

## **Frequently asked questions**

**Can I select the instalment payment option in the automatic enrolment process if I have applied for the MEC grant?**

- No, you must select the single payment method and pay the receipt corresponding to the administrative fees before the due date. If you are subsequently denied the grant, the payment method will be changed to payment in instalments.

**If I apply for the MEC grant, will the discount for honours registration be applied in the self-enrolment process?**

- No, it is necessary that a decision on whether or not the grant has been awarded is made first.

**Provided that you have submitted the necessary documentation before the registration period, if I am a large family with 3 or less children, what discount should I choose for my registration?**

- FAMILY OF 3 CHILDREN

**Provided that you have submitted the necessary documentation before the enrolment period, if I am a large family of 4 or more children, which discount should I select for my enrolment fee?**

- GENERAL CATEGORY FAMILY

**If I want to pay the registration fee in instalments and select the payment method "bank receipt/TPV card", what do I have to do?**

- You must select Redsys payment for the first receipt and bank receipt for successive receipts.

**If I select the "direct debit" payment method in automatic enrolment, do I have to send the SEPA order?**

- No, it is not necessary to send the SEPA order.

**If I have selected the "direct debit" payment method in self-enrolment, when is the bill debited from my account?**

- It is debited within the first five days of the month following the due date.