

Instructions for paying invoices

Payment of rent and other invoices

- According to the lease terms, rent must be paid by the due date (5th of each month).
- Rent must be paid to LOAS to ensure the continuation of your tenancy.
- Always use the reference number provided on the invoice.
- If someone else is making the payment on your behalf, the reference number is crucial to ensure the payment is correctly allocated.
- You can check the payment status of your invoices via Intra. Open the lease by clicking the "Actions" button, and view invoices by selecting "Rent invoices".
- Being abroad does not exempt you from paying rent.
- Moving out does not release you from the obligation to pay any outstanding invoices (rent, cleaning, or other liabilities).

How to pay the rent

- Via bank transfer
- Via TransferMate service. Credit card payments <https://loas.transfermateeducation.com/>
- Cash payments are not accepted at LOAS or local banks

Collection of our overdue invoices

- If rent or other invoice is not paid by the due date, the collection of the debt will be transferred to the debt collection agency Intrum.
- Once transferred, Intrum will send a collection letter by post.
- If your invoice has been transferred to Intrum you must pay the invoice to Intrum, including collection fees. Payments should not be made to LOAS.
- For invoices handled by Intrum, please direct all inquiries to Intrum and make payments according to their instructions.
- Intrum contact information: Use the [My Intrum](#) self-service portal (language selection available on top right corner), log in with your online banking credentials or the username and password from the debt collection letter. Call centre available Mon-Fri 7.30-17 tel. [+358 9 2291 1954](tel:+358922911954)
- The TransferMate payment service cannot be used to pay Intrum's invoices.