

## Frequently asked questions / concerns on setting up SEPA mandates

Question:	<b>I am finishing my course in the winter semester 2015/16. Do I still need to set up a mandate?</b>
Answer:	If you do not wish to return for the summer semester 2016, you do not need to set up a mandate.
Concern:	<b>My IBAN has been rejected as incorrect, even though I know it is not.</b>
Answer:	With a reference to the IBAN checksum, this cannot happen.
Question:	<b>Can I use my parents' IBAN?</b>
Answer:	The mandate can only be set up for a bank account for which you are the account holder (no power of attorney accounts).
Concern:	<b>I do not have my own account.</b>
Answer:	Please process the return by transfer. More detailed information at: <a href="http://www.ovgu.de/-p-9577">www.ovgu.de/-p-9577</a> .
Question:	<b>Can I set up the mandate by e-mail?</b>
Answer:	Unfortunately, e-mail is not an option as your signature needs to be in writing. You can set up the mandate online, print it out, sign it and fax it to us, send it by post or hand it in personally to the CSC. (Fax number +49 391 67-11227)
Concern:	<b>I am currently abroad and cannot meet the deadline of 15 December 2015 and postage is expensive.</b>
Answer:	You can set up the mandate online, print it out, sign it and then fax it to +49 391 67-11227, this also works from abroad. Unfortunately, e-mail is not an option as your signature needs to be in writing.
Question:	<b>If I set up the mandate now, when will the semester fee be taken from my account?</b>
Answer:	If the form is returned between 12/01 and 02/02/2016. Because of the advance notice in SEPA, the fee will be taken from your account 14 days after it is processed in LSF.
Question:	<b>Do I still need to set up a new mandate every semester?</b>
Answer:	No, it is a repeat mandate. However, you do need to process the return again every semester.
Question:	<b>I sent the mandate off by post; will I receive a confirmation of receipt?</b>
Answer:	No, once the mandate is activated, you can see this information under "Mandate" in the student portal.
Concern:	<b>I submitted the mandate a few days ago, but still get the following message in the LSF: "A signed version of the mandate has not yet been submitted".</b>
Answer:	Activation takes around a week, as we are collecting mandates from around 2000 students. This is why we set the deadline in mid December 2015 so that you can process the return by 12/01/2016. This is not an exclusion period, but processing can then take place in the period from 12/01 - 02/02/2016.
Concern:	<b>I have set up a mandate already, but my bank details have changed.</b>
Answer:	Please send an e-mail (with your name and registration number, no bank details (!)) to <a href="mailto:servicecenter@ovgu.de">servicecenter@ovgu.de</a> . We will then send you an e-mail and you can set up a new mandate via HISQIS/LSF.