

## INFORMATION ABOUT YOUR STATEMENT

Enclosed is your student account billing statement as of 12/14/2011. It includes your charges for the Fall 2011 term. If your balance due is more than you expected, please read the rest of this memo.

**Please be aware that you are responsible for the payment of any balance due to the University. If you have financial aid or loans that are to be part of the payment, you are responsible for making sure that all paperwork has been completed and that the proper amounts have been credited to your account. The University is willing to assist you with completing paperwork and other details of the process but it is your responsibility to actually complete and file the correct documents.**

**If you have a late payment fee on your account:** you may appeal this fee if you have an *extenuating circumstance* that prevented you from paying your bill on time. ***Simply missing the deadline or turning in your financial aid documents late is not an extenuating circumstance.***

Email your appeal to [aswegan@hnu.edu](mailto:aswegan@hnu.edu), fax your appeal to (510) 436-1199, or deliver in person to the Student Resource Center. Appeals are reviewed by a committee and verbal appeals will not be considered under any circumstance.

**If you chose to make per-term payments** and you have not paid yet, your payment is past due. Please pay now.

**If you have financial aid that has not posted to your account yet,** please contact the Financial Aid Office to resolve this issue and have your aid posted to your account. Any amount not covered by aid is due from you now.

**If you are paying via TuitionPay,** all payments through November 1 have been posted to your student account. Payments made to TuitionPay in December will be posted to your student account in January. The enclosed statement is an FYI on the details of your HNU account.

**If you have an established payment plan with the Student Accounts Office,** please be sure that your payments are current.

**If you receive tuition reimbursement from your employer,** please pay only the portion that your employer's contribution will *not* cover. For example, if your bill is \$3,300 and your employer has agreed to pay \$3000, your payment of \$300 is due now.

***Your account must be in good standing before you are allowed to register for Spring 2012 or Summer 2012.***

Questions about your bill? Contact information is on the reverse.

Topic	Contact	Phone	Email	Fax
Parking Tickets or Permits	Dana Kirkpatrick		<a href="mailto:kirkpatrick@hnu.edu">kirkpatrick@hnu.edu</a>	
Room & Board	Heather French		<a href="mailto:french@hnu.edu">french@hnu.edu</a>	
Meal Plan Waivers	Laura Lyndon	(510) 436-1658	<a href="mailto:lyndon@hnu.edu">lyndon@hnu.edu</a>	
Financial Aid		(510) 436-1327	<a href="mailto:financialaid@hnu.edu">financialaid@hnu.edu</a>	(510) 436-1199
Late Payment Fee Appeals for Committee	Liz Aswegan	No phone calls	<a href="mailto:aswegan@hnu.edu">aswegan@hnu.edu</a>	(510) 436-1199
Employer Reimbursement	Eileen Mendez	(510) 436-1096	<a href="mailto:mendez@hnu.edu">mendez@hnu.edu</a>	(510) 436-1199
General Account Questions	Eileen Mendez	(510) 436-1096	<a href="mailto:mendez@hnu.edu">mendez@hnu.edu</a>	(510) 436-1199
General Account Questions	Liz Aswegan	(510) 436-1425	<a href="mailto:aswegan@hnu.edu">aswegan@hnu.edu</a>	(510) 436-1199