

Debtor Protocol 2023-2024

Determined by the Executive Board of Erasmus University Rotterdam on 27 March 2023

1. General provisions

- On issuing (digital) authorization, a student gives Erasmus University Rotterdam (EUR) permission to direct debit the established tuition fee for the academic year 2023-2024 and the student gives the institution permission to adjust the amount in the event of a change in circumstances. *(See explanatory under 2. Establishing tuition fees.)*
- Changes in the rate are communicated to the student in a message via Studielink.
- If the student is not the account holder of the account in respect of which the direct debit order has been issued, then he or she will notify the account holder about changes in the tuition fee rate/debit amounts.
- By issuing the (digital) authorization, the student enters into a payment obligation for the amount due and agrees to the terms and conditions of payment. *(See explanatory under 3. Terms and conditions of payment.)*

2. Establishing tuition fees

- The amount of the tuition fee is established by the Dutch Minister of Education, Culture and Science (the statutory tuition fee and a maximum tuition fee for small-scale and intensive education) and the Executive Board (the institution's tuition fee and tuition fee for small-scale and intensive education) each year. The fees are published on [the website](#).
- The amount that an individual student owes depends on his or her enrolment, education and personal situation (nationality, resident status, degrees already obtained).
- Nationality is determined by the registration in the municipal personal records database (GBA). If a student has more than one nationality, he or she should communicate this in the enrolment application.
- The statutory tuition fee applies to students as defined in section 7.45a of the Higher Education and Scientific Research Act (WHW).
- The institution's tuition fee applies to students as described in Article 7.46 of the WHW and is established each year by the Executive Board.
- More information about the institution's tuition fee can be found in the [Regulations for institution's tuition fee, part-time tuition fee and examination fee](#).
- The tuition fee owed is established on grounds of the details known to the EUR at

the time the request for enrolment or re-enrolment is made (via Studielink). If it later emerges that the tuition fee has been established on the grounds of incorrect or incomplete details or details that have changed at a later date, the EUR reserves the right to correct the tuition fee being charged.

- If the student disagrees with the changed fee, the student can file an objection with the Executive Board, see the [website](#) for more information.

Filing an objection does not exempt the student from the obligation to pay the established amount within the relevant term. If, further to the objection, the amount due is lower than the amount established, the student will be reimbursed for the overpayment.

3. Terms and conditions of payment

- On grounds of Article 7.37 of the WHW, the student is obliged to pay the full tuition fee or to issue an authorization for direct debit; on failure to do so, the EUR will be unable to enroll the student.
- The SEPA conditions apply to the authorization issued by the student. Information regarding SEPA Direct Debit can be found on the bank's website.
- The EUR enables the tuition fee to be paid by another person than the student himself/herself; however, the student himself/herself remains responsible for fulfilling the payment obligation.
- The amount will be direct debited as a once-only amount or in 5 instalments, depending on the student's choice. Administration costs amounting to € 24 will be charged if the option to pay in instalments is chosen.
- The bank account cannot be closed until the claim has been paid in full (or until a change of bank account has been entered in Studielink or communicated in writing to the Tuition Fee Office, email: tfo.fin@eur.nl)
- In the event of failure to pay, the claim will be referred to a third party for collection and any extra costs involved will be charged to the student, according to the procedure described below.
- The authorization issued is also the notice as described in the SEPA Direct Debit guidelines.
- On the grounds of Article 7.42 of the WHW, the EUR is entitled to terminate the enrollment of a student with payment arrears.
- In case of any outstanding debt of tuition fee by the end of the study year (31 August), a student cannot apply for enrolment for the next study year before fulfilment of their obligation to full payment of this outstanding debt. Nor will a diploma be handed over after graduation before full payment of debt is received.
- Any payment done will be booked against the oldest outstanding amount/instalment

of the tuition fee, except when the claim is referred to a third party for collection.

- Termination of the enrolment does not exempt the student from his or her obligation to pay; the tuition fees owed must be paid at all times.
- If a student pays tuition fees elsewhere and comes to study at EUR, the student may request a Proof of Paid Tuition Fees (BBC) from the other institution (possibly digitally via Studielink). The BBC must be received no later than the end of the academic year for which it is intended. If a BBC has been issued before 1 October, in the event of a refund, this €24 administration fee will be waived. After 1 October, there will be no refund/waiver of the administration fee.
- Termination of the enrolment does not relieve the student of the payment obligation; the tuition fees due must be paid at all times.

4. Direct debit

One-off direct debit

The one-off direct debit occurs on **25 September 2023**.

The authorisation must be issued at least 7 calendar days before the collection date. If the authorization has not been submitted at least 7 calendar days before the direct debit date, the direct debit will take place on the first subsequent direct debit date as stipulated under direct debit in instalments.

Payment by direct debit in instalments*

The direct debit dates for payment in instalments will take place on or around:

Direct debit dates 2023	Direct debit dates 2024
25 September 2023	25 January 2024
27 November 2023	25 March 2024
	25 May 2024

***The first instalment includes a € 24 administration fee.**

Direct debits in respect of tuition fees for programs that start later will take place as of the first following direct debit date in accordance with the direct debit dates for payment in instalments.

5. Payment arrears procedure

If the direct debit is unsuccessful:

- The student is and shall remain responsible himself/herself for paying the amount owed.
- The student will receive a reminder sent to his/her email address stated in Studielink after approximately 12 calendar days. He/she will be given a further opportunity to pay the amount due within 7 calendar days from the date of the e-mail.

If the amount due is not paid in full after receipt of this reminder:

- The student will receive a 1st payment reminder sent to his/her email address stated in Studielink. He/she will be given a further opportunity to pay the amount due within 15 calendar days from the date of the e-mail. This e-mail is also the official WIK letter, in which the possible consequences of non-compliance with payment obligations are mentioned.

If the amount due is not paid in full after receipt of this 1st payment reminder:

- The claim will be increased with a statutory minimum of € 40 for collection costs.
- The student will receive a 2nd payment reminder requesting him/her to pay the outstanding amount within 7 calendar days from the date of the e-mail using the payment link (via email) or by transferring the amount him/herself.
- The ERNA account (access to systems and e-mail) and the student card will both be blocked.

If the amount due is still not paid in full after receipt of the 2nd payment reminder:

- The option to pay in instalments expires, after which the total tuition fee due for the entire academic year will become immediately due and payable without further notice.
- The entire claim will be referred to a debt collection agency. The total judicial and extrajudicial collection costs and the VAT due in respect thereof will become fully payable by the student. This means that the actual collection costs may be higher than the statutory collection costs of €40,- that were charged initially. As a result the student's personal data will be shared with a debt collection agency, bailiff or possibly a lawyer

6. Cancelling enrolment

The academic year commences on 1 September and ends on 31 August of the subsequent year. In principle, an enrolment is valid for a full academic year.

It is **the student's responsibility** to cancel his or her enrolment via Studielink if the student wishes to terminate studying at the EUR during the academic year.

If the student graduates during the academic year, the student's enrolment **will not be automatically cancelled**. It is also **the student's responsibility** after graduation to cancel his or her enrolment in case the student terminates studying at the EUR during the academic year.

If a student fails to cancel his or her enrolment when he or she either terminates studying or graduates, he or she will remain enrolled and legally obliged to pay the tuition fee until the end of the academic year.

More information on terminating enrolment can be found on [the website](#).

7. Reimbursement

If a student is eligible for a reimbursement (for example due to a request for disenrollment), the following procedure takes place:

1. The EUR persists a **processing term of between 4 and 10 weeks** for the repayment of any excess tuition fees paid.
2. The processing term partly depends on the reverse entry term applied by the bank for SEPA Direct Debits.
3. Any outstanding amounts or claims referred to a collection agency will be deducted from the amount to be reimbursed.
4. Reimbursement can only be made to the account number from which the payment originated, or to the account from which the direct debit was made.
5. There will be **no reimbursement** if the request for cancellation of the enrolment is effective on 1 July or 1 August.

Further information about procedural rules and tuition fee regulations can be found on [the website](#).