

Student Accounts Important Information

Payment of Fees for Tuition, Room & Board

Quest students are required to pay all fees on their student account by the fee payment deadline reflected on the billing statement for each registered term. Any outstanding balances will be assessed a 1.5% monthly (19.5% annually) interest charge beginning the 1st of the following month from the fee payment deadline.

Important: Please note that students cannot check-in to residence or start classes until fees are paid for the associated term. Students with outstanding fees will not receive grades or an official transcript, nor will they be able to access course registration for future terms until outstanding fees have been paid in full.

Fee Payment Deferral

An approved fee deferral from Quest provides an extension of the fee payment deadline associated to a specific term.

Important: Please note that only Quest students with **confirmed** student loan funding directly payable to Quest from their government student loan program or the Sallie Mae U.S. loan program for the associated term are eligible to **apply** for a fee payment deferral. Only completed applications submitted by the application deadline and **approved** by the Financial Aid Office at Quest will grant an extension of the standard fee payment deadline associated to the term. An approved fee deferral also has an expiry date.

To learn more about the fee payment deferral application process visit: www.questu.ca “Costs and Financial Aid” or e-mail financial.aid@questu.ca for information and application.

Student Account Payment Methods

Please direct billing and payment inquiries to Harpreet Bilkhu, Student Accounts at student.billing@questu.ca or phone 604.898.8075 / 1.888.783.7808

- ✦ **Western Union GlobalPay for Students:** Quest is partnered with Western Union Business Solutions to provide non-Canadian students with a fast and affordable way to make payment outside of Canada. The Western Union GlobalPay for Students allows you to arrange payment in your own currency with competitive exchange rates that are secured in advance and funds are transferred locally. Allow for approximately 72 hours for processing of the transfer of funds to your student account. To learn more visit: <https://student.globalpay.wu.com/#!/landing>

- ✦ **Online Banking (bill payment) from a Canadian Financial Institution:** Set up “Quest University Canada” as a payee through your institution’s online bill payment service. The account number is set as your Quest student number (e.g. 000xxxxxx). Please allow for at least 2 business days for payment processing to your student account.
Important: Please note that INTERAC e-Transfer payments via e-mail are not accepted by Quest

- ✦ **Credit Cards:** Quest accepts MasterCard, Visa and American Express (AMEX). Students can pay with credit card by phone or in-person at Quest Student Accounts. A 2.5% processing fee is applied by Quest to all credit card transactions.

- ✦ **Wire Transfer:** Payable to “Quest University Canada” in Canadian currency. You must include your student name and Quest student account number as per the banking instructions. Each payment made by wire transfer will incur a processing fee of \$27.50Cdn.

- ✦ **Cheque, Bank Draft, Money Order (US Dollars):** Cheques are made payable to “Quest University Canada” and must include the student number on the front. Contact student.billing@questu.ca for the current exchange rate. Quest will assess a \$35.00 service charge applied to the student account for payments returned for insufficient funds or any reason for which the payment issued is not collectable.
*If mailing payment (*allow for at least 10 business days processing):*

Quest University Canada
Attention Student Billing
3200 University Blvd.
Squamish B.C. V8B0N8