

**To : All Staff and Students**  
**From : Finance Office**  
**Our Ref : A/FO2**  
**Date : 2 October 2024**

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**Office Relocation of the Student Team of the Finance Office and Update of Students' Bank Account Information**

1. Please be informed that the Student Team of the Finance Office has been relocated from the Tsuen Wan Campus to **DLB 503, David C. Lam Building (DLB)** with effect from 27 September 2024.
2. Students are encouraged to utilise our online/digital/phone services for their inquiries of tuition and hall fees payment. These services are designed to provide the most convenient and efficient support, and they remained unchanged, as outline below:

(1) Email ( <b>Most preferred method</b> )	fostudent@hkbu.edu.hk
(2) Frequently Asked Questions on fee payments	<a href="https://fohome.hkbu.edu.hk/for-students/information/student-financial-matters/faq/payment.html">https://fohome.hkbu.edu.hk/for-students/information/student-financial-matters/faq/payment.html</a>
(3) 24-hours hotline enquiry	3411-2266 (please press 2, 0 to leave a message. Please be reminded to leave your contact details for FO to return call)

3. If students require in-person services, such as certification of the official receipts for tuition fee debit notes, they can approach the Student Team of the Finance Office by calling the phone numbers displayed at the entrance of DLB Level 5 from 9:30 am - 12:30 pm, 2:30 pm – 5:30 pm on workdays (excluding Saturdays, Sundays and Public Holidays).
4. Furthermore, the University may disburse payments (e.g. scholarship / bursary / studentship / fee refunds / expense claims` etc.) to students through electronic payment transfer only. Therefore, we strongly urge students to update their **HKD savings or current bank account with Hong Kong authorised bank institutions** in the BUniPort. For guidance on how to input your bank account information, please click the [demonstration](#) or [instruction](#). Please be advised that failure to update your bank account details may result in unsuccessful payments from the University.
5. Thank you for your kind attention to this matter.