

## **Student Account Refund Information**

Refunds are issued per term and by refund check. We begin issuing refunds the week **after** classes begin for the term. Refunds are a week long process. To be included in that week's run, the credit must exist on the account on Monday. Credits from later in the week will be in the next week's run.

Our typical weekly refund process:

Tuesday morning - pull listing of eligible credits

Wednesday – verification and refund processing to enter scheduled checks on accounts

Thursday – transmit information to the bank and print checks

Friday - mail checks

### **OTHER REFUND FACTS**

Refunds less than 25.01 are only processed once a month.

Refund checks are issued to the student of record, not to the person who paid.

Refund checks are **mailed** to the student address in our records. We do not offer check pick up.

Due to the high volume of drops/adds, we do not issue refunds until after the first week of classes.

### **Other rules and exceptions for specific types of refunds (listed by method of payment):**

#### **Web Credit Card**

##### **Tuition and fee payments -**

For amounts greater than or equal to \$500.00 - these will be issued back to the credit card, no request is needed from the student

For amounts less than \$500.00 - these are issued back to the credit card except when volume is so great that issuing back to the credit card will result in a longer delay than sending a check (like the first month of every term)

**Web admission fee payment** - These are non-refundable. No exceptions.

**Web transcript payment**- These are non-refundable. No exceptions.

#### **Web Check**

Refunds are issued by paper check. We do not have the ability to re-deposit into the account used for payment. There is a 15 business day waiting period to verify it has cleared before a refund will be issued. The student will be in the next week's run after the 15 day time period has expired.

#### **Paper Checks**

There is a 15 business day waiting period to verify it has cleared before a refund will be issued. The student will be in the next week's run after the 15 day time period has expired.

#### **In-Person Credit Card**

If a student paid by credit card and is requesting a refund the student should go to or call the office where they paid so that office can write up the credit card refund request.

For amounts greater than or equal to \$500.00 - these must be issued back to the credit card. The student should contact the office that processed the payment to request the refund and supply the credit card number.

For amounts less than \$500.00 - these are issued back to the card except when volume is so great that issuing back to the card will result in a longer delay than sending a check (like the first month of every term) . The student should contact the office that processed the payment to request the refund and supply the credit card number.

#### **Financial Aid**

Financial aid begins posting to student accounts after the third week of classes. Refunds are issued by paper check within 10 business days after the aid is posted to the student's account.

**QUESTIONS?**

Please contact any campus cashier's office for any issue not listed above.

<b>Department</b>	<b>Office</b>	<b>Location</b>	<b>Bldg/Rm</b>	<b>Phone</b>
Cashier		Germantown Campus	SA/105	240-567-7836
Cashier		Rockville Campus	SV/106	240-567-5342
Cashier		Takoma Park/Silver Spring Campus	CM/100	240-567-1526