

Agreement and Disclosure Statement

When you initially register as a student at Tulane University, you establish an open-end account with Tulane through its Accounts Receivable Office. This agreement is a statement of the terms and conditions of that account, as well as a statement of your rights and responsibilities regarding that account. We recommend that you keep this agreement for your own reference. In the agreement, the words "we," "our," "us," "Tulane" and "University" refer to Tulane University. The words "you," "your" and "student" refer to you, the student. The word "agreement" refers to this Agreement and Disclosure Statement.

Credit Terms

Applicability - Your open-end account is the instrument through which Tulane will process all of your financial transactions with Tulane University. The terms of this agreement apply to all purchases, charges, fees, fines, tuition and loans made or obtained by you, made or obtained by someone else with your permission, or assessed to you, by, from, or with respect to Tulane (collectively referred to as "Charges" and individually as "Charge"), including, but not limited to:

- a) Tuition and fees;
- b) Housing charges, including Aron Residences, Willow Residences and TUMC Housing/Deming Pavilion;
- c) Board plan charges;
- d) Medical/hospitalization insurance;
- e) Bookstore, McAlister Market, Le Gourmet;
- f) Student Health Center charges;
- g) Telecommunications charges;
- h) Library fines;
- i) Traffic fines;
- j) Short-term student loans;
- k) Newcomb Child Care Center charges.

Promise to Pay - You promise to pay the total amount of all Charges. You also promise to pay all FINANCE CHARGES and other fees and expenses due under this agreement.

Notices - You agree to keep us informed of any change in your address. If we mail you a letter, notice, or statement to the last address you have given us, you agree that you will be bound by the information contained in that mailing. All notices or letters sent to us must be sent to: acctrec@tulane.edu or

Tulane University
Accounts Receivable
35 McAlister Drive
Suite 103 Phelps House
New Orleans, Louisiana 70118-5645

Addresses on your account are your responsibility. The permanent, local and billing addresses on your account may be changed through Tulane's Registrar's Office website.

Your Bill - Bills are rendered on a monthly basis. Bills will be e-mailed to the student's Tulane e-mail address.

Students are responsible for making sure that their parents or other payers of the account are signed up for e-billing. FINANCE CHARGES will not be cancelled for any improper addresses supplied by the student. Payment is due on or before the due date printed in the lower right-hand corner of the bill. If we receive full payment of the "New Balance" shown on the bill on or before the due date, no **FINANCE CHARGE** will be assessed. A **FINANCE CHARGE** will be assessed if **any** portion of the "New Balance" shown on the bill remains unpaid after the due date. We may apply payments and credits to the amounts owed on your account in any order that we establish.

Release of Information - Accounts Receivable is bound by FERPA regulations, which prohibit our representatives from discussing student information with other parties. **If a student wishes to share his/her financial account information with parents, guardians or other interested parties, the student must complete and return the Authorization for Release of Information form to Accounts Receivable.** The Authorization for Release of Information enables the university to more quickly comply with student and parent requests without jeopardizing the integrity of the account. By completing this form, you will consent to Tulane University disclosing to parties listed all information relating to your Tulane University account. You may revoke this consent at any time by notifying Tulane's Accounts Receivable Office in writing.

FINANCE CHARGES - A daily **FINANCE CHARGE** will be assessed on any Charge that remains unpaid after the due date and will begin to accrue as of the day such Charge was posted to your account. We figure the **FINANCE CHARGE** on your account by applying the periodic rate to the "average daily balance" of your account. To get the "average daily balance," we take the beginning balance on your account each day and subtract any payments or credits. We do not add in any new Charges. This gives us the daily balance. Then, we add the daily balances for the billing cycle together and divide the total by the number of days in the billing cycle. This gives us the "average daily balance". To determine the **FINANCE CHARGE**, we first multiply the average daily balance by the Periodic Rate of .00049315 and then we multiply that amount by the number of days in the billing cycle. The **ANNUAL PERCENTAGE RATE** on your account is 18%.

Not Secured Credit - Your account is not secured credit.

Cancellation/Entire Balance Due - We may cancel your account and take away your account privileges at any time for any reason. If your account is cancelled, you agree to immediately pay the outstanding balance on your account in full including, without limitation, all **FINANCE CHARGES** and other fees and expenses due under this agreement.

Returned Payments - In the event a payment is made on your account and the payment is returned to us unpaid as a result of non-sufficient funds or otherwise, you agree to pay us a fee of \$25.00 or 5% of the amount of the check, whichever is greater. Pre-registration classes secured by a returned payment are subject to cancellation.

Collection Costs - If we refer your account to outside collectors (including attorneys); you agree to pay our reasonable collector's fees and costs not to exceed 25% of the amount owed on your account.

Change of Terms - We can change the terms of this agreement at any time. The new terms will apply to new Charges and to the outstanding balance on your account on the effective date of the change. We will notify you of any change at least 15 days before the start of the billing cycle when the change takes place.

Governing Law - This agreement is governed by the laws of the State of Louisiana. You agree that your account is a consumer credit transaction governed by the Louisiana Consumer Credit Law (LSA-R.S. 9:3510 et seq.) as it may be amended.

Your Billing Rights

Notify Us In Case of Errors or Questions About your Bill- If you think your bill is wrong, or if you need more information about a transaction on your bill, e-mail us at acctrec@tulane.edu or you may write us at Tulane University, Accounts Receivable, New Orleans, Louisiana 70118-5676. E-mail or write to us as soon as possible. We must hear from you no later than 60 days after we sent you the first bill on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights.

In your letter, give us the following information:

- *Your name and account number.*
- *The dollar amount of the suspected error.*
- *Describe the error and explain why you believe there is an error. If you need more information, describe the item about which you have a question.*

Your Rights and Our Responsibilities After We Receive Your Written Notice- We must acknowledge your letter within 30 days unless we have corrected the error by then. Within 90 days, we must correct the error or explain why we believe the bill was correct.

After we receive your letter, we cannot try to collect an amount you question, or report you as delinquent. We can continue to bill you for the amount you question, including **FINANCE CHARGES**, and we can apply any unpaid amount against your credit limit. You do not have to pay any questioned amount while we are investigating, **but you are still obligated to pay the parts of your bill that are not in question.**

If we find that we made a mistake on your bill, you will not have to pay any **FINANCE CHARGES** related to any questioned amount. If we didn't make a mistake, you may have to pay **FINANCE CHARGES**, and you will have to make up any missed payments on the questioned amount. In either case, we will send you a statement of the amount you owe and the date on which it is due.

If you fail to pay the amount that we think you owe, we may report you as delinquent. However, if our explanation does not satisfy you and you write to us within 10 days telling us that you still refuse to pay, we must tell anyone to whom we have reported you as delinquent that you have a question about your bill and we must tell you the name of anyone to whom we reported you as delinquent. When the matter is finally settled between us, we must tell anyone to whom we reported you that the matter is settled.

If we don't follow these rules, we can't collect the first \$50.00 of the questioned amount, even if your bill was correct.

Special Student Requests or Situations

Financial Aid- If aid has been awarded and accepted, but is not credited to your account, you may deduct one-half of the total amount of grants, scholarships or loans awarded for the academic year from the amount owed. The balance is due by the date specified on your bill.

A borrower has the right to cancel all or part of a federal loan disbursement credited to the student's Tulane University billing account. A disbursement cancellation request must be made in writing, postmarked within sixty days of the disbursement's crediting date, and should be mailed to Tulane University Financial Aid Office, 205 Science & Engineering Lab Complex, 6823 St. Charles Avenue, New Orleans, LA 70118; sent via e-mail to finaid@tulane.edu OR faxed to (504) 862-8750. The amount canceled will be charged to the student's billing account and returned to the lender.

Transcripts- Transcript requests will be *denied* if a student has a balance over \$50.00.

Registration- Registration for any semester will be *denied* if you have not paid for all Charges relating to previous semesters, including, without limitation, tuition, fees, dormitory, board, and miscellaneous Charges.

Diplomas- Diplomas will not be issued to students whose accounts are not paid in full by the announced Spring, Summer and Fall graduation dates. Payment made after those deadlines should be made with certified funds. Certified fund payment options are:

1. Pay online with a checking or savings account, or with a MasterCard, American Express or Discover credit card at <https://aurora.tcs.tulane.edu/acctrec/>.
2. Pay with cash, cashier's check, certified check or money order in person at the Bursar's Office in Bruff Commons.

Refunds- All student refunds will be processed through the student's account, including, without limitation, housing deposits, financial aid, tuition refunds, etc. If a credit balance exists after the processing of such credits, a request for a refund may be made through the Accounts Receivable website. The refund will be in the student's name and may be either: a) direct deposited into a specified bank account, b) a check, or c) by other methods if available and requested by the student.

Student Mandatory Fees and Charges

The fees listed below are not subject to dispute and are due from the student regardless if services are utilized.

Academic Support Services Fee- The Academic Support Services Fee provides certain academic resources to all Tulane students. The fee enables students to have access to the University's computer services, data, voice, and internet hook-ups, including those services provided by all outside vendors. In addition, tutoring and counseling services, on-line library, inter loan services and other support services, such as, the language and science laboratories, are covered by this fee.

Student Health Center- The Student Health fee provides students with primary care, psychiatric, and contraceptive care at the Student Health Center. It also contributes to health education programs, drug/alcohol counseling and the Tulane Emergency Medical Service. This fee is not a health insurance premium.

Student Activity Fee- The student body at Tulane assesses itself a Student Activity Fee to support its activities. The Student Activity fee entitles students to participate in or attend supported activities, readership of a weekly student newspaper and admission to many intercollegiate athletic contests, movies, and lectures.

Student Recreation Center Fee- Fulltime students will be assessed for membership to the Reily Recreation Center. Part-time students have the option to join the Recreation Center.

Student Medical Insurance- University policy requires that all full-time students have medical insurance. Prior to fall semester, you will receive full details regarding the Tulane-sponsored insurance plan. You will need to complete the online Medical Insurance enrollment/waiver process to either enroll or decline this coverage. If you do not respond by the deadline, you will automatically be enrolled in this plan and charged the annual premium. A link to the online enrollment/waiver process can be found at the main Accounts Receivable website: <http://pandora.tcs.tulane.edu/acctrec/>.

Tuition Refunds

Tuition Remission- Failure to attend does not constitute a withdrawal. To obtain a remission of tuition, the student must complete drop/add form(s) with Academic Advising. Tuition will be reduced based on the date of withdrawal. Please consult the Registrar's Academic Calendar for specific dates. Tuition remission will be credited to the student's account. If tuition has been paid by tuition waiver or other financial aid, the tuition credit will be transferred from the student's account to the waiver or aid. **Fees are not refundable.**

Tulane Refund Plan- An insurance program is available for circumstances where a student is unable to complete a semester due to illness, accident, etc. The Tulane Refund Plan is offered by A.W.G. Dewar, Inc. Further information or question should be directed to **A.W.G. Dewar, Inc.** at (617) 774-1555 or http://www.tuitionrefundplan.com/launch/launch_flash.html.