

# FINANCIAL AID AND FINANCIAL SETTLEMENT

## Office of Student Financial Aid

The Office of Student Financial Aid serves prospective students, current students, and their parents with financial aid questions and needs.

Website: [louisville.edu/financialaid](http://louisville.edu/financialaid) (<http://louisville.edu/financialaid/>)

Email: [finaid@louisville.edu](mailto:finaid@louisville.edu)

Call center: (502) 852-5511

Campus location: 110 Houchens Building, Belknap Campus

### Website

On the Student Financial Aid website (<http://www.louisville.edu/financialaid/>), visitors can access the following:

- Term-specific information on aid disbursement, residual funds, and financial aid advances;
- Financial aid news and upcoming important dates;
- Aid application and processing instructions;
- Award sources and types;
- UofL and outside scholarship postings;
- Consumer information.

### Email Service Account

Send your email questions to [finaid@louisville.edu](mailto:finaid@louisville.edu). For specific account information, current students must email the office from their UofL account.

### Call Center

Contact the call center at (502) 852-5511 from 9:00 a.m. to 4:00 p.m. Monday through Friday. On Thursdays, the call center opens at 11:00 a.m.

This service is intended to assist prospective students, current students, and parents with their general financial aid questions. We ensure students' privacy by not disclosing account-specific information. Current students should have their student ID number ready when calling.

### Office Hours

The Student Financial Aid Office provides walk-in counseling to both current and prospective students Monday, Tuesday, Wednesday, and Friday from 9:00 a.m. to 4:30 p.m.

On Thursdays, the office and call center are open from 11:00 a.m. to 4:30 p.m.

Check the Student Financial Aid Office website (<http://louisville.edu/financialaid/>) for special hours during the August and January class registration periods.

## Continuing Registration

Tuition and fees are due on, or before, the designated due date for the semester. Payment may be made by cash, check, money order, charge card (MasterCard, Visa or Discover), or financial aid credit. Payments may be made by mail or at the Office of the Bursar located at 110 Houchens Building on Belknap Campus.

Failure to receive a Statement of Account will not relieve the student of the responsibility for making financial settlement by the designated

due date. Continuing registrations which are not financially settled by the designated due date may have their course registration cancelled and/or be assessed financial penalties. The Continuing Registration designated due dates are listed in the current Schedule of Courses and on the Bursar's web site at: [ulink.louisville.edu](http://ulink.louisville.edu) (Tuition-Fees-Payment Options, Payment Options). Students may view their account via ULink. Financial statements are no longer sent to students via mail. All account information may be found on the students ULink.

## Regular Registration

Students who register after Continuing Registration should be prepared to fully settle financial obligations by the last day to drop/add for the semester. Failure to fully settle financial obligations may result in course cancellation and/or financial penalties.

## Senior Citizen Tuition Remission

The University offers tuition remission to individuals who are classified as residents of Kentucky and are at least 65 years of age on, or before, the first day of classes for the semester. Special costs, such as course fees and parking, are not covered by this program and are the financial responsibility of the student. Proof of age may be shown by presenting a driver's license or other age verification document at the Office of the Bursar.

These individuals must secure permission of the Graduate School in order to enroll in graduate-level courses. Normal admission processes must be followed in order to gain admission to a degree program. Students enrolled as Continuing Studies students are not eligible to enroll in graduate level courses.

## Financial Penalties

Students whose accounts are not paid by the established semester deadlines may be subject to financial penalties. Students with unpaid account balances will have a Bursar Registration Hold placed on their student account. Students that have a Bursar Registration Hold become ineligible for further registration and transcripts will not be released until the student account is paid in full. Effective Spring 2015 a late payment fee of \$100.00 may be assessed when student accounts are not paid by the last day to drop/add for the semester. A return payment fee of \$25.00 may be assessed when payment is not honored by the bank on which it was drawn. If restitution is not made within 10 days of notification, the student may be subject to financial penalties and/or legal action.

Debtors who do not make satisfactory payment arrangements on their past due accounts may have their accounts placed with a billing service. If not paid through the billing service, the unpaid account may be forwarded to a collection agency. It is the policy of the University that unpaid accounts will be assessed the costs and expenses of collection, including attorney fees. Any E-check or Paper Check payment that is remitted on a Past Due by a previously enrolled student will be subject to a 21-day delay in lifting the related Bursar Registration Hold.

## Withdrawal Policy

The effective withdrawal date is the date on which the withdrawal is processed in the Student Records System. This date is used in calculating any applicable tuition reduction.

## Financial Aid Recipients

Determinations regarding refunds of resulting credit balances will be based on regulations governing the financial aid awarded to the student.

Federal regulations mandate that students have the right to cancel all or a portion of an EFT loan disbursement and have the loan proceeds returned to the lender. To request cancellation of all or a portion of your loan, contact the Financial Aid Office in writing:

**Financial Aid Office**  
University of Louisville  
Louisville, KY 40292

For additional information contact Student Financial Aid Office or review our Consumer Information online at: [louisville.edu/financialaid](http://louisville.edu/financialaid) (<http://louisville.edu/financialaid/>)

## Financial Settlement Options

Due dates, payment information, payment plan options, and payment plan forms for specific semesters is updated regularly on the Bursar's web site at: [ulink.louisville.edu](http://ulink.louisville.edu)

Tuition-Fees-Payment Options: Any questions may be directed to the Bursar's Office 1) by phone at (502) 852-6503 or 2) by email at [bursar@louisville.edu](mailto:bursar@louisville.edu).