

Student Awards & Financial Aid

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University of Windsor

Refunding Title IV Funds & General Refunding Policy

U.S. federal law requires the University of Windsor to automatically refund any credit balance from a student account that was created by a Federal Title IV financial aid disbursement within 14 days provided that the student remains registered and continues to be eligible for the funding. A credit balance may remain on a student's account to be applied to the next semester charges if a student provides authorization in writing. However, this credit may only be held on the student account during the academic year in which the aid was awarded. Students may withdraw this authorization at any time at which time the University of Windsor will refund any excess back to the student within 14 days.

A Federal Title IV financial aid disbursement can be from one or more of the following programs:

- Unsubsidized Federal Direct Loan (Direct Loan)
- Subsidized Federal Direct Loan (Direct Loan)
- Federal Parent/Grad PLUS Loan

Title IV funds are generally disbursed to the student account on Mondays. Students are notified via email that the disbursement has occurred and are given instructions on how to request a refund, should the disbursement result in a credit balance on their student account. Students are advised that if they request a refund by 12 noon Wednesday, their refund will be processed by end of same week.

Refund of Tuition & Fees for Classes Dropped

Each term, the financial drop date is set according based on the last date of a four-week period starting with the first day of classes. For example, if classes started on Thursday, September 8th, the last day to drop courses with a full tuition refund would be Wednesday, October 5th. During this period, a full tuition refund is assessed less any non-refundable deposits (if applicable). Courses dropped after the last financial drop date will be charged 100% of the base tuition charges (0% refund). In addition, there are no deposit refunds after this date. If a student's study permit/visa is denied, the deposit is forfeited.

General Refund Policy

Students who request refunds are subject to the following conditions and restrictions:

- All refunds will be issued through the student account and sent as an email money transfer as a direct deposit to a UWindsor email address ONLY.
- Credit balances that result from a scholarship will be available after the term final financial drop date.
- Payments received by the University of Windsor directly from a Canadian bank account will be refunded without restrictions but are subject to review.
- Payments received by the University of Windsor directly from a foreign country will only be refunded to a registered student.

- Payments received by the University of Windsor directly from a foreign country will only be refunded to a maximum of \$3,000 per term.
- All refund requests that exceed \$3,000 from a foreign country will be wired back to the originating bank account, subject to a wire charge of \$25 (4-6 week processing time).
- Refund requests for visa denial, please be advised only current visa documents are applicable, not older than 6 months.
- Letters of offer that have been rescinded for the reason that documentation has been altered, deposits will be forfeited.

How to Request a Refund

If there is a credit balance on a student's student account resulting from a resource other than Title IV funding, the credit can either remain on the student account and be applied towards a student's next semester fees or the credit will be available to request a refund via an electronic transfer process.

If UWindsor owes a student more than \$2.00, a student can request a refund through UWinsite Student following these steps:

1. In a web browser, preferably Google Chrome, go to <https://www.uwindsor.ca/registrar/uwinsite-student>
2. Click the blue SIGN IN TO UWINSITE STUDENT button.
3. On the Sign in screen, enter (or select) your UWinID@uwindsor.ca. Click the Next button.
4. On the Enter password screen, enter your UWin Account password. Click the Sign in button.
5. On the Student Homepage, click the Financial Account tile.
6. In the left navigation menu, click Account Services > Online Refund Request.
7. Review the instructions at the top of Online Refund Request page.
8. Complete the Student Remarks field and click the Submit Request button.
9. Once your refund request has been reviewed and approved, you will be sent an Email Money Transfer. You will need to log into your online banking to claim the funds.
10. Once approved there will be two emails sent, the first to acknowledge the request for a refund, and the second will be an email from catch@payments.interac.ca with the subject line INTERAC e-Transfer. This will require action from you to accept the transfer within ten (10) business days and to use your student number as your password. These funds will be issued in Canadian dollars to a Canadian bank account.