



September 11, 2024

COLLECTION POLICY

Collection procedures begin when a student account has an outstanding balance that is past due. MBTU internal collection procedures are consistent regardless of which program the student is enrolled in. Our finance staff will follow up with a student on past due payments via phone and email.

Here is a summary of the schedule:

Week	Activity	Date
1	Collection Email-1 -Collection Phone Call	<ul style="list-style-type: none"> The due date is the 5th of each month. Collection Email-1 will be sent on the First Day after the due date.
2	Collection Email-2	<ul style="list-style-type: none"> Collection Email-2 will be sent on the 10th day after the due date which coincides with the 15th of each month
3	Collection Email-3	<ul style="list-style-type: none"> Collection Email-3 will be sent on the 15th day after the due date which coincides with the 20th of each month. In this stage the student loses online platform access.
5	Collection email 4 (MBTU initiates the process of defaulting). Cancellations Notice for Non-Payment*	

***Cancellations notice for non-payment:** MBTU will send an email to inform the student of the course cancellation.

STUDENT PLATFORM ACCESS DEACTIVATION

The deactivation occurs when a student has missed one unpaid payment.

STUDENT PLATFORM ACCESS REACTIVATION

Once the payments are submitted, MBTU reactivates the access to platform.

*When a student requests an official document from the University, such as a diploma, transcript, or certificate, they must have their financial obligations fulfilled.

Collections Policy Procedure

1. **Fair Practices** At MBTU, our tuition collection practices are designed to be fair and transparent for all students. The procedures include:
 - **Payment Plans:** We offer monthly payment options to help students manage their financial responsibilities.
 - **Financial Hardship Considerations:** If a student faces unexpected financial difficulties, they can request a review of their situation. We are willing to work with them to adjust payment terms or provide additional options, such as temporary suspension of payments without penalties, in emergency cases.
 - **Transparent Communication:** We send payment reminders and updates via email and online notifications. All information about fees and due dates is included in the Enrollment Agreement that the student has previously signed. Students receive notices about deadlines well in advance to avoid surprises and allow for proper planning.

2. **Encouraging Progress**
 - **Continuous Access:** While students are on an agreed-upon payment plan, they are guaranteed continuous access to all platforms and educational resources, ensuring that non-payment does not affect their academic progress.
 - **Proportional Penalties:** Instead of excessive penalties, we provide a grace period before taking additional actions. Students have the opportunity to address their situation without facing penalties that could disrupt their education.
 - **Notification Process:** In the event of prolonged delinquency, students receive multiple notifications before any significant actions, such as service suspension. This includes emails and phone calls, providing ample time to resolve any issues.

3. **Maintaining Goodwill**
 - **Positive Relationship:** We strive to maintain a positive and constructive relationship with all our students, even in cases of overdue payments. We are committed to working with students to find solutions that fit their financial circumstances. This may include the possibility of deferring payments within the month without additional penalties.
 - **Clear and Empathetic Communication:** The MBTU Finance Department is trained to handle situations with empathy and understanding. Communications regarding overdue payments are conducted respectfully through collaborative and friendly dialogue, ensuring that each student feels valued and respected throughout the collection process.

