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Saint Leo University Payment Policy – Frequently Asked Questions

What is changing?

Beginning **July 2026**, students must have their **account balance resolved by the first day of the term** in order to remain enrolled.

Students who have an outstanding balance and have not made payment arrangements **will be administratively dropped from their courses and a financial hold will be placed on their account.**

A **financial hold** prevents:

- Access to instructional platforms
- Future registration
- Release of your diploma
- Changing classes during a term
- Participation in the graduation ceremony

Why is this policy being implemented?

This policy ensures students begin the term with a clear financial plan and helps prevent unexpected financial barriers during the semester. It also aligns Saint Leo University with common practices at other institutions requiring students to have payment arrangements in place before classes begin.

When does this policy start?

The policy applies beginning July 2026

What does “balance resolved” mean?

A student’s balance is considered resolved when one of the following occurs:



- Financial aid, scholarships, or approved third-party funding **are confirmed and sufficient to cover the balance,**
- The balance is **paid in full,** or
- The student is enrolled in and remains in good standing on an approved payment plan.

If the balance is not resolved, a **financial hold will be applied** until the issue is resolved.

What does it mean to be in “good standing”?

Good standing means the student is meeting all their financial obligations, including making scheduled payments on time and having no overdue balances under an approved payment plan.

What happens if my balance is not resolved by the first day of the term?

Students with an unresolved balance **will be administratively dropped from their courses, and a financial hold will be placed.**

This hold prevents:

- Access to instructional platforms
- Future registration
- Release of your diploma
- Changing classes during a term
- Participation in the graduation ceremony

The hold remains until the balance is resolved or a payment plan is in place.

What if my financial aid has not disbursed yet?

Financial aid **does not need to be disbursed,** but it must be **fully processed and in place to cover your balance.**



Pending aid may be due to incomplete documentation, including:

- FAFSA submission
- Master Promissory Note (MPN) for federal loans
- Entrance counseling for federal loans
- Verification documents for Institutional and Federal Student Aid
- Florida or Georgia residency documentation for state aid

Until aid is confirmed and processed, your **financial hold will remain** on your account.

What if my employer, military, or another third party is paying my tuition?

Students using **employer tuition assistance, military benefits, or other third-party funding** must ensure documentation confirming the funding is **submitted and on file with the University before the start of the term.**

Examples include:

- Employer **tuition assistance authorization**
- **Letter of credit** or **promise to pay**
- Military or **GI Bill® benefits documentation**

If third-party funding **does not cover the full cost of tuition and fees**, the **remaining balance is the student's responsibility** and must be resolved to avoid a **financial hold**.

For **GI Bill® users**, you must submit the **Request for Certification of Enrollment eForm** so the University can certify your enrollment for VA benefits. GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government website at www.benefits.va.gov/gibill.

Some third-party sponsors reimburse **after the term ends**, but **documentation must still be submitted and any uncovered balance resolved** to avoid holds.



What if I cannot pay my full balance before the term starts?

Students who cannot pay their balance in full may **enroll in the Saint Leo University Payment Plan**.

Saint Leo University offers a convenient way to **automatically withdraw payments from a banking or credit card account** over the course of the semester or term. The payment plan allows students to **divide the amount due from the billing statement into multiple installments**.

Payment plans can be set up through [eLion Self-Service](#)

More information about payment options can be found here:

[Saint Leo University Payment Plan Information](#)

Note: Enrolling in a payment plan **removes or prevents a financial hold** from being applied, as long as the plan is active and remains in good standing.

International Payment Options

Students paying tuition from outside the United States have several convenient options to ensure their account is resolved before the start of the term and avoid a **financial hold**, which can block access to instructional platforms, registration, class changes, diploma release, and participation in graduation.

PayMyTuition (Recommended)

PayMyTuition is a fast, secure, and affordable way to pay in your local currency. It automatically captures your **name and student ID**, tracks your payment in real time, and provides multilingual support.

Benefits:

- Pay from any country in your preferred currency
- Competitive exchange rates
- Multiple payment options: bank transfer, e-wallet, bill payment, or credit card
- Secure transactions with real-time tracking
- Quick account setup



How to pay:

1. Go to www.paymytuition.com
2. Select **Make a Payment > Saint Leo University**
3. Follow the step-by-step instructions

Support: support@paymytuition.com

Important: Payments sent through PayMyTuition or wire transfer typically take 3–5 business days to be received by Saint Leo University. Processing times may vary depending on the country of origin and other factors.

Wire Payments

Direct wire transfers are also accepted, but students must **follow up with Student Financial Services** after sending to ensure the payment is correctly applied.

Wire Instructions:

- **Bank Name:** Truist
- **Bank Address:** 200 Nokomis Ave South, Venice, FL 34285
- **ABA / Routing #:** 263191387
- **Account #:** 0000149567496
- **Account Name:** Saint Leo University Inc
- **SWIFT Code:** BRBTUS33

Important: Include your **full name and Saint Leo student ID number** on the wire.

U.S.-Based Bank Accounts

Students with a U.S.-based bank account are encouraged to pay:

- Through [eLion](#) (**Pay On My Account**)
- With a **Student Financial Advisor** by phone or in person

Avoiding Financial Holds

All international payments must post **before the first day of** the term to prevent a **financial hold**. Holds prevent:



- Access to instructional platforms
- Future registration
- Changing classes during a term
- Release of your diploma
- Participation in the graduation ceremony

Students are encouraged to **submit payments early** and confirm posting to avoid disruptions.

More information: [Saint Leo University – International Payments](#)

How do I check my account balance?

Follow these steps to view balance details:

1. Sign in at <https://saintleo.okta.com/>
2. Click the “**eLion Self-Service**” tile
3. On the home page, select “**Student Finance**”

From here, you can review:

- Account balance
- Payment activity
- Available payment options

Tip: Regularly checking your account can help prevent a financial hold.

Who can help if I have questions?

If you have questions about financial aid or your student account, contact the **Student Financial Services team**.

Phone: (800) 240-7658 (toll-free)

Hours: Monday – Thursday, 8:30 a.m. – 6:30 p.m. ET | Friday 8:30am-4:00 p.m. ET



Students may also visit **St. Edward's Hall** on the University Campus during the same hours for in-person assistance.

Student Financial Advisors can help:

- Review your account balance
 - Explain financial aid awards
 - Discuss payment plan options
-

What should I do now?

To prepare for the upcoming term, students should:

1. Complete all required financial aid forms and documentation
2. Review your student account balance
3. Pay any remaining balance, or
4. Set up a payment plan through eLion Self-Service

Acting early helps ensure your account is in good standing, **prevents administrative drops, and avoids financial holds** that block registration or participation in graduation.

Does this policy apply to all students?

Yes. It applies to **all students**, including University Campus, Education Centers, and Online programs.

What if my financial aid changes after the term begins?

If financial aid changes after the start of the term and creates a balance, students are responsible for **resolving the balance**.

Unresolved balances will result in a **financial hold**.



What if I register for classes close to the start of the term?

Even if you register late, your balance **must be resolved before the first day of class** to avoid a financial hold. Early registration and account review are strongly recommended.

If you register **on the first day of the term or during the add/drop period**, your tuition balance is **due the same day you enroll**. Payment or payment plans must be completed at the time of registration to remain in your classes.

Can I be reinstated if I am administratively dropped?

Yes, once your balance is resolved or a payment plan is in place, you may re-register **until the close of the respective term's add/drop period**. Course availability cannot be guaranteed. After the add/drop period has ended, students may only register for **a future term that has not yet started**. A financial hold will remain until the balance is fully resolved.

What if I add or drop courses after the term begins?

Adding or dropping courses may **change your tuition charges and financial aid eligibility**.

Review your **updated account balance** and resolve any new balance immediately to avoid a **financial hold**.

What happens if I enroll in a payment plan but miss a payment?

Missing a payment may:

- Cancel the payment plan
- Make the remaining balance immediately due
- Result in a **financial hold**, which blocks access to instructional platforms, registration, diploma release, class changes, and graduation participation

Contact **Student Financial Services immediately** if you anticipate difficulty making a payment.



What charges are included in my balance?

Your balance may include:

- Tuition
- University fees
- Housing and meal plans (if applicable)
- Student Health Insurance (waivable)
- Course Materials Connection Program Fees
- Other charges assessed by the University

How will I know if I am at risk of a financial hold?

Students should regularly monitor their student account balance through [eLion Self-Service](#).

Students will receive notifications once a financial hold is applied via:

- Email to your official Saint Leo University account
- eLion Self-Service alerts regarding your balance

It is your responsibility to **review notifications and resolve any balance promptly** to prevent holds.