

FREQUENTLY RAISED QUESTIONS ON GIRO

GIRO is a convenient, cashless mode of payment. To help you better understand the GIRO payment method, here are some answers to the most frequently raised questions on GIRO:

1. How do I get started?

Complete this GIRO application form, with your customer/account/bill number. Please submit the GIRO form in hardcopy with original ink signature. Digital signatory is not acceptable by the bank. Kindly note not to use correction fluid / tape and all amendments must be countersigned. Send it back to us at:

NATIONAL INSTITUTE OF EDUCATION
1 NANYANG WALK, SINGAPORE 637616
OFFICE OF ACADEMIC ADMINISTRATION & SERVICES
BLOCK 1, LEVEL 1

2. How long do I need to wait before my GIRO arrangement is effective?

Continue paying by cash or cheque for all your bills until your GIRO arrangement is effected. Your GIRO application is only effective when the statement 'Amount will be deducted from your account on ddmmyyy' appears on your bill.

3. Can I arrange for another party to effect the GIRO arrangement through his/her bank account or pay for another party?

Yes, you can by stating his/her name and contact number, and the customer/account/bill number on the GIRO form.

4. What happens if there are insufficient funds in my bank account?

We will inform you to pay by other ways. However, you should still maintain sufficient funds in your bank account for the subsequent due date.

Please note that some banks do charge a service fee for unsuccessful GIRO deduction due to insufficient funds.

5. I have existing financial aid (CPF, Mendaki, Bank Loan (TFL and/or Study Loan), Sponsorships and etc) for payment of tuition fees and/or miscellaneous fees. Why do I still need to submit GIRO application form?

Certain financial aid can only pay for tuition fees (e.g. CPF, Mendaki, TFL). GIRO is the most convenient method to pay for the remaining tuition fees, miscellaneous fees and hostel fees. Students are required to pay fees through GIRO. Similarly, credits, if any, will be received through GIRO. Possible GIRO transactions include credit for reimbursements, bursaries and other allowances, if any.