



Ulster Finance Team FAQs

Extension / Instalment Plan Request

To request any change to your payment plan, please submit a request in writing via an email. Students must have valid mitigating circumstances to support the request.

Please send an email to QA.UlsterFinance@qa.com to request an extension. We require physical evidence of your mitigating circumstances included in your email to review your case.

The evidence we require is documentation to show where your tuition fee funds have been spent, between enrolment and now. This evidence will need to include bank statements, bills and receipts, etc.

Payment Options

You can make payment via the following methods:

1. Flywire link: <https://qa.ulster.ac.uk/apply/make-a-payment/>



You can scan the following QR code to make a payment. This will take you straight to Flywire.

2. Visiting us during drop-in hours.

London Campus – 11.30am to 2.30pm

Birmingham Campus – 11.30am to 2.30pm

Making Payment Through Flywire

You may pay through Flywire from a UK or an international bank account, either by bank transfer or by credit / debit card. Flywire then sends your payment to us.

For bank transfers, please follow Flywire's instructions to initiate payment with your bank. Each transfer has a unique ID, which must be used as the payment reference.

For card payments, please enter your card details when prompted.

Flywire will send you a link by email, which allows you to track your payment.

Receipt Not Yet Received

For payments made from a UK account, please allow up to 5 working days for the payment to be allocated to your student account.

For payments made from an international account, please allow up to 10 working days for the payment to be allocated to your student account.

Once this timeframe has passed, please contact [**QA.UlsterFinance@qa.com**](mailto:QA.UlsterFinance@qa.com) to request an account statement, ensuring you include your Finance ID number in the subject line.

Payment Plan

If you have any issues regarding your payment plan, including any errors regarding your fee amount, please reply to the email and we will endeavour to get back to you within 5 working days.

Payment Plan – Option 1 Discount

If you have selected Option 1 and have submitted the requested fees before the set deadline, then the discount will be automatically applied.

Your initial receipt will show a remaining balance. Please allow 2 weeks for the balance to be amended to £0.00.

Refunds

If you would like to apply for a refund, then please contact [**refunds@qa.com**](mailto:refunds@qa.com) and request a refund form. Our refunds team will assess your case and aim to process your refund in 4 weeks pending approval. Failure to submit an accurate refund form could lead to significant delays in the approval process.

Drop – in Session Times

Students may visit the Finance team during our drop-in sessions to make payment in person or to ask more urgent queries.

London Campus – 11.30am to 2.30pm

Birmingham Campus – 11.30am to 2.30pm

Contact Details

Email - [**QA.UlsterFinance@qa.com**](mailto:QA.UlsterFinance@qa.com)