

Florida Prepaid Questions and Answers

1. What if I have a Florida Prepaid account through FAU Foundation?

If you are receiving Florida Prepaid through the FAU Foundation, you may be required to complete a survey through Florida Prepaid before your account can be billed. Please contact Florida Prepaid at 1-(800)-552-4723.

2. What if I do not want my Florida Prepaid account billed?

If you do not want your Florida Prepaid account to be billed for a semester, you must submit the Request for Change in Billing form by 5pm on the last day to add/drop for each term. Please click [here](#) to view the Change in Billing form.

3. I have both Florida Prepaid and Florida Bright Futures. What can I do?

Florida Bright Futures falls under the category of "Financial Aid" and will be applied to your FAU account within the first 3 weeks of classes.

If your combined payments from Florida Bright Futures and Florida Prepaid are MORE than your semester charges, you will be issued a refund for the difference.

4. How much will Florida Prepaid pay towards my on-campus housing?

Please click [here](#) to view the housing payment rates. NOTE: *Florida Prepaid does not cover housing for the summer semesters.*

5. What fees are not covered by my Florida Prepaid plan?

Please click [here](#) to review the Florida Prepaid Coverage Chart. If you are unsure of which plan you have, contact Florida Prepaid directly at 1-(800)-552-4723.

6. How will I receive any overpayments (refunds) from Florida Prepaid?

If you have direct deposit set up, the funds will be direct deposited into your bank account. If you do not have direct deposit, your check will be mailed to the address on file with FAU.

7. How do I request manual billing of my Florida Prepaid Account?

Manual billing will **ONLY** take place if your prepaid plan was not automatically billed due to an issue with your prepaid account. We CANNOT bill for more credit hours than you are registered for in that specific semester. Please click [here](#) to view the Change in Billing form.

Note: For previous semester billing, email sponsoredstudents@fau.edu for more information.

8. I am now in a Graduate program, what do I need to do to use my Florida Prepaid account towards my Graduate level courses?

Florida Prepaid will automatically bill at the undergraduate level rates so no further action is required. If you wish to request additional funding from your Florida Prepaid account, you will need to contact Florida Prepaid at 1-(800)-552-4723 to receive approval to bill for an unrestricted amount.