

## EPAY UUM TERMS AND CONDITIONS

### INTRODUCTION

Payment facility through epay UUM provided by the Bursar's Department, Universiti Utara Malaysia to diversify payment modes and facilitate customers.

This facility is offered to all customers, especially students and staff to meet current needs in ensuring that the payment process can be done more efficiently, easily and effectively.

epay UUM facilities policy and rules purpose:

1. Facilities provided so that they can be used without experiencing any difficulties.
2. Encourage the use of online payments to the University to ensure that payments can be made more quickly and easily.

These Policies and Regulations:

1. epay UUM facility
2. Cancellation of Payment
3. Refund
4. Complaints on epay UUM facilities
5. Changes to the policy

#### **1. epay UUM facility**

##### **i) Internet Banking (FPX)**

Customers need to activate an internet banking account with any bank that participates in FPX.

##### **ii) Credit Card MasterCard/Visa**

Customers need to activate payment capabilities using an online credit card. Activation of this facility is subject to the terms and conditions of the credit card issuing bank.

##### **iii) Internet Banking (Bank Islam)**

Customers need to activate Bank Islam internet banking account to make payment through bill presentment.

### **2. CANCELLATION OF PAYMENT**

Payment cancellation on Mastercard / Visa credit card facilities are subject to the terms and conditions of the credit card issuing bank.

Customers should refer to the Refund Policy if they do not successfully cancel the payment.

### **3. REFUND**

Customers can claim a refund for the wrong transaction in epay UUM by submitting the following documents to the UUM Treasurer Department: -

- i) Refund Application Form from the payer
- ii) Copy of identity card / front and back matrix card
- iii) Copy of Online receipt

Repayment will be made within 14 days to the payer upon receipt of complete documents, and if the payer has no other outstanding debts.

### **4. COMPLAINT ON EPAY UUM FACILITIES**

Customers can provide feedback on epay UUM to [bendahari@uum.edu.my](mailto:bendahari@uum.edu.my). UUM will provide feedback to customers within three working days after receiving the information.

If there is no feedback after three working days, customers can directly contact the Bursar's Department, UUM at 04-928 3260 or as in the Contact Us Directory.

If the feedback received from the above sources is still unsatisfactory, further feedback can be made directly to the [Public Complaints Bureau, Prime Minister's Department](#).

### **5. CHANGES OF POLICY**

UUM reserves the right to review and amend the contents of these policies and regulations from time to time if necessary to ensure that they are relevant to the facilities offered. Any changes made will be announced through Bursar's Department UUM website or other mediums suitable for general information.