

To : All Staff and Students
From : Finance Office
Our Ref : A/FO1
Date : 22 August 2024

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 the payment of their tuition fees, as detailed below:

Peak seasons	Tuition fee due date	Period of FO's on-site support service	Address and Opening Hours
Semester/Trimester Term Programme			DLB 514A , David C. Lam Building Monday to Friday: 10:00am to 12:30pm, 2:30pm to 5:00pm; Saturday, Sunday and Public Holidays: Closed (Note: Students are advised NOT to go to Tsuen Wan Campus in person.)
2024/25 Semester 1/ Trimester 1 (Returning Students)	5 Sep 2024	29 Aug - 12 Sep 2024	
2024/25 Semester 1 (Balance payment - New Undergraduate Students)	9 Oct 2024	2 - 16 Oct 2024	

Note: The Finance Office (Student Team) at Tsuen Wan Campus is scheduled to be relocated to DLB 503 in October 2024. Further details regarding the relocation will be announced in due course.

2. The University may disburse payments (e.g. scholarship/bursary/studentship/fee refunds/expense claims' etc.) to students through electronic payment transfer only. Therefore, we strongly urge students to update their **HKD savings or current bank account with Hong Kong authorised bank institutions** in the BUniPort. For guidance on how to input your bank account information, please click the [demonstration](#) or [instruction](#). Please be advised that failure to update your bank account details may result in unsuccessful payments from the University.
3. We strongly encourage students to utilise the following online / digital / phone service for enquiries:

Email (Most preferred method)	fostudent@hkbu.edu.hk
Frequently asked questions on fee payments	https://fohome.hkbu.edu.hk/for-students/information/student-financial-matters/faq/payment.html
24-hours hotline enquiry	3411-2266 (please press 2, 0 to leave a message. Please be reminded to leave your contact details for FO to return call)

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