Official address

Please address ALL correspondence about financial matters to:
The Senior Director of Finance
University of the Free State
PO Box 339
BLOEMFONTEIN
9300

IMPORTANT: Always mention your student number in all correspondence with the university.

1. Contact details

1.1 Student Finance

Undergraduate students
+27 51 401 3003
+27 51 401 2806
+27 51 401 2817
+27 51 401 3643
+27 51 401 7050
+27 51 401 9912
+27 51 401 9670
1.2 Housing and Residence Affairs
+27 51 401 3455
+27 51 401 3562

2. Where to pay

2.1 Absa Bank
Account name: UFS Student Accounts (Tuition Fees)
Branch code: 630734
Account number: 1570 151 688

- Reference number (use the applicable option):

First payment for registration: 100 directly followed by your student number.
Tuition and accommodation fees: 100 directly followed by your student number.
Meals: 101 directly followed by your student number.
Books: 102 directly followed by your student number.

- Reference numbers for DEPOSITS:

Accommodation deposit: 103 directly followed by your student number.
MBChB reservation deposit: 104 directly followed by your student number.
MBChB skeleton deposit: 105 directly followed by your student number.

2.2 Electronic fund transfers
Register the university as beneficiary.
Use the Absa banking details in par. 2.1.

2.3 Facility for online credit card payments
See www.ufs.ac.za and follow the links: Students – Student Finance – Online credit card payments.

2.4 Cashiers: Thakaneng Bridge, Bloemfontein Campus
Monday to Friday: 08:30–14:30

Cashiers: Admin Building, Qwaqwa Campus
Monday to Friday: 08:30–15:00

Cashiers: Admin Building, South Campus
Monday to Friday: 08:30–16:00

2.5 Samba
The cashiers at the Thakaneng Bridge accept Samba card payments.

2.6 Proof of payment
Fax to +27 51 401 3579 / Email to tuitionfees@ufs.ac.za.

3. Rules regarding fees

3.1 Errors and omissions
Although the information contained in the yearbook has been compiled as carefully as possible, the Council and Senate accept no responsibility for any errors or omissions.

*What does this mean?* There may be mistakes in this document – although we hope not! If there are, the official UFS amounts and/or information apply.

3.2 Amendments
All university fees are determined and approved by the Council, which may amend them at any time. The amended amount will be payable on request.

*What does this mean?* If the Council amends any fees, you must pay the amended amount, not the initial amount published in this document.

3.3 Fees payable
Fees are payable in full, irrespective of whether any services rendered by the university are disrupted by circumstances beyond the university’s control, such as strikes, student boycotts, public unrest or any other disruption on campus.

3.4 Payment dates
Tuition and residence fees are calculated per semester. All fees must be paid as follows, regardless of whether an account has been received or not. *Account statements are emailed to students’ UFS4life email addresses.* You have to forward the account to the person(s)...
responsible for paying the account. It is your responsibility to enquire if you have not received an account.

**Payment dates for South African students**
First semester: All fees for the first semester are payable on/before **31 March**.
Second semester: All fees for the second semester are payable on/before **31 August**.

**Payment dates for international students**
First semester: All fees for the first semester are payable on/before **31 March**.
Second semester: All fees for the second semester are payable on/before **30 June**, regardless of any other date that may appear on account statements.

All other fees are payable before the end of the month, following the month in which the transaction took place, as indicated on the account statement, unless otherwise specifically stipulated in the regulations.

**If payments are not made by the due dates**
- Interest at the prime bank rate as charged by Absa Bank + 2% will be levied on all accounts in arrears.
- All academic records will be withheld.
- International students with outstanding fees on 1 July will not be allowed to continue with their second-semester studies.

_What does this mean? You must stick to payment deadlines, and make sure that you receive an account. Even if you do not receive an account, you are still responsible for payment – claiming that you never received an account is not an excuse._

3.5 **Interest charged on overdue accounts**
Failure to pay on the set dates will entitle the university, irrespective of any other rights, to charge interest on the outstanding fees at an interest rate equal to the prime bank rate levied by Absa Bank + 2%, calculated from the date on which each amount is payable up to the date of payment.

3.6 **Official registration**
The registration of a student becomes official once the required fees have been paid and an official proof of registration has been issued to the student.

3.7 **Fees in arrears**
If a student is in arrears with payments on any of his/her university accounts, the university has the right, notwithstanding any arrangements the student may have made for an extension of time or otherwise, to refuse to mark any examination papers and/or withhold statements of
results, study records, certified examination timetables and examination results, until the amounts owed have been paid.

Conduct certificates, certified declarations and certificates for qualifications obtained will only be issued once all outstanding fees owed to the university, irrespective of the nature or origin thereof, have been paid.

What does this mean? If your account is not paid up to date, you are not entitled to any UFS services and/or documentation. If you have made payment arrangements to settle the debt, services and/or documentation will be supplied to you only after the full outstanding payment has been made.

3.8 Prescribed debt: Fees for the academic year are payable in advance

(i) A previously registered student of the UFS who has failed to pay outstanding fees will not be allowed to register unless the fees for the year are paid in advance. This includes students whose debt has prescribed. Should a student be of the opinion that sufficient reason exists for exemption from this requirement, he/she must appeal in writing to the Senior Director of Finance, University of the Free State, PO Box 339, Bloemfontein 9300.

(ii) An academic record/certificate of a qualification obtained by a previously registered UFS student who has failed to pay outstanding fees will not be issued, unless an amount equal to the amount that was written off is paid.

(iii) After three years, the rights of a previously registered UFS student who failed to claim credit balances will prescribe.

3.9 Re-registration
If a student has not settled his/her previous year’s account(s) in full, the university may, irrespective of whether or not the student has arranged for extension of time or otherwise, refuse his/her re-registration until the said amount(s) is/are settled in full.

3.10 Default of payment
Should a student fail to settle his/her account(s) with the university, the university shall be entitled, notwithstanding any other rights, to hand over the account(s) for collection.

3.11 Disciplinary measures
A student remains financially liable, even if prevented from continuing his/her studies by any university regulation or rule.

What does this mean? If you are not allowed to complete your studies, you are still responsible for paying all outstanding fees.
3.12 Bursaries and loans
The attention of bursary holders is drawn to the fact that it is their responsibility to ensure that bursary donors make payments timeously and in accordance with university regulations. Bursars have to provide their sponsors with details of their accounts.

If a sponsor does not pay a student’s account in time, interest will be charged and debited to the account, and the student or his/her parents or guardian will be responsible for the payment of such interest.

**What does this mean?** You must make sure that your bursary donor(s) pays your account. If they don’t, you will be responsible for payment.

3.13 Access to personal Student Finance account
UFS Self-Service
You can gain access to your personal Student Finance account via UFS Self-Service. Please visit www.ufs.ac.za and follow the links: Students – Student Finance – My Account. The username is your student number. UFS ICT Services provides the initial password. For security reasons, you are advised to change your password as soon as possible.

**Fees payable: 2020**

4. Payments prior to registration

4.1 Registrations between January and February 2020 (first-semester and year modules)

- Account balances for 2019 must be zero.
- Prepayments are due five (5) working days prior to registration. You will not be able to register until these amounts are paid. If your student finances are less than the amounts required, the full amount must be paid.

<table>
<thead>
<tr>
<th></th>
<th>SOUTH AFRICAN</th>
<th>SADC</th>
<th>Non-SADC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bloemfontein and Qwaqwa Campus</td>
<td>RESIDENCE STUDENTS</td>
<td>14 080</td>
<td>25 180</td>
</tr>
<tr>
<td></td>
<td>NON-RESIDENCE STUDENTS</td>
<td>7 480</td>
<td>15 280</td>
</tr>
<tr>
<td>South Campus</td>
<td>RESIDENCE STUDENTS</td>
<td>12 500</td>
<td>20 960</td>
</tr>
<tr>
<td>NPDE &amp; ACT students</td>
<td>NON-RESIDENCE STUDENTS</td>
<td>5 900</td>
<td>11 060</td>
</tr>
<tr>
<td>ONLINE ACT Session Course</td>
<td>2 775</td>
<td>3 185</td>
<td>4 575</td>
</tr>
<tr>
<td>3</td>
<td>South Campus UAP, HC and EXTENDED programmes (includes deposit on text books)</td>
<td>RESIDENCE STUDENTS</td>
<td>15 580</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NON-RESIDENCE STUDENTS</td>
<td>8 980</td>
</tr>
<tr>
<td>4</td>
<td>School of Financial Planning Law</td>
<td></td>
<td>6 760</td>
</tr>
<tr>
<td>5</td>
<td>UFS STUDY BENEFITS (No historic debt)</td>
<td>EMPLOYEES – RESIDENCE</td>
<td>6 600</td>
</tr>
<tr>
<td></td>
<td></td>
<td>EMPLOYEES – NON-RESIDENCE</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Employee dependants: RESIDENCE STUDENTS</td>
<td>7 760</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Employee dependants: NON-RESIDENCE</td>
<td>1 160</td>
</tr>
<tr>
<td>6</td>
<td>NSFAS, BURSARIES, LOANS (No historic debt)</td>
<td>STUDENTS WITH 100% LOANS/BURSARIES</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>STUDENTS WITH PARTIAL LOANS/BURSARIES</td>
<td>As in categories 1–5</td>
</tr>
</tbody>
</table>

4.2 Registration in **July 2020** (second-semester modules)

- Account balances for 2019 must be zero.
- Advance payments are payable **five (5) working days** prior to registration. You will not be able to register until this is paid. If your student finances are less than the amounts required, the full amount must be paid.

4.2.1 South African students

Payments prior to registration for the second semester are indicated in par. 4.1.

4.2.2 International students

International students must pay **all** fees for the second semester in advance before registration can take place.

4.3 Students receiving financial aid (**SA students only**)

(i) If you receive financial aid (bursary/loans), and the bursary/loan covers all fees for the year, the first payment payable before registration may be reduced.

(ii) If your bursary or loan **does not** cover all fees for the year, you must still pay the first payment. The first payment must reflect as a credit balance on your Student Finance account before you may register.

(iii) Please fax proof of your bursaries/loans to +27 51 401 3579 five (5) working days before you register. You must bring the original proof of your bursary/loan along when you register.
4.4 Levy for international students \( \text{R2 520} \)
An additional administrative levy for all international students is payable before registration and is not refundable.

4.5 Late registration fee \( \text{R315} \)
If the Registrar grants approval for a student to register for a qualification or module at a time other than the registration opportunity approved by the Senate, a fee will be levied for late registration, irrespective of the reason, except in the case where registration was late due to an action by the UFS, where the student concerned did not contribute to such an action.

5. \textit{Minimum cost charges if studies are discontinued} \( \text{R2 160} \)
If you cancel all your courses before 1 March, you will be liable for the minimum cost charges. The minimum fee will also be charged if you register for the first time in July and cancel all your second-semester modules before 15 August.

6. \textit{Cancellation/discontinuation of studies}

6.1 Notice of discontinuation can be given as follows:

(i) You may cancel/discontinue modules yourself on the PeopleSoft Self-Service page (www.ufs.ac.za/register2020) throughout the year of registration.

(ii) You can submit a notice of discontinuation of academic registration to the relevant administrative faculty officer in the George du Toit Administration Building after registration and throughout the year.

(iii) If you have already left the university, you must send the notice by registered post to:

The Senior Director: Student Academic Services
PO Box 339
BLOEMFONTEIN
9300

NB:

(iv) The date on which the notice is submitted/received by the university will be considered the date of notification for the purposes of calculating the amount due.

(v) Oral cancellations or cancellations received by fax/telephone/email will not be accepted.

6.2 To qualify for credit on module fees, the due dates are as follows:

6.2.1 First-semester modules

(i) Cancellation before/on 1 March 2020: Full credit will be granted for all cancelled modules.

(ii) Cancellation after 1 March 2020: No credit will be granted for first-semester module fees.

6.2.2 Second-semester modules

(i) Cancellation before/on 15 August 2020: Full credit will be granted for all cancelled modules.
(ii) Cancellation after 15 August 2020: No credit will be granted for second-semester modules.

6.2.3 **Year modules**

(i) Cancellation after 1 March 2020, but before/on 15 August 2020: 50% credit will be granted for year-module fees.

(ii) Cancellation after 15 August 2020: No credit will be granted.

7. **Programme prices**

The cost per programme is an estimated average cost per year. Tuition fees are charged per module. Programme prices vary according to the modules registered for. Prices quoted are for SA and SADC students registered on the Bloemfontein Campus. International non-SADC students pay the actual module price + 50%.

7.1 **The Humanities***

<table>
<thead>
<tr>
<th>Programme</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Social Work</td>
<td>R35 580</td>
</tr>
<tr>
<td>BSocSc (3 years)</td>
<td>R35 770</td>
</tr>
<tr>
<td>BSocSc (4 years)</td>
<td>R27 950</td>
</tr>
<tr>
<td>BA (3 years)</td>
<td>R35 765</td>
</tr>
<tr>
<td>BA (4 years)</td>
<td>R28 840</td>
</tr>
<tr>
<td>BA Drama &amp; Theatre Arts</td>
<td>R34 330</td>
</tr>
<tr>
<td>BA Political Transformation</td>
<td>R39 045</td>
</tr>
<tr>
<td>BA Journalism</td>
<td>R36 510</td>
</tr>
<tr>
<td>BA Integrated Organisational Communication</td>
<td>R35 860</td>
</tr>
<tr>
<td>BA Language Practice</td>
<td>R37 975</td>
</tr>
<tr>
<td>B Community Development</td>
<td>R33 889</td>
</tr>
<tr>
<td>B Music</td>
<td>R33 530</td>
</tr>
<tr>
<td><strong>Average</strong></td>
<td><strong>R34 585</strong></td>
</tr>
</tbody>
</table>

7.2 **Economic and Management Sciences***

<table>
<thead>
<tr>
<th>Programme</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>BAcc</td>
<td>R47 212</td>
</tr>
<tr>
<td>BAdmin (3 years)</td>
<td>R35 795</td>
</tr>
<tr>
<td>Course</td>
<td>Fee</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>BAdmin (4 years)</td>
<td>R29 575</td>
</tr>
<tr>
<td>BCom (3 years)</td>
<td>R40 795</td>
</tr>
<tr>
<td>BCom (4 years)</td>
<td>R32 150</td>
</tr>
<tr>
<td>BCom Acc</td>
<td>R39 373</td>
</tr>
<tr>
<td>BCom Economics</td>
<td>R39 145</td>
</tr>
<tr>
<td>BCom Entrepreneurship</td>
<td>R38 128</td>
</tr>
<tr>
<td>BCom Human Resource Management</td>
<td>R34 518</td>
</tr>
<tr>
<td>BCom Investment Management &amp; Banking</td>
<td>R39 510</td>
</tr>
<tr>
<td>BCom Law</td>
<td>R42 635</td>
</tr>
<tr>
<td>BCom Marketing</td>
<td>R36 960</td>
</tr>
<tr>
<td><strong>Average</strong></td>
<td><strong>R37 985</strong></td>
</tr>
</tbody>
</table>

7.3 Law*  
LLB  
R39 995

7.4 Natural and Agricultural Sciences*  
BArch Stud  
R43 770  
BScAgric  
R46 925  
BAgric  
R47 515  
BSc Quantity Surveying  
R40 645  
BSc Chemistry & Physics  
R40 185  
BSc Geology  
R43 212  
BSc Geology & Environmental Sciences  
R48 865  
BSc Information Technology  
R44 120  
BSc Biochemistry & Microbiology  
R44 515  
BSc Consumer Science  
R42 050  
BSc Forensic Science  
R46 013  
BSc Extended Curriculum  
R38 070  
**Average**  
R43 825
### 7.5 Education*

<table>
<thead>
<tr>
<th>Program</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>BEd</td>
<td>R32 800</td>
</tr>
<tr>
<td>BEd Extended Curriculum</td>
<td>R27 865</td>
</tr>
<tr>
<td>PGDip</td>
<td>R19 110</td>
</tr>
<tr>
<td><strong>Average</strong></td>
<td><strong>R26 590</strong></td>
</tr>
</tbody>
</table>

### 7.6 Theology*

<table>
<thead>
<tr>
<th>Program</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>BTh/BDiv</td>
<td>R34 445</td>
</tr>
<tr>
<td>BTh/BDiv Extended Curriculum</td>
<td>R28 725</td>
</tr>
<tr>
<td><strong>Average</strong></td>
<td><strong>R31 585</strong></td>
</tr>
</tbody>
</table>

### 7.7 Health Sciences*

<table>
<thead>
<tr>
<th>Program</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Biokinetics</td>
<td>R46 075</td>
</tr>
<tr>
<td>B Optometry</td>
<td>R47 290</td>
</tr>
<tr>
<td>BSc Occupational Therapy</td>
<td>R39 450</td>
</tr>
<tr>
<td>BSc Dietetics</td>
<td>R43 523</td>
</tr>
<tr>
<td>BSc Physiotherapy</td>
<td>R41 855</td>
</tr>
<tr>
<td>BSc Nursing</td>
<td>R33 351</td>
</tr>
<tr>
<td>BMedSc Radiation Sciences</td>
<td>R49 742</td>
</tr>
<tr>
<td>B Sport Coaching &amp; Development</td>
<td>R38 063</td>
</tr>
<tr>
<td><strong>Average</strong></td>
<td><strong>R42 420</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>MBChB (average per year)</td>
<td>R52 930</td>
</tr>
</tbody>
</table>

### 7.8 HONOURS*

<table>
<thead>
<tr>
<th>Program</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost of degree (120 credits) over one year</td>
<td><strong>R 34 805</strong></td>
</tr>
</tbody>
</table>

### 7.9 MASTER'S DEGREE*

<table>
<thead>
<tr>
<th>Program</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost of degree over two years</td>
<td><strong>R30 050</strong></td>
</tr>
<tr>
<td>Year 1</td>
<td>R15 025</td>
</tr>
<tr>
<td>Year 2</td>
<td>R15 025</td>
</tr>
</tbody>
</table>
7.10 DOCTORAL DEGREE*

Cost of degree over three years

<table>
<thead>
<tr>
<th>Year</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 1</td>
<td>R10 375</td>
</tr>
<tr>
<td>Year 2</td>
<td>R10 375</td>
</tr>
<tr>
<td>Year 3</td>
<td>R10 375</td>
</tr>
</tbody>
</table>

* Not all programme prices can be published. Quotations for other official UFS programmes can be obtained online. Please see [www.ufs.ac.za](http://www.ufs.ac.za) and follow the links: Students – Student Finance – Quotation.

8. Other academic costs

8.1 Notes and study material

The prices of supplementary notes cannot be quoted, as these prices are not fixed.

Study material/notes are automatically prepared when you register and they are charged accordingly. It is your responsibility to collect the study material. In the event of cancellation/discontinuation of modules, no credit can be granted for notes.

8.2 Writing examinations at other centres

In exceptional cases, you may be granted permission to write an examination at a centre other than Bloemfontein, and you will be charged a fee.

The actual expenses incurred by the remuneration of invigilators must also be paid. When more than one student writes an examination at the same time and at the same place (i.e. during the same examination session), invigilators’ fees will be jointly payable by the students. Admission and invigilators’ fees do not apply to BEd students writing examinations in Welkom and Kimberley.

8.3 Renting of academic dress

<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gown</td>
<td>R310</td>
</tr>
<tr>
<td>Hood</td>
<td>R130</td>
</tr>
<tr>
<td>Mortarboard</td>
<td>R130</td>
</tr>
</tbody>
</table>

8.4 Issuing of duplicate certificates

Contact Student Academic Services about the process and payments.
8.5 Issuing of additional official academic reports
Contact Student Academic Services about the process and payments.
Contact details:  
StudentAdmin@ufs.ac.za; +27 51 401 9666

9. Housing and Residence Affairs
Prices quoted are averages for accommodation for the year.

9.1 QWAQWA
Qwaqwa Campus
New residences
Postgrad
Paraplegic
Average
R24 700
R35 490
R38 380
R35 965
R33 634

9.2 BLOEMFONTEIN

9.2.1 Junior residences
Double room shared
Single room
Abraham Fischer
R25 825
R28 745
R29 780

9.2.2 Outeniqua, ConLaures, Harmony
Double room shared
Single room
Paraplegic (en suite)
Average
R37 115
R40 340
R38 595
R38 683

9.2.3 Senior residences
Double room
Shared
Single occupancy
Single room
Small
Medium
Large
Extra large
R26 760
R53 160
R32 100
R34 140
R36 180
R38 100
Average R36 740

9.2.4 Units

**Single room**
- Extra small R37 200
- Small R40 400
- Medium R44 940
- Large R51 720
- Extra large R57 120
- Paraplegic R58 740

**Double room**
- Single occupancy R74 820
- Shared R37 500
- Single occupancy R76 500
- Shared R38 400
- Average R56 805

9.2.5 Postgraduate (Kovsie Inn)
- Share bathroom & kitchen R51720–R57120
- One-bedroom flat R61 320

9.3 SOUTH CAMPUS (Legae)
- Double room shared R37 115
- Single room R40 340
- Paraplegic (en suite) R38 595
- Average R38 683

Tariffs for living units in different buildings are available on request.

Residential students must familiarise themselves with all policies on accommodation.

9.4 Accommodation during vacations

Tariff per day R75

9.5 Breakage deposit

See p. 1, par. 2 for payment details.

9.5.1 Residences R960
9.5.2 Rooms and living units for rent
Deposit is equal to one month’s rent. When you accept the offer of accommodation, you must pay the deposit.

9.5.3 Rules regarding deposits
You will forfeit the deposit if accommodation has been allocated to you and a place has thus been reserved for you, when:
(a) You do not show up; or
(b) Cancel your place after 31 December.

The deposit may be used at the sole discretion of the university to recover any losses suffered as a result of damages, penalties, etc.

The deposit will be refunded if you:
(a) Do not comply with admission requirements.
(b) Are not selected for a specific course.
(c) Pass away.
(d) Submit a satisfactory medical certificate as motivation for cancellation.
(e) Leave at the end of your accommodation term.

The deposit will be transferred to the student’s Student Finance account. If this results in credit on the account, the credit may be paid out on request.

9.6 Electricity levy for fridge in residence (per year) R360–R445

9.7 Reserved parking for residential students R650
This fee is not refundable when you vacate a residence.

9.8 Accommodation costs in case of cancellation of studies
If you stay in a residence and cancel your course/s, the actual accommodation cost up to the date of vacating the residence is payable.

10. Other fees

10.1 Campus levy
Residential students R395
Non-residential students R235
Postgraduate students, e-learning students, and students registered for Distance-Education Programmes, who do not reside on campus, do not pay a campus levy.
10.2 Meal fees
Money for meals can be paid into a separate account in advance (see p. 3, par. 2.1). The amount paid is transferred to your student card. At the end of each academic year, the credit available on your meal money account will automatically be transferred to your Student Finance account.

10.3 Books and printing
Money for books and printing can be paid into a separate account in advance (see p. 3, par. 2.1). The amount paid is transferred to your student card. At the end of each academic year, the credit available on your book money account will automatically be transferred to your Student Finance account.

10.4 Merchant list
A list of merchants where student cards may be used is available on the UFS website.

10.5 Credit balances on student accounts
From time to time, a credit balance may appear, for whatever reason, on your account at the University of the Free State. You may then request that the amount be paid out to you.

Any credit balances on student accounts will only be paid out if:

(a) All your university fees (e.g. student finance and accommodation costs) have been paid.
(b) The necessary documentation, as prescribed by the Finance Department of the University of the Free State, has been properly completed and submitted to the department.
(c) Official confirmation of banking details is submitted together with the refund request form (only required for payments to a person/party other than the student).

Furthermore, credit balances will only be paid out to the person who confirms on the application for admission that he/she is responsible for the payment of the student’s fees (“the payer”). Credit balances will not be paid out to any other person without the written permission of the payer.

If you are studying with the aid of a bursary or loan, credit balances on accounts will only be paid to you with the written permission of the entity that granted you the bursary or loan.

A refund takes a minimum of five (5) working days to process.

10.5.1 FUNDI refund process
The UFS has officially contracted Fundi to pay allowances and/or credit balances on student accounts to students.

Terms and conditions
The terms and conditions for refunds and payments remain the same.

- Any credit balances on student accounts will only be paid out if all university fees (e.g. student finance and accommodation costs) have been paid.
- The official refund request form and the necessary documentation, as prescribed by the Finance Department of the University of the Free State, must be properly completed and submitted to the Student Finance Division.
- Credit balances will not be paid out to students without the written permission of the person or party who initially made the payment.
- If students are studying with a bursary or loan, credit balances on the accounts will only be paid out to them with the written permission of the entity that granted the bursary or loan.

The process:

* **Step 1: Activate student card**
  If you have never used your student card to purchase meals or books, you **have** to visit the Fundi office to activate your student card.
  * This is a once-off requirement to link the magnetic strip on your card to your personal details.
  * Contact the Student Finance Division (+27 51 401 3003/2806) if you are not on campus and unable to activate your card.

* **Step 2: Check your cell phone number on PeopleSoft**
  It is crucial that your cell phone number be correct on UFS systems, as Fundi uses that number to communicate with you by means of SMS messages.

* **Step 3: Complete and submit refund request**
  Complete the refund request form. The form is available on the UFS website, at the following link:
  Complete only the student information section. Attach a letter from your parents/sponsor granting permission for the refund. **NB:** If you are the recipient of the refund, you will only upload your banking details after receiving a notification from Fundi – refer to step 6. If a third party, such as a landlord, must be paid, the banking details should be completed on the form and proof of banking details should be attached. The UFS will process these refunds.

* **Step 4: UFS transfers refund amount to Fundi**
  Upon receipt of the refund request and permission for payout, the UFS will transfer the refund amount to the cash pocket on the student card.

* **Step 5: Fundi notification**
  Fundi will send an SMS message to notify you of the cash/accommodation amount that was uploaded on the student card. **NB:** Please make sure that your cell phone number on the UFS PeopleSoft system is correct.
* **Step 6:** Upload your banking details
As soon as you receive the SMS message, as explained in the previous step, you have to log on to [https://mycard.fundi.co.za/](https://mycard.fundi.co.za/) to upload YOUR banking details. (If the payment must be made to any other person, such as a friend, relative or landlord, please refer to step 3 for third-party payments.)

* **Step 7:** Verification of banking details
Fundi will verify your banking details. You will again receive an SMS message to indicate the date on which the payment will be made.

* **Step 8:** Payment
The processing of a refund takes between three (3) and five (5) working days.

**Helpline for enquiries: 0860 5555 44**

10.5.2 Handling fee for payment of credit balances

10.5.2.1 Fundi refund
A minimum handling fee of **R60** per transaction is charged and will be deducted from the amount payable to you.

10.5.2.2 UFS refund to a third party (excluding payments to international bank accounts)
A minimum handling fee per transaction is charged and will be deducted from the amount payable to you.

<table>
<thead>
<tr>
<th>Refund Amount</th>
<th>Handling Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refund of R1 to R5 000</td>
<td>R90</td>
</tr>
<tr>
<td>Refund of R5 001 to R10 000</td>
<td>R185</td>
</tr>
<tr>
<td>Refund of R10 001 to R15 000</td>
<td>R275</td>
</tr>
<tr>
<td>Refund of more than R15 000</td>
<td>R365</td>
</tr>
</tbody>
</table>

10.6 RD cheque / Debit order
**R235**
In cases where banks refer a payment (cheque or debit order) back to the drawer, a penalty will be debited to your tuition fee account. When, as the result of a rejected payment, you no longer meet the financial requirements for registration, your studies may be cancelled with immediate effect.

10.7 Student diary (SRC project)
**R90**
Student diaries are optional. The cost of the diary will be debited to your Student Finance account and is payable within 30 days.

10.8 Student card
Your student card is your key to all kinds of services and events at the UFS. It is your official university identification and, as a student or employee, you are required to carry it with you
whenever you are on campus. An electronic student card is for the student’s personal use only and must not be used by other people. Your personal details are associated with your card and are unique to your card.

**Prevention tips**

- Never tell anyone your pin code.
- Use a unique pin code. This must not be consecutive numbers such as 12345 or related to your student number, ID number or passport number, as these are printed on the student card.
- Keep an eye on your student card every time you use it, and make sure you get it back as quickly as possible. Whenever possible, try not to let your card out of your sight.
- Be very careful about who you give your card to when doing a transaction.
- Do not write your pin code on your student card or store it anywhere near your card (in the event that your wallet is stolen).
- Never leave your cards or receipts lying around.
- Check your bill promptly and make sure there are no unusual charges. Treat your student card bill like your bank account – reconcile it monthly. Save your receipts so that you can compare them with your student account.
- If you find any charges that you do not recognise, report it promptly (and in writing) to the Card Division.
- Never lend your student card to anyone.
- If you believe that you have been a victim of card fraud, contact the Card Division immediately.

**Access control**

The Electronic Access Control System has been implemented by the university to protect the university community and its property and assets. Your cooperation will ensure that security and safety on campus are maintained.

The university reserves the right to examine all electronic information on its systems and monitor usage in order to ensure that the facilities and systems function in a secure, efficient, and effective manner and that all rules/procedures are being complied with.

- Keep your student card with you at all times.
- Do not allow any person to access any door or gate with your student card or sneak in/out behind you.
- Never place any object in front of a door or keep it open.

**Replacement of damaged or lost student card**

**R85**

**10.9 Parking disc**

**R70**
All students who park motor vehicles or motorcycles on campus must display a parking disk on their vehicles.

10.10 Discounts on tuition and/or accommodation fees (only SA students)

10.10.1 Family discount

If three or more students who are dependants from the same family (children, stepchildren, adopted children – excluding children-in-law or married children) study at the university and/or stay in university residences at the same time, the following discount will be granted on the amount payable for residing in a UFS residence, and on modules for which the students are registered:

Three students: 10%
Four or more students: 15%

The following conditions for granting a discount are applicable:

(a) A discount may only be claimed for full-time undergraduate SA students.
(b) Dependants/students must all be under the age of 26.
(c) Students who receive any form of financial aid for tuition and/or accommodation fees do not qualify for this discount.
(d) The discount will be recalculated if one or more of the students discontinue their studies, or leave the residence.
(e) Family discounts are not granted automatically. You must apply for a family discount in writing, submit proof of the relationship, and provide the full particulars of the students concerned.
(f) A discount may only be claimed for the current academic year, and family discounts will only be given on:
   - Module fees.
   - Accommodation fees.

10.10.2 Discounts for early payments

Discounts are granted for early payment of Student Finance accounts. Standard discounts are granted annually, as follows:

- 5%, if all outstanding fees for the entire year are paid before 28 February.
- 2½%, if all first-semester fees are paid before 28 February.

- Discounts are not given automatically. You must apply in writing.
- Students who receive any form of financial aid from the UFS for tuition and/or accommodation fees do not qualify for this discount.

Discounts may only be granted on the following fees levied:

- Module fees.
- Accommodation fees.

FOR ANY QUERIES, PLEASE CONTACT THE STUDENT FINANCE ACCOUNTS DIVISION.

SEE PAGE 2 FOR CONTACT DETAILS.