

## My Finances FAQ

Q. Where can I find recent payments and charges applied to my account?

A. *Recent account activity for payments and charges can be found under Account Information.*

Q. Why is my balance so much?

A. *The balance listed in Account Information reflects all current charges and payments to your account, but does not reflect any pending aid that has not disbursed to your account.*

Q. Who can I contact if I have a question about my account?

A. *You can contact the Student Business Center at 617-217-9066.*

Q. What is the Payment Schedule?

A. *The Payment Schedule reflects the remaining balance and payments that need to be paid after all pending and current aid has been applied to your account.*

Q. Can I make a payment online?

A. *Yes, payments can be made by clicking on the Make Payment Online tab.*

Q. What forms of payment does Bay State College accept online?

A. *Currently we accept Discover, Visa, and MasterCard.*

Q. When are my payments due?

A. *Payment for fall semester balances are due in full on July 1<sup>st</sup> and spring balances are due in full on December 1<sup>st</sup>. However payments for both semesters can be spread out over 10 months, with approval from financial aid. These payments are due on the 1<sup>st</sup> of the month. Please contact the Student Business Center for more information at 617-217-9066.*

Q. Will I be charged a late fee?

A. *Yes a \$ 25.00 late fee will be assessed monthly for all accounts that are not current.*