



**Tamkang University Educational Safety Measures:
for Students Affected by “Severe Special Infectious Pneumonia” Epidemic
Q&A: Tuition and Fees or Other Issues Related to Charges**

(Applicable to: Tamkang University students (including freshmen) unable to return to (or attend) school in Taiwan, due to governmental control measures as a result of severe special infectious pneumonia, student in programs abroad who returned early, students with suspected symptoms, and students under orders of Home-Isolation, Home-Quarantine, or Health Self-Management.)

Revision 3/18/2020
Revision 3/25/2020
Revision 9/03/2020

Questions: Safe School Attendance	Answers
<p>【 Registration & Payments 】</p> <p>Q1: (Before September 11)</p> <p>Affected by the epidemic, how do students complete registration and payments overseas ?</p>	<p>Online payment links are as follows:</p> <p>1. CTBC Bank website (for domestic credit cards only) :</p> <p style="text-align: right;"></p> <p>https://school.ctbcbank.com °</p> <p>Methods:</p> <p>(1) Credit card (not applicable to new students who need to register in person)</p> <p>(2) ATM transfer (a handling fee applies)</p> <p>(3) Print out a payment slip, and pay at one of the four major convenient stores (a handling fee applies), or CTBC Bank, or post office counter. To make a payment after the deadline, please bring the payment slip to the university Cashier’s Office and pay by cash.</p> <p>2. Yuanta Bank website (for international credit cards only) :</p> <p style="text-align: right;"></p> <p>https://school.yuantabank.com.tw/school/tx/foreignplatform?method=receiptonline_result&sch=TKU&langPara=C °</p> <p>Make a payment with (1) UnionPay or (2) credit card (VISA, MASTER, or JCB).</p>
<p>Q2: (After September 11)</p> <p>Affected by the epidemic, what can students do if they did not complete registration and payments by the deadline?</p>	<p>1. Students may apply for late-registration at each school department (Final Deadline: October 23, 2020). After registration and course selection, and students will be notified of the amount of online payments needed.</p> <p>Yuanta Bank website (for international credit cards only):</p> <p>https://school.yuantabank.com.tw/school/tx/foreignplatform?method=receiptonline_result&sch=TKU&langPara=C °</p> <p>2. No tuition or fees for students who request a Leave of Absence or withdraw from the school.</p>

Q3: For students following the methods specified in Q1 to pay the registration fee, what should they do if payment failed?

1. If payment fails, the student should call the card-issuing bank or credit card company to get the reason for the failed transaction. (For example, cross-border payment option has not been activated, the remaining credit balance is insufficient, the payment window had disappeared while making a payment, etc.) After the card issuing bank has resolved the issue, please proceed to make the payment again.

2. If payment still fails, the student can try international remittance, for example:

Foreign Student Counseling Group website:

<http://www2.oieie.tku.edu.tw/en/students/students1/Foreign#4>

Students who pay for tuition and fees via foreign currency remittance shall make a prepayment of USD\$2,500 for the current semester. One month after the Office of Academic Affairs completes the process of course add/withdraw, the actual amount of bank remittance (minus handling fees) will be checked against the required amount of tuition and fees, and the student may receive a refund or be notified of additional payment requirement. (Please select “OUR” for the handling-fee category.). During a remittance transaction, after the remittance account number “95898” please enter your “Student ID Number”, which is written on your admission notice. Please fill in the rest of the information as shown on the table below to ensure successful remittance transaction.

Caution:

- a. Please keep your remittance receipt for future records.
- b. Please do not transfer money via ATM. Please be advised that we do not accept payment in installments.

Beneficiary's Name	Tamkang University
Beneficiary's Address	No. 151, Yingzhuang Rd., Tamsui Dist., New Taipei City (25137), Taiwan (R.O.C.)
Beneficiary's Banker Name	CTBC Bank Dunnan Branch
Beneficiary's Banker Address	No. 68, Sec. 2, Dunhua S. Rd., Da'an Dist., Taipei City (106), Taiwan (R.O.C.)
Beneficiary's Account No.	95898 X X X X X X X X X (14 digits total) (Please enter your Student ID Number)
Payment Amount	USD \$2,500.00
SWIFT Code	CTCBTWPXXX

Q4: Student Group Insurance

1. Students who complete tuition and fee payments before October 31, 2020, are enrolled in the Student Group Insurance for the first semester of the 2020 academic year.

2. Students who do not complete their tuition and fee payments before October 31, 2020, are not enrolled in the Student Group Insurance for the first semester of the 2020 academic year. They may not apply for compensation from the school or the insurance company in the event of death, disability, or medical treatment due to illness or accidents.

【 Standard Tuition and Fees 】

Q5:How are tuition & fees calculated if students are unable to return to Taiwan for school attendance?

Tuition payment according to actual number of credits after course add/withdraw:

1. Undergraduate students whose course credits do not reach the minimum course credit requirement will be charged according to their course credits. Students whose course credits have reached the minimum course credits will be charged the full tuition, but will not be charged miscellaneous fees (such as language internship fees, computer and network communication users' fees, etc.)
2. Graduate students only have to pay tuition, and are not charged miscellaneous fees (such as language internship fees, computer and network communication users' fees, etc.) Graduate students who delay graduation are charged tuition according to their course credits.

Above the minimum course credits:

School Program	Grade Level	*Minimum course credit requirement	Tuition
Graduate Programs	Students who delay graduation	At least one course (including thesis)	Tuition is calculated according to course credits
	First-year or second-year students	At least one course (including thesis)	1. Tuition payment is required, but no miscellaneous fees (such as language internship fees, computer and network communication users' fees, etc.)
Undergraduate Day Programs	Freshman, sophomore, and junior students	Undergraduate Day Program, at least 12 credits	2. Extra supplementary classes organized by the academic department: tuition is based on the class and course credits.
	Senior students or 5 th year students in the Department of Architecture	At least 9 credits	
	Students who delay graduation	At least one course	Tuition charge based on course credits.

Under the minimum number of course credits

School Program	Grade Level	*Minimum course credit requirement	Tuition
Undergraduate Day Programs	Freshman, sophomore, and junior students	Undergraduate Day Program, at least 12 credits	1. Tuition charge based on course credits. 2. Physical Education (Sports), Military Training, and Nursing credits: each requires a payment of NT\$2,700
	Senior students or 5 th year students in the Department of Architecture	At least 9 credits	

*Note: the minimum course credits is stipulated in "Tamkang University Student Course Selection Regulations" Article Six: Regulations on required course credits every semester."

<p>Q6: What is the charge for graduate students who register for one subject but <u>cannot return to Taiwan</u> to attend school?</p>	<p>Graduate students should register for at least one course. If students register for one course (including thesis), they would meet the minimum requirement and be charged the tuition but not miscellaneous fees (such as language internship fees, computer and network communication users' fees, etc.)</p>																
<p>Q7: After registering for courses, if students are <u>unable to return to Taiwan</u> to attend school, how can they apply for course add/withdraw, and how is tuition calculated?</p>	<p>Example: Undergraduate Program (Freshman, Sophomore, and Junior Students):</p> <p>After course add/withdraw, if the credit number is lower than the minimum credits (12 credits), the tuition will be calculated based on the number of credits, and make refunds as needed.</p> <p>There is no refund if the remaining credits is the same or above the minimum credits (12 credits).</p> <table border="1" data-bbox="520 674 1511 1256"> <thead> <tr> <th>Original course credits</th> <th>Minimum credit requirement</th> <th>Credits after course withdrawal</th> <th>Standard Tuition and Fees</th> </tr> </thead> <tbody> <tr> <td>16 credits</td> <td>12 credits</td> <td>9 credits</td> <td>Will only charge the tuition for 9 credits, and refund the difference.</td> </tr> <tr> <td>16 credits</td> <td>12 credits</td> <td>12 credits</td> <td>Tuition was paid based on the regulations. After course withdrawal, the remaining credit number is the same (or above) the minimum credits, thus no refund is due.</td> </tr> <tr> <td>9 credits</td> <td>12 credits</td> <td>6 credits</td> <td>Will only charge the tuition for 6 credits, and refund the difference.</td> </tr> </tbody> </table>	Original course credits	Minimum credit requirement	Credits after course withdrawal	Standard Tuition and Fees	16 credits	12 credits	9 credits	Will only charge the tuition for 9 credits, and refund the difference.	16 credits	12 credits	12 credits	Tuition was paid based on the regulations. After course withdrawal, the remaining credit number is the same (or above) the minimum credits, thus no refund is due.	9 credits	12 credits	6 credits	Will only charge the tuition for 6 credits, and refund the difference.
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<p>Q8: Follow up question of Q7 above, when students add/withdraw courses, if they are due a refund, when will they receive the refund?</p>	<p>Additional payment requirements or refunds will be processed in early November. Calculations will be made according to "Tamkang University Educational Safety Measures: for Students Affected by "Severe Special Infectious Pneumonia" Epidemic" and refunds will be made as needed.</p>																
<p>Q9: If students <u>withdraw from a course in mid-semester</u>, will they receive a refund?</p>	<p>Payment is charged according to Tamkang University's current regulations</p> <p>Regulations" Article 15, Paragraph 5, "When students withdraw from a course, if one-third of the course has completed in the semester (October 26, 2020), in accordance with the rules, the tuition is not refundable."</p>																
<p>Q10: What tuition fees apply to students who are <u>unable to return to Taiwan</u> to attend school, and took courses abroad for credits at Tamkang University?</p>	<p>Payment is charged according to Tamkang University's current regulations</p> <p>Students in programs abroad: For "1/4 students abroad", please pay Tamkang University 1/4 of the tuition and fees. Full-amount students abroad, please pay the full tuition to Tamkang University. Foreign Exchange student: Please pay the insurance premium to Tamkang University. There is no tuition or fees required.</p>																

<p>Q11:What tuition fees apply to students scheduled to study abroad, but <u>return to Taiwan in advance</u>?</p>	<p>Tuition and fees are charged according to Tamkang University’s tuition & fee standards. After course add/withdraw, please make additional payments within the deadline in accordance with the payment/refund process regulations.</p>
<p>Q12: What tuition and fees apply to students who were originally unable to return to Taiwan to attend school, but do <u>return to Taiwan in mid-semester</u>?</p>	<p>Tuition and fees are charged according to Tamkang University’s tuition & fee standards.</p>
<p>【 Request for Leave of Absence or Procedure for Withdrawal 】</p> <p>Q13:How do students withdraw from the university or request a Leave of Absence when they are <u>unable to return to Taiwan</u> to attend school?</p>	<p>Students may request a Leave of Absence or Withdraw from the university by sending messages to the Office of Academic Affairs, and complete the process by submitting relevant documents and IDs. Students may also entrust a third-party to complete the request. They are not subject to the existing regulation prohibiting Leave of Absence requests after the final exams begin. Students who are unable to attend school after the Leave of Absence is up, may extend the period of the Leave of Absence for this special circumstance. Students who have registered and paid the tuition and fees will be subject to a full refund.</p>
<p>Q14:After students paid their tuition and fees and <u>started attending school in Taiwan</u>, how do they withdraw from the university or request a Leave of Absence if they are affected by the epidemic?</p>	<p>After returning to school, students become affected by the epidemic and need to request a Leave of Absence or Withdraw, the university will handle the request according to the Leave of Absence/Withdraw refund regulations. For details, please visit the Office of the Comptroller website: http://www.finance.tku.edu.tw and look up the tuition and feeds refund standards table for Leave of Absence and Withdraw.</p>
<p>Q15:How do students join or opt out of the Student Group Insurance?</p>	<ol style="list-style-type: none"> 1. Students on Leave of Absence: All students, regardless of participation in the 109(1) Student Group Insurance, must fill out the “Tamkang University survey of students on Leave of Absence on their willingness to join the Student Group Insurance” (hereafter referred to as Insurance Form 1)Website: http://spirit.tku.edu.tw:8080/tku/main.jsp?sectionId=2&url=service_table.jsp%3FsectionId%3D2 , select “Join” or “Opt Out” 2. Payment Method: The Student Guidance Group will issue a 2020 academic year, first semester (so called 109(1)) group insurance premium payment slip of NT\$180 (hereafter referred to as 109(1) Group Insurance) payable at the Cashier’s Office.

3. 109(1) Group Insurance Join / Opt Out Regulations as follows.

Identity / Payment Situation	Students on Leave of Absence		Students who Withdraw	
	Before October 31	After October 31	Before October 31	After October 31
Tuition and fees paid	Join Select "Join" on Insurance Form 1, + pay 109(1) insurance premium in cash.	Opt Out Select "Opt Out" on Insurance Form 1 + Receive a refund for 109(1) group insurance premium.	refund 109(1) group insurance premium. No 109(1) group insurance.	Cannot refund 109(1) group insurance premium. But also no 109(1) group insurance.
Tuition and fees unpaid		Select "Opt Out" on Insurance Form 1	Cannot "join insurance". No 109(1) group insurance.	

- Students who have paid tuition and fees, and withdraw or request Leave of Absence before Oct 31, 2020 will receive a refund for 109(1) group insurance premium in accordance with regulations. Students on a Leave of Absence who wish to join the Student Group Insurance are required to pay for 109(1) group insurance premium in cash.
- Students who opt out of 109(1) Student Group Insurance may not apply for compensation from the university or the insurance company for deaths, disabilities or medical treatments due to illness or accidents.
- Students who have paid tuition and fees and withdraw from the university, their 109(1) Student Group Insurance shall terminate on the date their withdraw procedure is established.

【Refund】

Q16: How will students receive tuition/fees refunds after they add/withdraw from courses, or withdraw from the university, or request a Leave of Absence?

- Starting in the 2020 academic year, the full amount of tuition refund will be remitted to the payee's own account. No cash refunds will be made.
- In accordance with the procedure for requesting a Leave of Absence or Withdraw from school, after completing the refund procedure at the Office of the Comptroller, the refund amount will be remitted to the student's personal account at Taiwan's post office or bank within three working days. Students shall first verify whether they have entered their account information at the Cashier's payment inquiry platform. If they have not entered their account number, they can provide their account information on site at the Cashier's Office.
- Refund will be transferred to the student's personal account at Taiwan's post office or bank after students add/withdraw courses (please note the date of declaration). Please first visit the Cashier's payment inquiry platform (<https://finfo.ais.tku.edu.tw/pmt>) to enter your account information to enable remittance operations by the Cashier's Office. There is a NT\$30 handling fee for remittance to a bank account, while remittance to the post office has no handling fees.

4. When a trustee is entrusted by a student principal to process the refund, they should obtain a refund payment slip from the school departmental office, and get a refund at the Cashier's Office. To receive a refund, the following information must be provided:

(1) Power of Attorney Document (Must include the name of the student principal, direction entrusting the trustee to assist in tuition & fees refund procedure. It must be signed by the student and provided to the trustee for refund processing.)

(2) Required IDs:

Student ID (if any) and a photocopy of the national identification card/residence permit

of the student trustee (please carry the original id card for verification).

A photocopy of national identification card/residence permit of the student principal.