

Frequently Asked Questions

Fall/Winter 2011-2012



Ask McMaster

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We encourage you to try the "Ask McMaster" button  for all your financial questions. You can find it located on our main page <http://www.mcmaster.ca/bms/student/index> But since you are here now, below are some on-the-spot answers to popular questions.

I completed my Payment Agreement (PA) online but have since changed my course load. Should I make changes to my PA?

Yes, changes/updates to your PA are encouraged as soon as you change your course load, and especially as more information like actual residence / meal plan, scholarship and OSAP amounts become available. The deadline to update your Payment Agreement can be made until September 1. More [Important Dates and Deadlines](#) can be found on our website. Should you only want to make changes to the payment options you selected you can access the PA through MUGSI/My Student Accounts and Cashiers/Payment Agreement. Please ensure to click "Confirm" to save your changes.

How do I make changes to my PA after the deadline date?

Revisions are not accepted on your PA after September 1, the deadline date specified on our [Important Dates and Deadlines](#). You will be responsible for following through with the payment plans as you last confirmed. If you have made changes to your academic registration selections, the correct fee charges will be reflected on your student Account Statement shortly after the last day to register/drop courses. You can access your Account Statement through MUGSI (MUGSI/My Student Accounts and Cashiers/Account Statement). If you want to make changes to your Payment Options or Plans, you will need to make arrangements as soon as possible with a financial counsellor in Gilmour Hall, Room 209.


It's after the deadline date and I've just registered in SOLAR. Can I still go into the Payment Agreement?


Yes, first time Payment Agreements can be done after September 1. Once you have completed your academic registration on SOLAR you will be prompted to do the Payment Agreement. However, you will NOT be FULLY REGISTERED until your payment or the appropriate documentation has been processed in the Student Accounts and Cashiers Office. **You will be assessed a \$50.00 Late Payment Agreement Fee upon registration.**

What happens if I select Pay in Full on my Payment Agreement and I miss the September 1st payment date?

If you miss the September 1st payment date, you will be automatically part of the Flex Plan – 1 Term. The Flex Plans involve the \$35 Flex Plan Charge and are subject to interest. Details on all available plans can be found on our website under [Payment Plans](#).

What are McMaster's preferred methods of payment? McMaster has worked diligently to bring new online payments services as a quick, convenient and secure way for students and parents to pay tuition fees.

- Students paying from a CANADIAN bank account, we encourage you to use [INTERAC Online](#)  (by selecting the "Pay Now" button on your Payment Agreement, Account Statement or the "Pay Your Account" Quicklink on MUGSI). or use [Online/Telephone banking](#) through your bank's website or call centre to pay your student account. INTERAC Online payment is immediate where Online/Telephone banking allows you to make post-dated payments. Payments may be post-dated no later than September 1. For more details on both, please see Payment Methods.

- Students paying from an **INTERNATIONAL bank account**, we encourage you to use TRAVELEX.  Travelex provides an exchange rate guaranteed for 72 hours, in order to give you the time to take the confirmation to your bank and initiate the payment. Your bank pays Travelex in your country, notification is sent to Travelex here and the money is transferred in Canadian dollars to your student account at McMaster the next day. Travelex does not incur the service fees or delays of a conventional International Wire Transfer.

Can I post-date my Online/Telephone banking payment?

Most financial institutions allow Online/Telephone banking payments to be post-dated. Payments may be post-dated no later than September 1.

Can I pay my fees by credit card?

No, we do not accept payments by credit card. Please refer to [Payment Methods](#) to review our other convenient options.

Will I get a bill saying how much I owe?

No. In correspondence to McMaster's aim to a more sustainable society, we do not send out "bills". Your last confirmed **Payment Agreement** is a snapshot of what you are required to pay at the time of registration. If you add or drop courses, or as OSAP/Scholarship/Residence/Meal Plan information becomes available, you should reconfirm your PA to update the amounts owing. After September 1st (when the PA can no longer be updated) and up to the last day to add courses, your Account Statement will display the amounts from the last confirmed PA. Once the last day to register/drop courses has passed, your Account Statement on MUGSI (MUGSI / My Student Accounts and Cashiers / Account Statement) will show the actual charges associated with what is on your student record. **Your Account Statement is available for viewing 24/7.** It's your responsibility to review frequently, checking to make sure that all payments have been received and to be aware of any unpaid balance. We will be using online communication (MUGSI messages, Student Account website, your McMaster email) to deliver important information to you. Be sure to activate your MACID and enable your McMaster email and check both frequently.

Can I defer my payment?

If no payment plans we offer meet your specific financial needs, you may be eligible to make special arrangements with one of our financial counsellors. Please drop by the Student Accounts and Cashiers office at Gilmour Hall, Room 209 **before September 1**, to discuss your situation. You may also contact a credit representative at: student.accounts@mcmaster.ca or telephone: (905) 525-9140 Ext: 24478. *Note: a \$35.00 deferment fee may be assessed if a deferment agreement is reached.*

Are supplementary fees included in my tuition?

The totals listed in the fee schedules include all mandatory supplementary and faculty specific society/support fees. Please see the [What is Included](#) information sheet for details.

I tried to access the Payment Agreement through MUGSI/My Student Accounts and Cashiers/Payment Agreement and was told I must fill out a paper Payment Arrangement Form.

The online Payment Agreement process is available to most students. There are a few groups of students who will still need to register by paper. Those students must complete a Payment Arrangement Form and submit it with their payment to Student Accounts and Cashiers.

I have an account overdue from a previous session. Can I still register?

No. Accounts from previous sessions must be paid in full before you will be able to register in a new session. To view your current balance, please go to your Account Statement on MUGSI (MUGSI/My Student Accounts and Cashiers/Account Statement).

Will I be charged interest if I don't pay my total fees in full?

Yes, interest is charged at an annual rate of 14.4% (1.2% per month subject to change). A full month's interest is calculated on any unpaid balance on the last day of each month, starting September 30th.

What is MUGSI?

McMaster University Gateway to Student Information. Once you activate your MACID, you may view your Account Statement as well as various other financial and academic systems such as your grade report and program /registration status and tax certificates.

Where do I send my payment?

All payments should be made online. If online payments are not an option for you, you should mail your cheque to: Student Accounts and Cashiers Office

** Please write your student ID# on the front or back of your cheque**

Gilmour Hall, Room 209
McMaster University
1280 Main Street West
Hamilton, ON L8S 4L8

Or Use our convenient after-hours drop box located outside Room 209 in Gilmour Hall. Please do not put cash in the drop box.

How does OSAP work?

Once you have applied and have received an assessment amount, you will be able to select OSAP as a Funding Option on your Payment Agreement. If you have applied and the Payment Agreement does not see any assessment information on their system, it may be too soon to see it. If you were given an assessment recently, please be patient and try the Payment Agreement in a few days. If you are still having difficulty please contact the Office of Student Financial Aid and Scholarships to verify your assessment and their progress. As soon as your loan has arrived, you must go in person to sign and negotiate the amount you are required to remit to McMaster (on your Payment Agreement). This amount will be forwarded to your student account usually within 8 business days of negotiation. Please refer to the Student Financial Aid and Scholarships website for more information on OSAP.

<http://sfas.mcmaster.ca/osap.html>

I'm expecting a scholarship but the system won't let me use this option.

You must have received confirmation from Student Financial Aid and Scholarships office before you can select this as a Funding Option on your Payment Agreement. Once selected, the amount will calculate against the fees that you owe and then be credited to your student account. If, after having received confirmation, you are still having difficulty, please contact the Office of Student Financial Aid and Scholarships to verify your scholarship status.