

FAQ: PAYMENT

1. Queries regarding HECAS can be emailed to ask.hecas@moe.gov.bn. Please provide your full name, IC number, phone number and a brief description of your problem/issue so that we can assist you.

2. How much do I have to pay?

Ans: The fees are based on the number of programmes selected as stated below:

No .of Programmes	Fee
1	\$5
2	\$10
3	\$15
4-5	\$20

3. When should I pay?

Ans: You need to pay after you submit your completed or incomplete HECAS Online Form and before the closing date of HECAS.

4. Where can I pay the charges?

Ans: You can settle overdue payments upon HECAS registration through BIBD Mobile Application or by cash at the payment counter located at:

4.1 HECAS Round 1 (February):

- 4.1.1 BIBD Mobile Application;
- 4.1.2 Counter 8 (Cash and Revenue Unit), Ground Floor, Block C, One Stop Service Centre, Ministry of Education;
- 4.1.3 Pusat Tingkatan Enam Tutong; and
- 4.1.4 Sekolah Menengah Sultan Hassan, Temburong.

4.2 HECAS Round 2 (August):

- 4.2.1 BIBD Mobile Application; and
- 4.2.2 Counter 8 (Cash and Revenue Unit), Ground Floor, Block C, One Stop Service Centre, Ministry of Education.

5. What do I need to bring if I choose to pay in person/ pay cash?

Ans: For cash payments, you must bring your identity card and printed HECAS Online Form when making payments. All cash payments must be made at the designated payment counters before the closing date of HECAS. Full amount must be paid for the application to be processed.

6. How do I make payment using the BIBD Mobile Application?

Ans: You must have a BIBD account and access to the BIBD Mobile Application. On the application, select "Payment Services/Donations" and then select "MOE HECAS". Further detailed instructions are available on the 'GUIDELINES' link.

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7. What should I do if my HECAS Online Form shows an outstanding balance?

Ans: For applicants who have paid via the BIBD Mobile Application, it will take 2 WORKING DAYS for the payment status to be updated in HECAS. However, if the status is not updated after the 2 working day period, please email ask.hecas@moe.gov.bn and provide your full name, IC number, phone number and a screenshot of your payment.

8. I have added another programme in Section C of HECAS Online Form, how much should I pay?

Ans: You only need to pay the additional fee as indicated in the Outstanding Balance in the HECAS Online Form.

9. I have removed a programme(s) in the Section C of HECAS Online Form, which I have already paid for. Can I get a refund?

Ans: All payments made either through online payment or cash are NON-REFUNDABLE. Applicants are advised to be cautious when making payments. Any appeals regarding payments will NOT be entertained.

10. Do I need to email my BIBD payment screenshot?

Ans: No, you do not need to submit your BIBD payment screenshot to ask.hecas@moe.gov.bn.

Prepared by:
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