

DELINQUENT ACCOUNTS AND COLLECTION PROCESS



Holdings & Delinquent Accounts

- » If the student's account is not paid by the due date, a past due balance hold (delinquent hold) will be placed and further collection efforts will be made to collect the amount owed.
- » The outstanding debt can include tuition, required fees, fines and fees and related to programs, services, and courses, in addition to any other amounts related to enrollment at University of Houston-Clear Lake.
- » Students whose accounts are delinquent will not be permitted to register for the next term or receive transcripts or diplomas.

Collections Process

- » The official line of communication to students is your UHCL email account.
- » Student Business Services only sends email notifications to your UHCL email account, we do not mail invoices through the postal service.
- » Three collection notices are sent to a student's UHCL email account.
- » The first notice is e-mailed approximately **90 calendar days** after the end of the term.
- » Second notices are e-mailed approximately **30 calendar days** after the date of the first e-mail notice (approximately 120 calendar days after the term).
- » The final collection notice is sent approximately **60 calendar days** after the date of the first e-mail notice (approximately 150 calendar days after the term).
- » Once the due date on the final collection email has passed, uncollected accounts are referred to a collection agency.
- » Once your account is referred to an outside agency, students will be contacted by a representative of that agency.