

<b>Subject:</b>	<b>Student Financial Regulations 2022-23</b>		
<b>Version:</b>	V5-220810	<b>Supersedes:</b>	V4-210405
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***This document relates to students studying in Dubai only.***

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## 1.0 Student Financial Regulations

- 1.1. Students enrolling on a programme of study are required to comply with the University's formal student and financial regulations. Student financial regulations are detailed here. The formal student regulations can be found at: [https://www.mdx.ac.uk/about-us/policies\\_](https://www.mdx.ac.uk/about-us/policies_)
- 1.2. You should understand that by enrolling online at Middlesex University MyUniHub, <https://myunihub.mdx.ac.uk>, you agree to be bound by these terms and conditions.

## 2.0 Tuition Fee Charges

- 2.1. The amount that you will pay in respect of tuition fees is dependent on the course that you wish to study and whether you wish to study on a part time or full-time basis. Full time degrees are charged a flat rate which covers up 120 credits per annum, and any credit taken above this level will incur additional charges at the prevailing credit point rate. Part time study is usually charged on a credit point basis.
- 2.2. Tuition Fees for 'new students' are subject to review each year. The schedule of tuition fee charges for 'new students' enrolling in academic year 2022-23 can be found at: <https://www.mdx.ac.ae/studentfinance/tuition-fees>.
- 2.3. Tuition fees net of taxes for returning students remain at the same rate throughout the normal duration of the programme i.e., the tuition fee rate net of taxes at the initial enrolment will be charged throughout the duration of the programme subject to the student maintaining a minimum 'Pass' grade in all modules. Any increases in taxes will be borne by the student.
- 2.4. Once you have enrolled you are responsible for the payment of your tuition fees and any other associated charges, including any amounts due from third parties which are not paid. Failure to settle fees on time will mean that the University will withdraw access to learning facilities, and this may ultimately lead to deregistration from the University.
- 2.5. Middlesex University reserves the right to reassess any student's tuition fee liability should new information come to light that may affect the original assessment. You should also understand that if you change programme or modules during the course of the year that your tuition fee charge may also change as a result.
- 2.6. If you are a postgraduate student and you fail to complete your dissertation within one year of completing the taught element of your programme you will be charged a 'dissertation only' fee.
- 2.7. Exclusions in tuitions fees:

Students undertaking certain programmes may be required to pay additional fees to cover

part or all the cost of special equipment, consumables or facilities – this information will be provided to students in a timely manner. The following course-related costs are not included in the fees, and you may be required to purchase these to complete the course.

- Your core textbooks (which you are expected to purchase) and stationery items
- Personal technology, e.g., laptop, tablet, specialist software, camera, and accessories
- All printing and photocopying charges after free print allowances have been used
- Personal membership charges of professional bodies
- Your art materials, for example, for programmes relating to Art & Design
- Compulsory visits to museums and galleries, if applicable
- Optional field trips, if applicable
- Additional books that you wish to purchase
- Lab coats/ personal safety equipment, if applicable
- Sports clothing and trainers

Further details on specific additional equipment required which is not included in your fees can be requested from the Campus Programme Coordinator.

### 3.0 When to pay tuition fees

- 3.1. Your payment deadlines will be dependent on the category of student you fall under. Payment of tuition fee invoices are payable immediately.
- 3.2. For Domestic Students there are two standard instalment plans options.

<b>Instalment Plan</b>	<b>Sept Intake Number of instalments</b>	<b>Sept Intake instalment Months</b>	<b>Jan Intake Number of instalments</b>	<b>Jan Intake instalment Months</b>
1	1	September 2022	1	January 2023
2	8 equal instalments of 12.50% of the tuition fee	September 2022 October 2022 November 2022 December 2022 January 2023 February 2023 March 2023 April 2023	1 <sup>st</sup> instalment AED7,000 and balance in 6 equal payments	January 2023 February 2023 March 2023 April 2023 May 2023 June 2023 July 2023

Please note that Postgraduate Students studying on a part-time basis can pay over the duration of their studies. The above payment plan represents one year., and therefore students studying over two years will make a total of 16 payments (8 in Year 1 and 8 in Year 2).

3.3. For International Students there are two standard instalment plans options.

instalment Plan	Sept Intake Number of instalments	Sept Intake instalment Months	Jan Intake Number of instalments	Jan Intake instalment Months
1	1	September 2022	1	January 2023
2	4 equal instalments of 25% of the tuition fee	September 2022 November 2022 January 2023 March 2023	4 equal instalments of 25% of the tuition fee	January 2023 March 2023 May 2023 July 2023

Please note that Postgraduate Students studying on a part-time basis can pay over the duration of their studies. The above payment plan represents one year, and therefore students studying over two years will make a total of 8 payments (4 in Year 1 and 4 in Year 2).

- 3.4. Students who require a visa status letter prior to the academic year commencing must pay their first tuition fee instalment immediately. The amount paid will be non-refundable.
- 3.5. Domestic and international students who utilize instalment plan 1 and pay their tuition fee in full before the start of the academic session will be offered a full payment discount of 3%.
- 3.6. VAT invoices for each instalment will automatically be emailed to your Middlesex University student email account as per your instalment plan. We are unable to send communications to any alternative email addresses.
- 3.7. Where you are unable to make your tuition fee payment by this deadline you will find that progressively you will be restricted from our facilities and systems. If for any reason you have trouble raising the necessary funds and require a non-standard instalment plan, please request this via emailing [studentfinance@mdx.ac.ae](mailto:studentfinance@mdx.ac.ae). All requests are reviewed by the Student Finance Committee and a decision will be made within 10 working days of receiving the request.

## 4.0 Sponsorship

- 4.1 If an employer or organisation is paying your tuition fees you will need to provide evidence of this in writing in line with the payment deadlines above. A purchase order (as provided by your Sponsor) containing your details including your student ID and the value of your sponsors' contribution should be emailed to [studentfinance@mdx.ac.ae](mailto:studentfinance@mdx.ac.ae).
- 4.2 The University reserves the right to reject sponsorship purchase orders or letters if they are not original documents, do not contain the correct information, or if they are found not to be

issued by a recognizable third-party organisation. All invoices issued by Middlesex University Dubai must be settled in full within 30 days. If invoices are not paid in accordance with these terms the debt will revert to you.

- 4.3 Please note that if your fees are being paid by a relative or friend this is not considered as a formal sponsorship by the University. In this instance you will be regarded as self- financing.

## 5.0 Scholarships and Grants

- 5.1 The University offers discounts in the form of scholarships and grants. Details of these can be found on our website at <https://www.mdx.ac.ae/scholarship-and-grants>.
- 5.2 Your Offer letter will specify any specific terms and conditions relating to any scholarships / grants that have been awarded.

## 6.0 How to make a payment

- 6.1 **Online using a debit or credit card** via the [www.mdx.ac.ae](http://www.mdx.ac.ae) website

<https://www.mdx.ac.ae/payment-portal> 

- 6.2 **In Person Card Payments:** You can pay in person using a debit or credit card. The Finance opening hours are:

Time	Day
8am to 5pm	Monday, Wednesday and Friday
8am to 6:30pm	Tuesday and Thursday

- 6.3 **In Person Cash / Cheque Payments:** All returning students can make cash/cheque payments 24 hours a day 7 days a week via the cash deposit machine/cheque deposit box located outside of the Finance Office. Cash will be accepted over the counter for all new students for the first instalment payment and must be paid via the cash deposit machine subsequently.
- 6.4 Please note an AED 500 charge is payable if a cheque is required to be recalled from the bank or is returned due to insufficient funds. If two cheques are returned due to insufficient funds this payment option will no longer be available and the full tuition fee balance for the academic year will be due in full immediately.
- 6.5 All cheques should be made payable to Middlesex Associates FZ LLC.

## 6.6 Bank Transfer:

Account Name: Middlesex Associates FZ LLC  
Account Number: 01900 0039 478  
IBAN: AE 590 330 000 019 000 039 478  
Bank Name and Address: Mashreq Bank, Internet City Branch, Dubai, UAE  
Swift Code: BOMLAEAD

Please note when making international bank transfers the payee is liable for all bank charges including the correspondent bank charges. Please ensure the student MISIS number or application number is included in the beneficiary's reference field. Copies of bank transfer remittance advices should be forwarded to <https://www.mdx.ac.ae/studentfinance>.

- 6.7 **Direct Debit:** The instalment amounts can be automatically debited from your or a nominated persons bank account on the payment date. To set up this process please contact the Finance Team.

## 7.0 Debt policy and procedures

- 7.1 This policy outlines the arrangements for collection of student fees and charges. It covers sanctions which may be used in relation to students with overdue Tuition fee debts and is designed to ensure that all students are treated fairly and equitably.
- 7.2 If you fail to pay your tuition fees on time, services including your computing facilities may be withdrawn and your enrolment may be revoked.
- 7.3 If you are unable to pay any fees or charges by the appropriate due date, you should contact the Finance Office at the earliest opportunity, as we may be able to help. The University will be sympathetic and assist where it can, however the quality of teaching is dependent upon funding and so it must act to recover all outstanding debts.
- 7.4 If your financial circumstances change after you started your course, then you may be able to agree a non-standard instalment plan. To submit a request, please email [studentfinance@mdx.ac.ae](mailto:studentfinance@mdx.ac.ae). All requests are reviewed by the Student Finance Committee and a decision will be made within 10 working days of receiving the request. If approved, you may be required to pay via post-dated cheques or a direct debit mandate. In the event that any approved non-standard instalments become overdue, the remaining tuition fee balance for the academic year will be due immediately in full.

### **Deregistration for non-payment of tuition fees**

- 7.5 Students who fail to pay their tuition fees due at the start of the academic year or provide confirmation of sponsorship will be de-registered at the end of learning week four. The option to pay by instalments available at the start of the academic year will no longer be

available. Any student who has been deregistered will be required to pay the annual tuition fee in full plus a late payment charge within the deadline specified by the University in order to be re-instated.

- 7.6 Students who fail to pay any subsequent instalment within 3 months of the due date will also be subject to deregistration.

### **Late payment charges**

- 7.7 Students who fail to pay their tuition fees or provide confirmation of sponsorship on or before payment deadlines will be subject to an AED 200.00 late payment charge. This late payment charge will be payable on each occurrence of default, including the first instalment.

### **Financial Holds**

- 7.8 If you have a tuition fee debt that becomes overdue, holds will be applied to your student account automatically. Holds are designed to prevent access to certain facilities such as computing, dependent on the age of the debt. The hold types and their effects are as follows:

#### **DUBAI FINANCIAL HOLD**

The records of students at Middlesex University Dubai in default of or with overdue financial payments to the University will be placed on this hold. The student is not permitted to check-in (re-enrol), register or change modules, change module components, apply for a new programme, receive official letters and transcripts or view results (grades, progression or programme result) or use the Library services theatre.

Students with a tuition fee debt to the University will not be issued any official University document, including but not limited to the following; until such debts to the University have been paid.

- Will not have a qualification conferred
- Will not be notified of their final results
- Will not receive a Certificate or Diploma Supplement or Transcripts
- Will not be entitled to attend their Graduation Ceremony

As the next stage of the University's debt collection process, the Finance committee oversees the de-registration of students on financial hold from their modules based on the overdue period. Students at this stage will not be allowed to attend lectures, submit their assessments, or sit for final examinations until the outstanding debt is cleared. This will have implications on re-enrolment, academic progression and/or successful completion of your studies.

As a final step of the de-registration process, the records of these students with outstanding debt will be withdrawn from enrolment based on the directives of the Finance committee.

### **Returning students with debt**

- 7.9 Students with outstanding Tuition Fee debts from a previous academic year are not permitted to re-enrol. All debts must be paid in full before you can return to undertake another year of study.

### **External debt collection agencies**

- 7.10 The University reserves the right to refer debt in respect of any ex-student to an external debt collection agency operating under the UAE regulations for recovery.

## **8.0 Withdrawal / Temporary Interruption**

- 8.1 Tuition fee charges are determined on the basis of enrolment status and not actual attendance. This means that if you stop attending, but do not formally withdraw or interrupt you will be liable for tuition fees until the point in time that you officially notify the University.
- 8.2 If you decide to withdraw from a course, you must notify the CampusCentral office in writing of your decision. In the absence of written notification of withdrawal, you shall be assumed to be in attendance and as such liable for the payment of tuition fees for the academic year.
- 8.3 It is important that you are aware of the financial implications of withdrawing during the course of the academic year. Withdrawal deadlines for academic year 2021/22 are as follows:

<b>Students' Enrolment Term</b>	<b>Withdrawal Date</b>	<b>% of Academic Year Tuition Fee Payable</b>
<b>Autumn</b>	• on or before 17th October 2022	AED 3,000
	• between 17th October 2022 and 16th January 2023	50%
	• after 17th January 2023	100%
<b>Winter / Spring</b>	• on or before 6th February 2023	AED 3,000
	• between 6th February 2023 and 16th April 2023	50%
	• after 17th April 2023	100%

An administration fee of AED 3,000 is chargeable for Autumn enrolments withdrawing on or before 17<sup>th</sup> October 2022 and Winter / Spring enrolments on or before 6<sup>th</sup> Feb 2023. Any student progressing from the MDX International Foundation Programme to a UG programme who withdraws before these dates would be charged an administration fee of AED 1,000.



- 8.4 Where payment has been made in excess of the tuition fee charged (including non-refundable deposits) the overpayment will not be refunded, however the credit balance may be carried forward to be applied against future tuition fee charges. The credit may be carried forward for up to one academic year.
- 8.5 Tuition fee charges are determined on the basis of enrolment status and not actual attendance. In the absence of written notification of withdrawal or interruption, you shall be assumed to be in attendance and as such liable for the payment of tuition fees for the academic year.
- 8.6 Fees paid for the attended academic year cannot be carried forward and the new published fee will apply at the time of re-enrolment. Students returning to study following withdrawal / interruption will be charged the tuition fee rate applicable to “new students” for the academic year they re-enrol.
- 8.7 *Scholarships and Grants*: Students who have been approved for temporary withdrawal (interruption) can retain their scholarship provided they receive prior permission from the Director’s Office **and** the interruption is up to one academic year only. If students interrupt their programme for more than one academic year, the awarded scholarships and grants will be automatically discontinued.

## 9.0 Tuition Fee Deposit Refund Policy

- 9.1 Students are required to pay a tuition fee deposit in order to secure a place at the University. The value of any deposit amount paid is deducted from the tuition fee due, upon enrolment.
- 9.2 **Right to Cancel**  
On receipt of the tuition fee deposit the applicant shall have 14 calendar days in which to request a full refund of the amount paid, this is the full cooling off period. After the 14 days cooling off period has past the terms of the tuition fee deposit refund policy shall apply.
- 9.3 If an applicant enrolls within the 14-day cooling off period the cooling off period will cease at the point of enrolment, at which point the Policy for withdrawal after enrolment will apply.
- 9.4 The Tuition Fee deposit payment will only be refunded in full in the following circumstances:
- The applicant has been refused a student visa. Evidence of the refusal must be submitted with any request, as evidence.
  - The deposit was paid while the applicant held a conditional offer; the applicant failed to meet the conditions of the offer and was not admitted to the University for the relevant course and start date specified in the offer letter.
  - The applicant did not enrol and has requested the refund of the deposit within 1 year of payment. An administration fee of AED 3,000 is deducted from any refund.
  - A status letter has not been issued.

- 9.5 Other conditions relating to the refund of Tuition Fee Deposits:
- If after payment of a deposit, the applicant decides to defer entry to the following academic year, the deposit will be held over to the following academic year.
  - Once paid, deposits cannot be transferred to another individual. Refunds will only be made to the individual or organisation that originally paid the deposit. If a third party has paid the deposit on behalf of the applicant, we are unable to refund the deposit directly to the applicant.
  - Refunds can only be made to the account from which the payment was made originally.
  - Refunds will be made in AED.
  - Any charges levied by the receiving bank will be borne by the applicant.
  - In no other circumstances will the deposit be refunded. You should therefore only pay a deposit if you are certain you are able to take up your place at Middlesex University.
  - Refunds will not be made where the student has arrived in the UAE and commenced studies with the University. Any refunds would then need to fall in line with normal University withdrawal policies – See section 8.
- 9.6 Refunds will not be made if the applicant/or registered student, or any representatives acting on their behalf, are found to have provided fraudulent information.
- 9.7. Whether knowingly or unknowingly, in support of the University or UAE Visa application, or if the student visa is refused based on a previous record of fraud or non-compliance with Immigration rules, whether in the UAE or overseas. In such circumstances, any offer from the University will be invalidated and we will retain the deposit payment. The process for the removal of an offer when fraudulent information has been used to gain admittance is outlined in the University Regulations point B7, please refer to <https://www.mdx.ac.uk/about-us/policies>.
- 9.8 **Interruption and Temporary withdrawals**  
The withdrawal policy (See section 8) specified above also applies to students who choose to interrupt their studies.

## 10.0 General Refund Policy

### Right to cancel

- 10.1 If for any reason the student changes their mind about joining the University after they have accepted our offer (which is the point when the contract to study with us is formed), the student has a legal right to cancel their contract for a period of 14 days starting on the day after they accepted our offer for academic programmes only. To meet the cancellation deadline, it is sufficient for the student to send their communication in writing to Admissions concerning their exercise of the right to cancel before the cancellation period has expired.
- 10.2 If the student has cancelled their contract in accordance with the above, the University will reimburse to the student all payments received from them in respect of the cancelled

contract. The University will make the reimbursement using Bank transfer payment, unless they have expressly agreed with us otherwise.

10.3 If you decide to withdraw from a course, you must notify CampusCentral office in writing of your decision. In the absence of written notification of withdrawal to CampusCentral office you shall be assumed to be in attendance and as such liable for the payment of tuition fees for the academic year.

10.4 Whilst every effort is made to avoid changes to our programme, the University reserves the right to withdraw any course. If the University cancels the programme for which the student has accepted an offer, then refunds are available under the Middlesex University Dubai Student Protection Plan. Full details of the Student Protection Plan are available [here](#).

10.5 Students who have been either suspended or excluded from the University for disciplinary reasons or for not maintaining minimum standards or academic progression are not eligible for any refund of tuition fees.

#### 10.6 **Requests**

Any amounts due to be refunded by the University will only be processed on receipt of a completed Student Refund Request form. To access the form, [CLICK HERE](#).

10.7 The refund will be made by bank transfer in AED. You are responsible for ensuring that the correct bank details are completed on the form. The University will not accept any responsibility for payments misdirected as a result of incorrect account details provided on the form. Any charges incurred from the recipient bank will not be borne by the University.

#### 10.8 **Visa Deposits**

Refunds in respect of visa security deposit are made within 10 days of receipt of the immigration final clearance, which can take up to 30 days after visa cancellation. Please note forms will not be accepted until after the visa has been cancelled.

To request a refund, the Student Refund Request form must be completed. To access the form, [CLICK HERE](#). Deposits can only be refunded within 1 year of the contract ending.

#### 10.9 **Sponsored Students**

Where a Sponsor has paid a fee greater than the fee applicable for the academic year, they will be entitled to a refund. In this instance the student will not receive the refund unless, the student was partially self-funding for their tuition fees.

#### 10.10 **Anti-money laundering regulations**

The University will not accept any payment from persons or organisations unless they relate to a valid charge, levied or impending. This is to comply with Money Laundering regulations to prevent payments being made not relating to any University service from one party subsequently being refunded to another party. Any suspicious payments and or refund requests may be reported to the appropriate regulating body.

## 11.0 Other Services

### 11.1 Visa

The amount that you will pay in respect of student visa fees is dependent on the visa type required. For new applications the fees can be viewed at <https://www.mdx.ac.ae/student-visa/new-student-visa-application>.

For visa renewals the fees can be viewed at <https://www.mdx.ac.ae/student-visa/student-visa-renewal>.

For new students, the visa fee and refundable deposit payment, along with 25% of the upcoming academic year tuition fees are required prior to processing the visa application. For returning students, the visa fee and any outstanding tuition fees relating to prior academic years are required prior to processing the visa application. In the unlikely event that a student's visa application is unsuccessful, the visa deposit will be refunded. The UAE government may retain the annual visa fee.

### 11.2 Transport

The amount that you will pay in respect of student transportation fees is dependent on the route required. A full schedule of fees can be viewed at <https://www.mdx.ac.ae/life-at-university/student-transportation-service>.

The payment schedule for transportation fees is the same for all students. Payment for term one must be received 19<sup>th</sup> September 2022 and Term 2 fees should be received by 16<sup>th</sup> January 2023.

A 25% booking fee will be deducted from any refund requested within the first teaching week of the term. Refunds are not available for cancellations after the first teaching week of the term.

### 11.3 Status letters for prospective students prior to enrolment

Prospective students who request for Status Letters before they are fully enrolled at the University are required to pay a non-refundable charge of AED 10,000. The request for such Status Letters must clearly outline who the letter needs to be addressed to and the purpose of the request. Such letters can be issued only after gaining the approval of the Director's Office. When these prospective students complete the full enrolment process for the next academic year, then this charge will be treated as part payment towards the tuition fees. If these prospective students are unable to enrol by the respective deadlines (1st November for September start programmes; 1st March for January start programmes) then the amount paid by the students cannot be carried forward to subsequent academic years, and the students will forfeit the full amount paid.

### 11.4 Other Services

Fees for other services can be viewed at <https://www.mdx.ac.ae/studentfinance/other-charges>. Please note some of these services may not be available if there is an

outstanding tuition fee payment showing on the student account.

## 12.0 Understanding your Statement of Account

12.1 Each month a statement of account will be emailed to your Middlesex University student email account.

Your account will provide a summary of:

- All charges incurred by you
- All payments received from you
- All instalment plans arranged with you
- The amount(s) owed to the University

12.2 Your statement will be presented to you in the format below. The transactions recorded in this example represent some common transactions that may be seen.

### Account Statement

15th Oct 2022  
MISIS #: M0011111

Dear Sam Jones,

Please find below your statement of account. Please note payments can take up to 5 business days to show in your account

Opening Balance as at 01/09/2022	-7,000.00	AED
Tuition fee invoices raised to date	10,000.00	AED
Visa / medical invoices raised to date	8,425.00	AED
Transport invoices raised to date	0.00	AED
Other invoices raised to date	0.00	AED
Payments received to date	-22,900.00	AED
<b>Account Balance</b>	<b>2,275.00</b>	<b>AED</b>

Any debit account balances are due for payment immediately to avoid any financial sanctions. The University debt policy and procedures can be found at <https://www.mdx.ac.ae/studentfinance>.

You can settle your account balance via:

- Online card payment at <http://www.mdx.ac.ae/>
- Bank transfer to:
  - Account Name: Middlesex Associates FZ-LLC
  - Bank: Mashreq Bank
  - IBAN: AE59 0330 0000 1900 0039 478
  - SWIFT Code: BOMLAEAD
- Cheque payable to Middlesex Associates FZ-LLC
- Payment in person at the Finance Counter

Any credit balances will be automatically offset against future invoices. For your reference the remaining tuition fee instalments for academic year 2022/23 are

November-2022	5,0000.00	AED
December-2022	5,0000.00	AED
Janurary-2023	5,0000.00	AED
Feburary-2023	5,0000.00	AED
March-2023	5,0000.00	AED
April-2023	5,0000.00	AED
<b>Total instalments</b>	<b>30,000.00</b>	<b>AED</b>

Please contact [studentfinance@mdx.ac.ae](mailto:studentfinance@mdx.ac.ae) with any queries you may have.

Kind Regards,

MDX Dubai Student Finance Team

12.3 Please find a brief explanation of each line item reflected in the statement of account:

- **Opening balance as at 01/09/2022:** This is the brought forward balance from the previous academic year i.e., the amount paid in advance (credit amount) or the amount outstanding still to be paid (debit balance).
- **Tuition fee raised to date:** This is the total monetary amount inclusive of any discounts and VAT that has been invoiced for tuition fee from 1<sup>st</sup> September 2022 to the statement date (in this example 15<sup>th</sup> October 2022).
- **Visa / medical invoices raised to date:** This is the total monetary amount inclusive of VAT that has been invoiced for visa / medical from 1<sup>st</sup> September to the statement date.
- **Transport invoices raised to date:** This is the total monetary amount inclusive of VAT that has been invoiced for Transport from 1<sup>st</sup> September to the statement date.
- **Other invoices raised to date:** This is the total monetary amount inclusive of VAT that has been invoiced for any other services from 1<sup>st</sup> September to the statement date.
- **Payments received to date:** This is the total payments received by the University from 1<sup>st</sup> September 2022 to the statement date.
- **Account Balance:** The account balances the total amount owed to the University (debit balance) or the payment on account made by the student (credit balance). All debit balances are due for immediate payment. All credit balances will be automatically offset against future invoices.
- **Tuition Fee Instalments:** The last section of the student statement shows the remaining instalments for the current academic year for tuitions fees only.

12.4 If you believe there are any discrepancies in your statement of account, please contact the Finance Office.

12.5 A detailed transactional student statement is available upon request by emailing [studentfinance@mdx.ac.ae](mailto:studentfinance@mdx.ac.ae)

## 13.0 Finance Contacts

13.1 You can contact the finance team in the following ways:

- Via email at [studentfinance@mdx.ac.ae](mailto:studentfinance@mdx.ac.ae)
- In person at the Finance counter located on the ground floor in building 16. Opening hours are 8am to 5pm Monday to Friday with late night opening until 6:30pm on Tuesdays and Thursdays
- Via telephone +971 (0)4 433 4149

## 14.0 Review

The policy will be reviewed every year.

In case of any change, the payment links will be updated

## 15.0 Record Keeping

Reviewed on 10<sup>th</sup> August 2022.

### ***Amendment History***

<b>Previous Version</b>	<b>Changes to previous version in the current version and date.</b>	<b>Updated by</b>	<b>Authorised by</b>
V1 - Student Finance Guidelines 2019-20	Reviewed & updated the policy based on changes to MU Hendon policy. The policy title changed to <b>Student Finance Regulations</b> . Reviewed on 22 May 2019.	Quality Manager	Director
V2-190522	Changes made in dates	Quality Manager	Director
V3-200324	Changes made in dates 2.7 - Mashreq Education Loan for students removed 3.4 added – students requiring a visa status letter 3.5 – instalment plan modified 7.10 – accommodation fees section removed 8.5 – added for students returning from withdrawal or interruption 10.8 – accommodation deposits removed 11.1- accommodation in Other services removed 11.2 - visa renewal for new and returning students modified	Quality Manager	Director
V4-210405	2.7 Exclusion in tuition fees added 7.8 Financial Holds – para added after the table 8.7 Leave of absence/temporary withdrawal added for scholarships	Quality Office, Finance Office	Director
V5-220810	3.2 Jan intake instalment plan changed 7.8 Financial Holds – Table removed, and Dubai Financial Hold added 8.3 Administration fee for withdrawal of IFP to UG students changed from AED 2500 to AED 1000 11.3 Status Letter for prospective students prior to enrolment added 12.2 In account statement Accommodation invoices removed, payment via bank draft removed 12.3 Accommodation invoices removed All links revised References to Student Office changed to Campus Central Days of operations changed from Sunday-Thursday to Monday-Friday	Quality Office, Finance Office	Director