

**To** : All Staff and Students  
**From** : Finance Office  
**Our Ref** : A/FO1  
**Date** : 23 August 2023

### FO's On-site Support Service and Update of Students' Bank Account Information

1. The Finance Office (FO) will provide on-site support services at Shaw Campus to assist students in settling their tuition fees and hall fees. These services will be available during the following periods:

Peak seasons	Tuition fee due date	Period of FO's on-site support service	Address and Opening Hours
<b>Semester Term Programmes</b>			DLB 514A, David C. Lam Building, Shaw Campus  Monday to Friday: 10:00am to 12:30pm, 2:30pm to 5:00pm;  <b>Saturday, Sunday and Public Holidays: Closed</b>  (Note: Students are advised <b>NOT</b> to go to Tsuen Wan Campus in person.)
2023/24 Semester 1 (Returning Students)	6 Sep 2023	30 Aug - 13 Sep 2023	
2023/24 Semester 1 (Balance payment - New Undergraduate Students)	11 Oct 2023	4 - 18 Oct 2023	
2023/24 Semester 2	13 Dec 2023	6 - 20 Dec 2023	
<b>Trimester Term Programmes</b>			
2023/24 Trimester 1 (Returning Students)	6 Sep 2023	30 Aug - 13 Sep 2023	
2023/24 Trimester 2	8 Nov 2023	6-10 Nov 2023	
2023/24 Trimester 3	6 Mar 2024	4-8 Mar 2024	

2. The University may be making payments (e.g. scholarship/bursary/studentship/fee refunds/expense claims` etc.) to students through electronic payment transfer only. To facilitate this process, we kindly request all students to update their **HKD savings or current bank account with Hong Kong authorised bank institutions** in the BUniPort. For the instruction on how to input your bank account information, please click on the [demonstration](#) or [instruction](#). Please note that failure to update your bank account details may result in unsuccessful payments from the University.
3. To facilitate a more efficient communication, we strongly encourage students to utilize the following online / digital / phone service for enquiries:

Email ( <b>Most preferred method</b> )	<a href="mailto:fostudent@hkbu.edu.hk">fostudent@hkbu.edu.hk</a>
24-hours hotline enquiry	3411-2266 (please press 2, 0 to leave a message and your contact details for FO to return call)
Frequently asked questions on fee payments	<a href="https://fohome.hkbu.edu.hk/for-students/information/student-financial-matters/faq/payment.html">https://fohome.hkbu.edu.hk/for-students/information/student-financial-matters/faq/payment.html</a>
Drop-in box	Please refer to <a href="#">the FO memo dated 23 August 2023</a>

4. Thank you for your kind attention on the above matter.