SOALAN - SOALAN LAZIM
(BENDAHARI)

S1 : Berapakah jumlah yuran yang perlu dibayar?
J1 : Pelajar hendaklah menjelaskan yuran semester pertama seperti di Surat Tawaran Kemasukan Pengajian (Lampiran A).

S2 : Bagaimana cara pembayaran yuran tersebut?
J2 : Bayaran adalah secara dalam talian melalui portal MyProspect. Rujuk langkah-langkah pembayaran di Jadual Yuran Surat Tawaran Kemasukan Pengajian (Lampiran A).

S3 : Bolehkah saya membuat pembayaran secara tunai?
J3 : Tidak. Semua pelajar hendaklah membuat pembayaran secara dalam talian.

S4 : Bolehkah saya membuat pembayaran yuran semasa hari pendaftaran?
J4 : Yuran adalah disarankan dibayar sebelum hari pendaftaran.

S5 : Akaun Bank apa yang perlu dibuka oleh pelajar?
J5 : Pelajar diwajibkan untuk akaun RHB.

S6 : Saya mendapat tawaran penajaan biasiswa, adakah saya masih perlu membuat pembayaran yuran pengajian?
J6 : Pelajar yang telah/rasmi mendapat penajaan penuh, yang mana bayaran tajaan adalah ke Universiti, wajib memajukan salinan surat penajaan ke Jabatan Bendahari melalui emel ke bendahari-ukp@utm.my. Kegagalan atau kelewatan mengemukakan surat tajaan kepada Jabatan Bendahari akan menyebabkan kelewatan proses tuntutan kepada penaja dan Universiti tidak akan bertanggungjawab atas sebarang permasalahan yang timbul di kemudian hari.

Pelajar yang menerima tajaan/biasiswa terus dari penaja (bayaran tidak dibuat ke Universiti) dianggap sebagai pelajar bukan berpenaja dan perlu menjelaskan semua yuran sebelum pendaftaran pelajar baharu.

S7 : Saya masih menunggu beberapa tawaran menyambung pengajian. Jika saya telah mendaftar di UTM dan ingin menarik diri dari pengajian, adakah saya akan dapat semula kesemua yuran pengajian yang telah saya bayar?

J7 : Pelajar baharu yang diluluskan menarik diri dari Universiti berkuatkuasa:*

a. Dalam tempoh empat belas (14) hari bekerja dari tarikh pendaftaran pengajian di Universiti, adalah layak untuk mendapat pemulangan baki yuran yang telah dibayar KECUALI Yuran Pendaftaran dan/atau Yuran Asrama. Yuran Asrama akan dikenakan mengikut kadar caj sewaan harian dan bilangan hari sebenar menginap.

b. Tiada pemulangan yuran selepas tempoh tersebut dan pihak Universiti berhak untuk menuntut baki yuran yang belum dijelaskan.

*(*Tarikh Kuatkuasa seperti dinyatakan di Surat Tarikh Diri Pengajian yang dikeluarkan UTM)*

S8 : Apakah maklumat yang boleh dihubungi untuk pertanyaan lanjut berkaitan yuran?
J8 : Sebarang pertanyaan berkaitan yuran, sila emelkan ke bendahari-ukp@utm.my (nyatakan nama penuh & no. kad pengenalan pelajar) atau hubungi no. hotline Seksyen Kewangan Pelajar, Jabatan Bendahari di 07-55 30235 / 30152 / 30597 atau 03-2615 4303.

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SOALAN - SOALAN LAZIM
(PTPTN)

S1 : Apakah panel bank bagi pembayaran pinjaman PTPTN di UTM?
J1 : Bank RHB

S2 : Bagaimanakah saya ingin memohon PTPTN?
J2 : Mohon rujuk website PTPTNi https://www.ptptn.gov.my/myptptn/.

S3 : Adakah yuran semester akan dibuat potongan dari pinjaman PTPTN saya?
J3 : Tidak. Pelajar adalah bertanggungjawab dalam menguruskan sendiri pembayaran yuran ke universiti. Pembayaran perlu dibuat melalui portal MyUTM atau UTMSmart Apps. Tindakan tegas akan diambil sekiranya yuran gagal dibayar.

S4 : Bilakah bayaran pinjaman PTPTN akan dibayar?
J4 : Mohon rujuk website PTPTN: https://www.ptptn.gov.my/msk/Utama.

SOALAN - SOALAN LAZIM
(KWSP)

S1 : Adakah yuran boleh dibayar melalui Pengeluaran Pendidikan KWSP?
J1 : Boleh. HANYA setelah pelajar sah mendaftar sebagai pelajar UTM.

Yuran semester pertama perlu dijelaskan sendiri dan seterusnya dituntut terus ke KWSP (bayaran balik ke akaun bank pencarum). Manakala, bayaran yuran seterusnya, boleh dibayar terus ke akaun bank Universiti. Maklumat lanjut sila rujuk website KWSP.

S2 : Bagaimana saya ingin membuat bayaran melalui KWSP?
J2 : Penjaga/Pelajar boleh membuat permohonan secara dalam talian (e-Pengeluaran) di website KWSP. Maklumat lanjut sila rujuk website KWSP.

S3 : Saya ingin memohon pengeluaran Pendidikan KWSP tetapi saya tidak mempunyai i-akaun untuk permohonan e-Pengeluaran. Bolehkah saya memohon surat Pengesahan Pelajar KWSP untuk pengeluaran secara manual?
J3 : Pelajar digalakkan membuat permohonan secara dalam talian (e-pengeluaran) kerana proses pengeluaran lebih mudah, pantas dan selamat.

Namun, sekiranya masih memerlukan permohonan manual, mohon emel permohonan ke bendahari-ukp@utm.my. Surat akan disediakan dalam masa 14 hari bekerja selepas permohonan diterima dan surat perlu diambil sendiri di kaunter Kewangan Pelajar, Jabatan Bendahari.

S4 : Adakah pelajar berpenaja layak membuat permohonan bayaran yuran pengajian melalui KWSP?
J4 : Tidak layak kecuali jumlah tajaan adalah kurang daripada yuran pengajian.

S5 : Saya telah menghantar permohonan e-Pengeluaran, berapa lamakah proses pengesahan dari pihak Universiti dan proses bayaran dari KWSP?
J5 : Proses pengesahan dari pihak Universiti ialah dalam masa tujuh (7) hari bekerja. Tempoh bayaran dari KWSP ke akaun bank pencarum atau Universiti adalah bergantung kepada proses bayaran di KWSP.

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FREQUENTLY ASKED QUESTION (BURSARY)

Q1 : How much is the tuition fee to be paid?

A1 : Students must pay the first semester fee as stated in the Study Admission Offer Letter (Appendix A).

Q2 : How to pay the fee?

A2 : Payment is to be made online through the MyProspect portal. Please refer to the payment steps in the Fee Schedule of the Offer Letter for Admission (Appendix A).

Q3 : Can payment be made in cash?

A3 : NO. All students must make the payment through UTM online payment portal.

Q4 : Can I make the fee payment during the registration day?

A4 : The fees are advised to be paid before the registration day.

Q5 : Which bank account should a student open?

A5 : It is mandatory for UTM students to open RHB bank accounts.

Q6 : I received a scholarship offer, do I still have to make the tuition fee payment?

A6 : Students who have officially obtained full sponsorship, whereby the sponsorship payment is made directly to the University, are required to submit a copy of the sponsorship letter to the Bursary Department via email at bendahari-ukp@utm.my

Failure or delay in submitting the sponsorship letter to the Bursary Department will result in delays in the claim process to the sponsor, and Universiti Teknologi Malaysia shall not be held responsible for any issues arising thereafter.

Students who receive sponsorships or scholarships directly from the sponsor (payments not made to the University) are considered self-sponsored and are required to settle all fees before the new student registration.

Q7 : I am still waiting for other study offers. If I have registered at UTM and would like to withdraw, will I get back all the study fee I have paid?

A7 : New students who have been approved to withdraw from the University, the refund are subject to the effective date:*

a. New students who withdraw from the University within fourteen (14) working days from the study registration date are eligible for a refund of fees with the EXCEPTION of the Registration fees and/or Accommodation fees. The Accommodation fees is calculated based on the daily rental rate and the actual number of days stayed at the hostel.

b. There is no refund of fees after the above mentioned duration and the University reserves the right to claim any unpaid fees.

*(*The effective date is as stated in the Withdrawal Letter issued by UTM)*

Q8 : What is the contact information for further enquiry regarding fees?

A8 : For any inquiries regarding fees, please email bendahari-ukp@utm.my (stating your full name and student identification number) or contact the Student Financial Section, Bursary Department at 07-55 30235 / 30152 / 30597 or 03-2615 4303.

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FREQUENTLY ASKED QUESTION
(PTPTN)

Q1 : What is the bank panel for PTPTN disbursement at UTM?
A1 : RHB Bank

Q2 : How to do I apply for PTPTN?
A2 : Please refer to PTPTN website : https://www.ptptn.gov.my/myptptn/.

Q3 : Is the semester fee deducted from my PTPTN loan?
A3 : No. Students are accountable for managing their own fee payments to the University. Payment must be made through the MyUTM portal or UTMSmart Apps. Strict actions will be taken for outstanding fees.

Q4 : When is the PTPTN loan disbursed to students?
A4 : Please refer to the PTPTN website : https://www.ptptn.gov.my/msk/Utama.

FREQUENTLY ASKED QUESTION
(KWSP)

Q1 : Can fee be paid through EPF Education Withdrawal (Pengeluaran Pendidikan KWSP)?
A1 : It is possible, after the student has registered as a UTM student.

The student must first pay the fee for the first semester on their own before submitting a claim directly to the EPF (refund to the contributor's bank account). The fee for the subsequent semesters can be paid directly to the University. For more information, please refer to the EPF website.

Q2 : How do I make a payment through EPF?
A2 : Guardians/Students can apply online (e-Withdrawal) on the EPF website. For more information, please refer to the EPF website.

Q3 : I would like to apply for EPF Education withdrawal but I don't have an i-account for the e- Withdrawal application. Can I apply for EPF Student Verification letter for manual withdrawal?
A3 : Students are encouraged to apply online (e-withdrawal) because the process is much easier, faster and safer.

However, if you still have to do a manual withdrawal, please email the application to bendahari-ukp@utm.my. The letter will be prepared within fourteen (14) working days of the receipt of the application. The letter must be collected in person at the Students' Financial Section, Bursary Department.

Q4 : Are sponsored students eligible to apply for payment of tuition fees through EPF?
A4 : Not eligible, unless the amount of sponsorship is lesser than the tuition fee.

Q5 : I have sent the e-Withdrawal application, how long will the verification process from the University and the payment process from the EPF take?
A5 : The verification process from the University is within seven (7) working days.

The payment period from the EPF to the contributor's / University bank account depends on the payment process at the EPF.

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