

Fitchburg State University complies with all applicable state and federal regulations governing the delivery of refunds on student accounts. The refund guidelines that follow are established to insure the ethical, professional, and timely delivery of student account refunds resulting from:

- ▶ A direct payment by cash, check, wire transfer, or credit card which exceeds the total charges on that account;
- ▶ A federal financial aid disbursement that exceeds the allowable or authorized charges; or,
- ▶ An overpayment of charges by a third party sponsor or scholarship donor

Refunding overpayment to students via eRefund is Fitchburg State University's required method of payment. Failure of a student to sign up for eRefund will delay their credit balance refund.

COMMON QUESTIONS ANSWERED

Q: How are refunds processed and which process has priority?

A: Refunds are processed two ways—Electronic deposit (eRefund) or Paper check.

When processing refunds, e-refunds are processed first and then paper checks. Students can sign up for eRefund by clicking [this link](#) or going to www.fitchburgstate.edu/erefunds

Q: Don't think you will ever have a refund?

A: Students who pay their bill in full could be due an unexpected refund because of late class cancellations, schedule changes, academic program changes, etc. It happens more frequently than you may think, so be prepared and ensure your refund goes directly to your bank account by signing up for eRefund today.

Q: What are some of the advantages of eRefund?

- ▶ Generally, the funds are deposited in your bank account in 2-3 business days.
- ▶ Mailing address problems are eliminated.
- ▶ You do not have to wait for the delay of preparing, printing and folding checks.
- ▶ You do not have to wait for the mail service to deliver your check. eRefund is protection against check theft as paper checks are usually sent to your permanent address on file.
- ▶ You do not have to stand in line at your bank to deposit or cash your check. You do not have to wait for the check to clear before being able to access your funds. Checks are only valid for 90 days after issuance.
- ▶ If you do not cash your check in a timely fashion you may be assessed a one-time replacement fee of \$30.00 for amounts over \$100.00. The resulting fee will be deducted from the replaced check amount.
- ▶ You don't have to worry about stale checks and possibly losing these funds after 90 days from original issue.

Q: Can a direct deposit (eRefund) be made to any bank?

A: The University can direct deposit to any U.S. financial institution with electronic funds transfer capabilities as most banks participate in the electronic funds transfer network. Contact your bank if you have any questions about the bank's ability to accept eRefund.

Q: How do I know when a refund has been issued?

A: Notification for both eRefund and checks will be sent to your university assigned e-mail account. If uncashed, another reminder email notification and/or phone call will be made for checks outstanding more than 90 days.

Q: What information do I need to have on hand before trying to enroll in eRefund?

A: You need to know your bank routing number and your savings or checking account number which is not the same as your debit card number.

Q: As a student, how do I enroll in eRefund?

A: Log into **eBill** (fitchburgstate.edu/epay)

- ▶ Click on the electronic refund tab on the right
- ▶ Next click on Set up Account
- ▶ Input all required information and hit continue
- ▶ Verify Information
- ▶ Check off on Agreement to certify
- ▶ Click Continue
- ▶ Your eRefund is now set up!

Q: What happens if my eRefund is returned by my bank?

A: If money has been directly deposited to a closed bank account we recommend that you contact the bank to see if the account can be reopened. This will be the quickest way to receive your refund. Otherwise we must wait for the receiving bank to return the funds to FSU. Once the funds are returned to FSU, Student Accounts will delete current eRefund info and contact you to update your bank details. If new info isn't added a paper check will be issued to your mailing address on record. No replacement fee is assessed for the return of electronic funds.

Q: What happens if I change bank accounts?

A: You may make any changes to your eRefund information by logging into your eBill account. Changes will become effective 24-48 hours from the date of the input.

Q: Will I be able to receive a check for part of my refund and have the rest deposited directly to my account?

A: With eRefund, the entire amount of your refund must be deposited to your designated bank account.

Q: How often are refunds processed?

A: Refunds are scheduled to be processed once a week. Paper checks are printed and mailed, usually on Friday or Monday depending on volume. Please keep in mind that a student who signed up for eRefund and was due a refund the same week as a student receiving a paper check refund typically will receive their refund at least a week before a person receiving a check refund.

If you choose to receive your refund via check it is critical that you keep your address up to date. When mailing checks, the university uses your permanent mailing address. You can update your permanent mailing address either updating your information at fitchburgstate.edu/changeaddress or sending an email to the Registrar from your student account.

MORE ABOUT REFUND CHECKS

Check with the Student Accounts Office before attempting to deposit or cash any uncashed refund check older than 90 days.

Refund checks should be cashed promptly. Federal Title IV recipients are subject to Federal regulations which require the university to return uncashed refund checks to the federal program which generated the refund. Uncashed checks over 90 days (~ 3 months) are considered stale dated and may be voided and returned to the federal government. Once these funds are sent back to the Federal government the student may not be able to get these funds returned to them.

Please note that stop payment requests on paper checks will only be considered once a check has been missing for 10 business days from date of mailing.

If not sent as abandoned property to the state, uncashed checks resulting from sources other than Federal Title IV funds can be re-issued upon request. Contact Student Accounts via e-mail at stuaccnts@fitchburgstate.edu or complete the attached form (link for replacement check with replacement fee charge) or call student accounts at (978) 665-4126.