

UMP ePayment

Terms & Conditions

UMP offered online payment facility to all customers, especially students and staff to meet current needs in ensuring that the payment process can be done more efficiently, easily and effectively.

These policies contains of:

1. Mode Of Payment

a. Internet Banking (FPX)

Customers need to activate an internet banking account with any bank that participates in FPX.

b. Credit Card MasterCard/Visa

Customers need to activate payment capabilities using an online credit card. Activation of this facility is subject to the terms and conditions of the credit card issuing bank.

2. Refund

Customers can claim a refund for the wrong transaction in UMP ePayment by submitting the following documents to the UMP Bursary: -

i) Refund Application Form from the payer

ii) Copy of identity card / front and back matrix card

iii) Copy of Online receipt

Repayment will be made within 14 days to the payer upon receipt of complete documents, and if the payer has no other outstanding debts. Further clarification kindly contact:

Bahagian Governan & Akaun,
Jabatan Bendahari,
Universiti Malaysia Pahang,
26600 Pekan
Pahang Darul Makmur
Tel : 09-4316073
Email : ahmadfauzi@ump.edu.my

3. Changes Of Policy

UMP reserves the right to review and amend the contents of these policies and regulations from time to time if necessary to ensure that they are relevant to the facilities offered. Any changes made will be announced through UMP Bursary website or other mediums suitable for general information.