



## COLLECTION POLICY

Collection procedures begin when a student account has an outstanding balance that is past due. MBTU internal collection procedures are consistent regardless of which program the student is enrolled in. Our finance staff will follow up with a student on past due payments via phone and email.

Here is a summary of the schedule:

Week	Activity	Date
1	Collection email 1	1st day after due
2	A collection phone call	
2	Collection email 2	10th day after due date
3	Collection email 3	15th is notified and loses access to Online Platform
5	Collection email 4 (MBTU initiates the process of defaulting). Cancellations notice for non-payment*	-

**\*Cancellations notice for non-payment:** MBTU will send an email to inform the student of the course cancellation.

### STUDENT PLATFORM ACCESS DEACTIVATION

The deactivation occurs when a student has missed one unpaid payment.

### STUDENT PLATFORM ACCESS REACTIVATION

Once the payments are submitted, MBTU reactivates the access to platform.

\*When a student requests an official document from the University, such as a diploma, transcript, or certificate, they must have their financial obligations fulfilled.