

FAQs of the CU NEX project

Cooperative effort between Chulalongkorn University and KBank

1. What is the CU NEX project?

Ans: The CU NEX project is designed to accommodate every aspect of Chulalongkorn University (CU) students' lifestyles for greater convenience both inside and outside their lecture halls. The project aims to advance development within the campus and encourage all CU members to enjoy comprehensive learning in accordance with their ability and interest for a brighter future. With the support of cutting-edge technologies and innovations jointly created by CU and KBank, CU NEX aims to make Chulalongkorn University the "Digital Lifestyle University".

2. If I already have a KBank account, can I use it to apply for K PLUS service and conduct transactions?

Ans: Students who already have a KBank account may apply for K PLUS service and conduct transactions with KBank, with no need to open a new account. However, if their account was opened outside the Bangkok metropolitan area and they use their student ID/debit card to withdraw cash from an ATM located in the Bangkok metropolitan area, they will be charged a service fee at the rate and per the conditions established by KBank.

3. Where can I open an account and apply for K PLUS service?

Ans: Students may open an account and apply for K PLUS service at any KBank branch within the Bangkok metropolitan area.

4. Is there a fee for account opening or application for K PLUS service?

Ans: No fee is charged for an account opening or application for K PLUS service. However, students must make a 500 Baht minimum deposit when opening a new account at any KBank branch.

*In case of foreign students, they must present their passport, student ID card and a certification letter from the Office of the Registrar, Chulalongkorn University.

5. I already have a KBank savings account; how can I pay the tuition fee?

Ans: Starting with the first semester of academic year 2018, tuition fee payment can be made via the CU NEX application, which can be downloaded from June 1, 2018, onward. Payment of tuition fee can be made via one of the three following methods:

- (1) Pay via direct debit service linked to the student's account
- (2) Pay via K PLUS application of the student or another person. If tuition fee payment is to be made by another person, the payer's mobile phone number linked to K PLUS must be entered.
- (3) Pay at any KBank branch. Students are required to use a barcode obtained from the CU NEX application for making tuition fee payment at a KBank branch.

Tuition fee payment can be made via the CU NEX application or any KBank branch, beginning in July.

6. Are students required to open a KBank account?

Ans: You should have a KBank account, which provides you numerous benefits via the CU NEX project – mainly supported by KBank. From June 1, 2018, onward, students can have their student ID card issued via the CU NEX application. The student ID card can also be used as a debit card. Just download the CU NEX application and choose the function for student ID card issuance, and you'll be able to have the student ID card issued anywhere. You can also choose to pick up the card at any KBank branch that is most convenient to you, or at the Siam Square Branch.

7. What should I do if I cannot open a KBank account within the deadline for tuition fee payment?

Ans: Students who have no KBank account can use the barcode obtained from the CU NEX application for tuition fee payment at any KBank branch. Late payment of tuition fee is subject to a penalty fee at the rate specified by Chulalongkorn University.

8. Why should I make tuition fee payment via KBank channels?

Ans: It is a part of the CU NEX project – a cooperative effort between CU and KBank to make CU a “Digital Lifestyle University” with the aim of enhancing students’ lifestyles while on campus. Payment of tuition fee via KBank channels can be made swiftly and securely, and the payment result is available immediately.

9. If I am abroad during the school vacation, how can I pay the tuition fee?

Ans: From June 1, 2018, onward, you can download the CU NEX application anywhere, which will allow you to make tuition fee payment in July. If you are not in Thailand during that time, you may make tuition fee payment via the CU NEX application by the two following methods.

- Enter the payer’s mobile phone number linked to K PLUS service
- Save the barcode obtained from the CU NEX application and send it to the tuition fee payer, who can contact any KBank branch to make the payment.

10. How can I link my account to the CU NEX application for payment of tuition fee via direct debit? Where can I request to link my account to the CU NEX application? Which documents are required?

Ans: You can apply for direct debit service via the CU NEX application, which can be downloaded from June 1, 2018, onward, free of charge, with no documentation required.

*To apply for direct debit service, students must have a KBank account and K PLUS application.

11. If I already have a KBank account, or if I open a new account at a KBank branch in another province, can I use that account for tuition fee payment?

Ans: Yes. If you already have a KBank savings account or want to open a new account at a KBank branch outside the Bangkok metropolitan area (provincial branches), you can use that account for tuition fee payment. However, if you want to have a new student ID/debit card issued and linked to that account, and use it at an ATM located in the Bangkok metropolitan area or other provinces which are outside the area of the branch where you opened your account, you are subject to an ATM service fee established by KBank.

12. What if I do not open a new KBank account because I have only one semester left before I complete my education?

Ans: Students who have no KBank account can make tuition fee payment at any KBank branch by using the barcode obtained from the CU NEX application.

13. If I cannot make tuition fee payment myself, and my parents will do it instead, are they required to have a KBank account? Do they have to link their account to the CU NEX application instead?

Ans: If you cannot make tuition fee payment on your own, you must first download the CU NEX application and choose one of the two following methods.

- Pay via K PLUS application by choosing “Pay via Other Person’s K PLUS”. Just enter the payer’s mobile phone number linked to the K PLUS service; or
- Pay at any KBank branch. Just use the barcode obtained from the CU NEX application and present it at any KBank branch for tuition fee payment.

14. When should I open a new KBank account?

Ans: Students may open a new account at any KBank branch within the Bangkok metropolitan area by the deadline established by CU for tuition fee payment.

15. If a foreign student wants to open a new account at the KBank booth located in the CU Libraries, but they are initially not allowed to do so, what documents are required for account opening?

Ans: Foreign students must present their passport, student ID card and a certification letter issued by the Office of the Registrar, Chulalongkorn University (subject to fee charged by the Office of the Registrar), to a KBank officer at the booth.

16. Do I have to change my student ID card?

Ans: You should apply for a new student ID/debit card, which comes together with numerous privileges:

- No application or annual fee is charged throughout your period of study at Chulalongkorn University.
 - Watch any movie for 100 Baht at any Major Cineplex or SF Cinema City.
 - Buy medium-sized Filet-O-Fish or Samurai Burger, or Big Spicy Fried Chicken Set 3 for 100 Baht, from McDonald’s
 - Get 15% discount for online shopping at Lazada, throughout the year
 - Free 100 Baht for first GrabPay payment, or 10% off fare payment made via GrabPay
 - Up to 60% discount for booking accommodations via Expedia
- And many more privileges

17. How and when can I change the student ID card?

Ans: Students may request a new student ID card via the CU NEX application from June 1, 2018, onward.