# FAQ, Fees and Funds

### 1. In payment

In order to fulfill your payments, **a bank transfer is needed**. One can transfer either **in person at a Bank**, **or do it online by using e-banking**.

ThestepsoftheinpaymentBy Bank Transfer - from any bank account to the ELTE's joint account.

# **1. Transferring any amount of money to the Joint account of ELTE. The information you need are:** Who you transfer to: Eötvös Loránd Tudományegyetem

	Eoros Eorana radomanyegyerem
Joint account number:	10032000-01426201-01120008
Notice/Topic:	NK-YOUR NEPTUN CODE (for example: NK-ABCD12)
The amount of money:	The amount of money you have to transfer
IBAN:	HU22 1003 2000 0142 6201 0112 0008
BIC (SWIFT):	HUSTHUHB

**2.** Waiting for the message in the NEPTUN that informs you about the success of the transfer (The transferred money should appear in the Neptun in 1-2 days - you can see it here: https://neptun.elte.hu->Finances->Payment) If it is not there, please contact our Office and show us your statement of account (the document you have about the payment).

**3.** Approval of the transfer (the real in payment of the item you want to pay off) If you have enough money in your joint account, you should pay your liabilities in Finances/Payment menu. You should choose Payments or Pay back tab, where you can choose the check box at the end of the line, and choose the Pay in button.

C	Payments Pay back												
Tra	Transcribed items[2016/17/2, All] 🖺 🚊 📌 🥭												
Actions: Pay in Delete													
E	Name	Term	Туре	Subject code	Amount	Imposition date	▼  Date of  ▼  deposit	Deadline	Status	Invoice number	SL1 State	SL2 State	
	<u>Késedelmi</u> <u>dii</u>	2016/17/2	2		5,000 HUF	2/24/2017		3/26/2017	Active				
N	umber of resu	lts:1-1/1 (4	17 ms)								Actions:	Pay in	Delete

In the popup window you need to confirm your payment intent. In the next window, the type of payment is displayed, which is the joint account payment. There is no alternative here. Successful payment is provided by a popup window.

### What should I do if I transferred some money to my joint account but it has not arrived yet?

After you authorize a transfer, it takes 1-2 weekdays to go through. In case, your payment has not arrived to your joint account, there might be a problem with your transfer. If this happens, please submit a case here. Please do not forget to attach an electronic copy of the receipt of transfer to the case you are about to submit.

## 2. Scholarships

In case you have any questions or problems regarding your scholarship, please submit a case here.

#### 3. Student Loan

In case, you intend to borrow student loan from the Diákhitel Központ Zrt. (Centre of Student Loan Ltd.), all information and the procedure of application is provided on their official website.

If you are already a customer of the Diákhitel Központ Zrt., and changes occur in your personal or educational data, please report it in accordance with the following information provided by the Company.

In case, you have other questions that also concern the Neptun System, please submit a case here. Do not forget to give the number of your student loan contract – if you already possess one.

#### 4. Health Insurance

The information provided for foreign students in connection with health insurance policy is available on the following website.

#### 5. Information about the invoice request

In case you have any questions about your issued invoice, or regarding invoice requests, please submit a case here.

#### 6. Information about the Tax and the Income Certificate

#### Tax Certificate

**Please note** that from 1 January 2010, in case of the tuition fee, the opportunity of requesting tax allowances was terminated by the government. Thus, ELTE have not issued any Tax Certificates since then.

# It should be emphasized that you cannot ask for a Tax Certificate about the tuition fees payed in and after 2010.

In case you need your Tax Certificate issued before 2010, but you have not received the previously posted one, or it is lost or damaged, you may ask for a new copy of the Certificate.

- If you choose to receive it in person at the Quaestura Office, please note that we keep it for 10 days after it has been printed.
- If it is not possible for you to come to the Office in person, you may authorize someone to act on your behalf. In this case, please do not forget to fill in the authorisation sample provided here.
- The Office can also send the Certificate by mail. This requires paying a service fee. Note, that it cannot be sent to a foreign address. You can ask for the delivery here.

#### Income Certificate

# In case you need an Income Certificate issued for and after 2011, and you would like to receive it in person, you do not need to submit a case. Just come to the Quaestura Office where you can get it right away.

- If it is not possible for you to come to the Office in person, you may authorize someone to act on your behalf. In this case, please do not forget to fill in the authorisation sample provided here.
- The Office can also send the Certificate by mail. This requires paying a service fee. Note, that it cannot be sent to a foreign address. You can ask for the delivery here.

If you suspect that the Income Certificate, sent in a personal message in the Neptun, contains false information (amount, personal data), report it in the same case category.

**Please note** that the Certificates about to be posted would be sent to the address given in the Neptun as your mailing address. Mailing requires paying a service fee. Note, that the Office cannot post to a foreign address, hence we kindly ask you to register a Hungarian mailing address. You can modify it in your Neptun.