



# De La Salle Santiago Zobel School

Ayala Alabang Village, Muntinlupa City, Philippines 1780, Tel. No.: 8771-DLSZ Website: [www.dlszobel.edu.ph](http://www.dlszobel.edu.ph)

June 25, 2020

Dear DLSZ Parents and Guardians,

Greetings of Peace!

For your reference and guidance, we have prepared a listing of **Frequently Asked Questions (FAQs)** on the topics of:

1. Refunds and Statement of Accounts (SOAs) report generation
2. Online enrollment, Online assessments and Payment of fees
3. Other Finance related matters

May it serve as a useful guide to assist you in navigating the “ new normal” in our school operating environment as we accelerate our shift to online processes and procedures and reduce our dependence on face to face exchanges and interactions at our Alabang and Vermosa campuses.

## **A. Refund and Statement of Accounts (SOAs) report generation**

### **1. When will you process and post the refunds from tuition and specific fees in our Statement of Accounts?**

All refunds will automatically be processed and posted in your Statement of Accounts no later than **June 26, 2020 (Friday)**.

For accounts that have chosen installment payments plans for AY 2020-21, no checks will be issued and the refunds will be applied for the next payment period's unpaid balances. For accounts that have chosen the annual mode of payment, we will cut a check for the refund provided there are no outstanding balances in the account. We hope to release check refunds in volume no later than **August 31, 2020 (Tuesday)** or possibly earlier, once we are able to restore normal operations at our Alabang campus.

### **2. When can we receive a copy of the most updated Statement of Account report which reflects the refunds applied?**

The most recent copy of your Statement of Account (as of end July) which contains the **NET TOTAL AMOUNT** of refunds applied can only be generated by **August 7, 2020 (Friday)**. The generation of the Statement of Account which contains all of the refund amounts applied can only commence after **July 31, 2020**, the deadline for all payments without penalties and interest charges for those who **enrolled and were assessed as of June 30, 2020**. This is a system limitation which we cannot override.

If you wish to know the details of the **NET TOTAL AMOUNT** of refunds applied, you will need to contact our finance team thru this email address: [studentaccounts@dlszobel.edu.ph](mailto:studentaccounts@dlszobel.edu.ph)

**3. If I wanted to know if the refund was correctly applied to my SOA before August 7, 2020, what are my options?**

After **June 26, 2020 (Friday)**, for students who have gone thru assessment but have not paid the fees (ie. not enrolled), you may cancel your previous assessment form by using the “cancel” button during the assessment step and regenerate a new assessment form. This newly generated assessment form will contain **the net balance of the total amount of refunds applied** to the account and will adjust the assessed amount for payment accordingly.

If you wish to see the details of the **net balance of the total amount of refunds applied**, you will need to contact our finance team thru this email address: [studentaccounts@dlszobel.edu.ph](mailto:studentaccounts@dlszobel.edu.ph).

For students who have already paid and are enrolled as of **June 26, 2020**, if you wish to know if the applicable refunds have been applied to your Statement of Account, you will need to contact our finance team thru this email address: [studentaccounts@dlszobel.edu.ph](mailto:studentaccounts@dlszobel.edu.ph).

**4. If I should have other questions on refunds and my Statement of Account, who should I contact?**

Should you have other questions on refunds and your Statement of Account, kindly pls contact our finance team directly thru this email address: [studentaccounts@dlszobel.edu.ph](mailto:studentaccounts@dlszobel.edu.ph).

**B. Online Enrollment, Online Assessment and Payment of Fees**

**1. When is the last day for enrollment without late enrollment penalties and surcharges?**

The last day for enrollment without late enrollment penalties and surcharges is **on June 30, 2020 (Tuesday)**.

**2. When is the last day for payments without late payment penalties and interest charges?**

**The last day for payments without late payment penalties and interest charges is on July 31, 2020 (Friday). Beyond this date, all unpaid balances will be charged an interest rate of one (1) percent a month.**

**3. Why is the school charging an interest rate of one (1) percent a month for installment plans and for all unpaid balances for the month.**

In fairness to the parents who have chosen to pay the annual fee in FULL, we need to implement an interest charge for our installment plans and for unpaid balances that remain outstanding in a month. The interest rate we charge is competitive when credit card installment plans are used as a benchmark. Most credit card companies charge 3.5% interest on their outstanding balances in a month.

**4. Can is still enroll after June 30, 2020 (Tuesday)?**

Yes, you may, but you will be asked to fill in a request for late enrollment and each request is decided on a case to case basis given the merits of the request.

**5. If I do not want to avail of the online payment facility, what are my options?**

You may pay directly to any of our authorized partner banks. For a listing of our partner banks, kindly please refer to our DLSZ family portal for details.

In addition, you may pay in check if you wish. Please write down **De La Salle Santiago Zobel School** as the payee in the check. At the back of the check, please write down **the name of the student and your contact numbers**. Please seal the check(s) in an envelope, **include a copy of the assessment form** and address to:

Ms. Rosie Cadiz  
Controller for Budget and Student Accounts  
Finance Department

Kindly please drop off this envelop with our Security Office at GATE 2 (ONLY) of the DLSZ Alabang campus.

**6. After payment, will I be issued an acknowledgement receipt and an Official Receipt (OR)?**

For check payments sent to our Alabang campus, we will scan and issue an Official Receipt and these will be emailed to the student concerned using the email address that we have on file at the Registrar's office. We request for your patience as we attempt to release ORs at the soonest possible time while we attempt to restore normal operations at our Alabang campus.

For payments made thru our partner banks, may request you to please keep a copy of your deposit slip. This will serve as your acknowledgement receipt and your proof of payment. Once we confirm receipt of payment from the bank, we will issue and email a scanned OR to the payer.

For payments made thru our online payment gateway, an acknowledgement receipt will automatically be generated by the system. In addition, we will transmit a scanned copy of the OR to the payer once we have confirmed receipt of payment from our payment gateway service provider.

**7. When is the deadline to settle all outstanding balances in our SOA prior to the enrollment period for AY 2020-21?**

The deadline to settle all outstanding balances in your SOA prior to the enrollment period for AY 2020-21 is **September 30, 2020 (Wednesday)**. You may settle all outstanding balances **only thru post-dated checks (PDCs)**. On a case to case basis, if you are unable to pay thru

PDCs, kindly please coordinate directly with **Ms. Rosie Cadiz, Controller for Budget and Student Accounts** (email address: [cadizrm@dlszobel.edu.ph](mailto:cadizrm@dlszobel.edu.ph)) for these special arrangements to arrive at an agreed payment schedule.

**8. For any questions on enrollment, assessment and payments for tuition and specific fees, who can assist with these matters?**

Kindly please send your questions to this email address: [enroll@dlszobel.edu.ph](mailto:enroll@dlszobel.edu.ph) and we will be happy to attend to your queries soonest.

May we, also, refer you to the information we have shared in a series of internal bulletins on these topics which have already been posted in our DLSZ family portal.

**C. Other Finance Related Matters**

**1. When will the finance office resume normal operations at the Alabang campus?**

We are suspending our normal operations at the Alabang campus indefinitely. We have decided to conduct business purely thru our online portal and other online channels which require minimal face to face exchanges and interactions to conform to the physical distancing protocols we are implementing campus wide for the duration of the GCQ period declared throughout the NCR.

**2. Once face to face transactions are accommodated at the Finance office in the Alabang campus, can I drop by any time to transact business?**

After the internal announcement is made that allows minimal face to face transactions to be conducted at the Finance Office, we will be implementing an appointment system to regulate the number of customers that we will entertain at any one time. Only customers that have a confirmed appointment will be allowed entry into the campus at the scheduled time. We will release an internal bulletin to discuss these arrangements in more detail and kindly please await guidance on this matter.

Hoping for your patience and understanding as we navigate and adapt to the “new normal” brought about by this global health emergency.

In St La Salle,

(Sgd) Paul A. Zaldarriaga  
Director of Finance