

Financial Holds Policy

Responsible Office: Office of Student Billing

Revise Date: 01/2025

A. Purpose

This Financial Holds Policy sets forth the University's policy and procedures regarding outstanding financial obligations owed to the University, including student account and financial holds, student account collection, and the release of official transcripts and diplomas.

B. Scope

This Policy applies to all students (current or former) with outstanding financial obligations to the University of Denver related to tuition, fees and fines, room and board, institutional loans, erroneous disbursements, or returned financial aid.

C. Financial Holds

- 1.** A financial hold is placed on a student's account once a balance related to tuition, fees and fines, room and board, institutional loans, erroneous disbursements, or returned financial aid, becomes overdue ("Financial Hold").

- 2.** An active Financial Hold restricts a student's (current or former) ability to register for future courses and access to certain records, including the release of transcripts and diplomas, until the outstanding balance is resolved in full, or the individual meets the exemption requirements outlined in this policy.

D. Payment Agreements

- 1.** Students (current or former) with an outstanding balance may work with the Office of Student Billing to establish a payment agreement within 120 days of a balance becoming overdue to resolve the debt through monthly payment installments.
 - a.** Accounts secured by an active payment agreement ("Payment Agreement") are not subject to late fees or referral to third-party collection as long as the student (current or former) is fulfilling their contractual duties under such Payment Agreement and is not in-default.

 - b.** Students (current or former) with active Payment Agreements are not permitted to register for future courses until the Payment Agreement balance is satisfied in full.

E. Referral to Third-Party Collection Agencies

- 1.** At its discretion, the University may refer any account with an outstanding financial obligation to a third-party agency for continued collection efforts.

- Once an outstanding debt has been referred to third-party collection agency, the University relinquishes all collection efforts, including establishing payment arrangements on the outstanding debt, to the third-party collection agency.

F. Exemptions to Financial Holds for Transcripts and Diplomas

- A Financial Hold preventing the release of transcripts or diplomas may be temporarily lifted upon request if the student (current or former) demonstrates that the document is required for one of the following purposes:

- The transcript is required for a job application.
- The transcript is required for the military (Active Duty, National Guard, or Reserves)
- The transcript is required for a financial aid application (federal, state, or institutional)
- The transcript is required to apply to another college or university.
- The transcript is required to apply for other post-secondary opportunities.

- Procedure for Exemption Requests:

- Students (current or former) must contact the Office of Student Billing to temporarily lift Financial Holds prior to requesting a transcript.
- Approval of a temporary lift does not waive the debt owed, and the Financial Hold will remain on the student's record once the requested document is issued.

- The University of Denver has partnered with [Parchment](#) to accept and process transcript orders online.

G. Appeals and Complaints

- Students (current or former) may contact the Director of Student Billing to file any complaints regarding the University Financial Hold Policy:

University of Denver
Office of Student Billing
2197 S. University Blvd.
Ste. 223
Denver, CO 80210

P: (303) 871-4944
E: studentbilling@du.edu

- Students (current or former) may file a complaint pertaining to [Colorado HB 22-1049](#) by contacting:

Colorado Department of Law
Consumer Protection Section
Consumer Credit Unit – SLS
Ralph L. Carr Colorado Judicial Center

1300 Broadway, 6th Floor
Denver, CO 80203

CSLSA@coag.gov

Consumer Complaints & Licensing: (720) 508-6975

H. Related: [Financial Responsibility Agreement \(Billing Agreement\)](#)