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FLORIDA ATLANTIC UNIVERSITY

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Frequently Asked Questions - Student Billing

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1. *I'm the parent of a student and I pay all the bills. Why can't you talk to me directly about my student's financial matters?*

Answer: The Federal Educational Rights and Privacy Act (FERPA) requires that we have written permission from the student to disclose any part of your student's educational records which, by law, is confidential. Information concerning this federal law could be found at www.ed.gov/policy/gen/guid/fpco/ferpa/index.html. Forms are available to the student who wishes to allow others to access his or her records. As a practical matter, your student can provide you with the student ID and PIN numbers with which you could access myFAU or OASIS where many of your financial questions can be answered.

2. *I participate in the Florida Prepaid College Plan. Why don't I see where my Florida Prepaid has been used to pay my tuition and/or housing fees?*

Answer: Florida Prepaid will not be reflected on the statement until the University receives funding from the agency.

3. *If a refund results from the Florida Prepaid payment to the University, how will I get the excess?*

Answer: A check will be mailed to your local address on record with the Office of the Registrar's.

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 Last Modified 5/13/11