for estimated disbursement dates

In accord with Federal regulations, the first financial aid disbursement for all programs will be requested approximately 10 (ten) calendar days prior to the program's official UCEAP start date. You must sign up for eRefund prior to this date to receive this disbursement as a Direct Deposit. Verify that your confirmed financial aid has been reported to UCEAP by logging in to **MyEAP**. If your aid is not reflected on your account and it is two weeks prior to your departure date, contact your UC campus Financial Aid Counselor to confirm that your financial aid has been forwarded to UCEAP. Dates of disbursement are contingent upon the receipt of financial aid information by UCEAP.

The UCEAP disbursement request dates in the **Financial Aid Disbursement Schedule** differ from those on your UC campus. The UCEAP eRefund system is separate from any existing direct deposit you have with your UC campus.

Learn about Federal Direct and PLUS loan disbursements

FEDERAL DIRECT LOANS

You must complete a Master Promissory Note and Entrance Counseling Session for loans at your UC campus. Your UC Financial Aid Office commits the net amount of your loans for the full terms you will be abroad at the beginning of the UCEAP program. These funds will be applied toward your program fees. If there is a remaining credit balance, it will be disbursed with all other aid in accordance with the financial aid disbursement schedule for the program. Your lender will notify you on a quarterly basis that the funds have been disbursed to your UC campus. Unless this is a new loan, the funds will have already been applied towards your UCEAP program fees.

PARENTAL LOANS (PLUS)

There are varying disbursement possibilities for approved PLUS (Parent Loan for Undergraduate Student) applications. UCEAP advises borrowers to verify with the campus the expected method of disbursement upon loan approval and plan accordingly. PLUS loans can be disbursed by the campus Financial Aid Office directly to your parental address or applied directly to your UCEAP account. Confirm with your campus Financial Aid Counselor how these funds will be disbursed and the amounts. If they are being disbursed by the campus Financial Aid Office, confirm the disbursement dates of these funds. If the funds are being applied directly to your UCEAP account, your UC Financial Aid Office commits the net amount of your loans for the full term(s) you will be abroad at the beginning of the UCEAP program. If there is a remaining credit balance after the funds are applied to your account, it will be disbursed with all other aid in accordance with the financial aid disbursement schedule for the program.



Fee waivers apply while you are on UCEAP

VETERAN BENEFITS

Veteran fee waivers apply to the following fees: UC student services, tuition, pre-ILP and ILP instructional, and UCEAP participation fees. All other fees will remain your responsibility. Submit a copy of the confirmation of benefits award letter for the current academic year to the UCEAP Student Finance unit. A separate letter is required for each academic year that you participate in UCEAP.

If you have other veteran benefits, contact your UC Financial Aid Office and Campus Veteran's Affairs Office.

DEPARTMENT OF REHABILITATION AND GRADUATE FELLOWSHIP BENEFITS

Have the Department of Rehabilitation or Graduate Division representative contact UCEAP Student Finance for coordination of payment.

STANFORD TUITION GRANT

The Stanford tuition grant will cover the following fees: UC student services, tuition, program-specific, UCEAP participation, pre-ILP and ILP instructional charges, and campus fees. Submit a copy of the Stanford tuition grant award letter to the UCEAP Student Finance unit. A separate letter is required for each academic year that you participate in UCEAP.

LOS ALAMOS LAB

Employees of the UC Los Alamos Laboratory are charged in-state tuition fees. Submit to the UCEAP Student Finance unit a letter from the Human Resources department confirming employment and academic year of coverage.

Take advantage of the eRefund Direct Deposit option

If you are expecting your financial aid to exceed your UCEAP Fees and would like to receive your refund as a direct deposit, you should sign up for eRefund on your [MyEAP account](#). Look under **Financial Info > eRefund Signup** on the left-hand menu. Review the [eRefund Direct Deposit Instructions](#) before you sign up.

Since UCEAP disbursements are processed through a different system than your UC campus, you must set up a separate direct deposit with UCEAP. (Disbursements will be processed through the UCSB Accounting Office.) Due to Federal Regulations, UCEAP cannot disburse funds to foreign banking institutions or investment accounts.

eRefund becomes effective immediately and will remain in effect until you cancel it through [MyEAP](#). If the eRefund is declined due to incorrect account information, you will receive email instructions from UCEAP on how to resolve the matter. If you do not resolve the matter, your disbursement will be issued in the form of a paper check. Your check will be mailed from UCSB to the US financial address that you have on record in [MyEAP](#).

If you have authorized a third party with the "ONLINE PAYMENTS & INFORMATION RELEASE," they will be able to change your banking information.



FEES & PENALTIES

Withdrawal Fee

UCEAP WITHDRAWAL FEES

Students will be assessed the UCEAP Withdrawal fee in the amount of \$500 if they voluntarily withdraw, are administratively withdrawn, or are dismissed after the predeparture withdrawal deadline for their program. The predeparture withdrawal deadline is noted in the Money Matters section of the [Pre-Departure Checklist](#).

ADDITIONAL WITHDRAWAL FEES

As stated in the Student Agreement, additional penalties, including unrecoverable program costs and fees assessed by a host institution or third-party service provider abroad, may apply according to deadlines established by those entities. Program specific withdrawal penalties can be found on the Program Budget which is located in the Money Matters section of the [Pre-Departure Checklist](#).

UCEAP PROGRAM TRANSFER FEES

Once you have been selected into a UCEAP program, you will be allowed to transfer your application to another UCEAP program without financial obligation, except for any third party provider fees, until the predeparture withdrawal date of your original program. If you choose to transfer your application to another UCEAP program after the predeparture withdrawal date, you will be financially responsible for a \$200 program transfer fee, as well as any third party provider fees. This transfer must be done no more than 2 weeks before the original UCEAP program's official start date. If the transfer occurs after that date, you will be assessed full withdrawal fees pursuant to the [Withdrawal Chapter](#) in this guide.

If you would like to transfer your application, please begin the process by contacting your campus study abroad advisor.

Additional Fees for Late Payments, Insufficient funds and Returned Checks

NON-SUFFICIENT FUNDS/RETURNED ITEM FEES

If payment made by check to your MyEAP student account is returned by the bank for any reason, your account will be assessed a Non-Sufficient Funds/Returned Item fee. If a check is returned, it is because two attempts were unsuccessfully made to deposit it. UCEAP does not have control over the timing of these attempts.

E-checks may also be returned. Your payment authorization may initially be accepted, yet returned by your bank because of non-sufficient funds in your account or because you have provided incorrect routing or bank account numbers, or if the account is not ACH equipped.

If your credit card payment is dishonored, it will be treated as a returned item.

If your payment is returned by the bank for any reason, your MyEAP student account will be assessed a Non-Sufficient Funds/Returned Item fee. The first time a payment is returned, the fee will be \$25. If UCEAP receives any further returned items, the fee will be \$35. You will be assessed this fee regardless of the amount of the check or the reason it was returned. You may be required to repay with a money order or a cashier's check.

LATE PAYMENT FEE

You must pay at least the Minimum Amount Due reflected on the Payment Schedule to avoid late payment penalties. For the final payment, the total amount due is located on your MyEAP student account. Late payment penalties in the amount of \$50 are assessed for each payment not received by the due date.



EXTENDED PAYMENT PLAN FEE

A non-refundable fee of \$25 will be assessed to your MyEAP student account upon enrollment in the **Extended Payment Plan**. See the Extended Payment Plan section of this document to learn how to enroll.

Holds and Blocks

GRADE HOLDS

If you have a balance remaining on your UCEAP account, your grades will be held until the balance is paid in full. To avoid a grade hold, make payments to your MyEAP account by the deadlines.

UC CAMPUS BLOCK

If you have a balance remaining on your UCEAP account after the final payment is due, a registration block will be issued at your home UC campus. To avoid a registration block, make payments to your MyEAP account by the deadlines, or enroll in an EPP and make payments accordingly.

BANKING

Assign your power of attorney to a responsible party

You are strongly encouraged to arrange for a relative or other responsible party as your power of attorney for the time you are abroad. This arrangement requires notarization, so it should be established before you go abroad.

The person assigned as your power of attorney can help with financial transactions. They will typically be empowered to:

- Make deposits and withdrawals in your US bank account
- Write and sign your checks
- Endorse, cash and deposit checks and drafts made out to you
- Pay your credit card and other bills
- Arrange for international money transfers
- Access your account statements
- Open and close other accounts in your name

You must make arrangements with your bank for a specific individual to have your power of attorney, and the accounts to be covered by the power of attorney must be specified. The designated individual will retain the power of attorney until you cancel it in writing. UCEAP cannot assist you with this process.



UCEAP STUDENT FINANCE CONTACTS

Help with financial questions and emergencies

UCEAP can assist you if you encounter financial problems while on UCEAP. Contact your **UC campus Financial Aid Office** for clarification of awards or requests for additional aid.

In a financial emergency, Program staff can help you to communicate with the UCEAP Systemwide Office.

Contacting Your UCEAP Finance Accountant

Each UCEAP program has a dedicated Finance Accountant. See **our directory** to contact your country specific accountant. If you contact us via phone and are unable to reach us, please leave a voicemail or send an email explaining the issue (include your name and UC Student ID number). We will respond as soon as possible. If you do not receive a response within two business days, you can contact Susan Asch-Luna, Student Finance Supervisor at saschluna@eap.ucop.edu, (805) 893-6156.