

## Student Account Refunds

When a student has a credit on their account from an overpayment or dropped class, the Refund Request Form can be completed and submitted to the Student Accounts Office. Financial aid disbursements generate an automated refund, which do not require submission of a refund request. Credit balances are also reviewed and refunds processed throughout the semester, regardless of refund request forms.

NOTE: Students should not overpay accounts with an expectation a credit balance will pay for future semester charges.

Refunds are processed according to the method of payment received by Mason:

- Cash or Flywire payments are refunded by check or direct deposit.
- Check payments require a 7 day waiting period before being refunded as a check or direct deposit back to the student.
- Credit card payments are credited back to the credit card that was most recently used for payment.

Refund checks are made payable to the student, with the exception of Parent PLUS Loans, and are mailed to the permanent address listed in the student record. Please make sure that your address on file with Mason is current. If you wish to have your refund sent to an address other than your permanent address, enter the address as a "REFUND RECIPIENT" address in the Personal Information section of Patriot Web. <https://patriotweb.gmu.edu>. In person check pick up is not available due to negotiable item security and the large number of checks processed.

NOTE: Checks are not mailed to Campus Residence (CR) addresses. Direct Deposit is available, and is the preferred refund delivery method, which expedites refunds and avoids lost or misdirected mailed checks.

### Direct Deposit Refunds

The option to have refunds sent electronically is available by enrolling in direct deposit. This 5-step guide outlines the enrollment process. A checking account is necessary for this refund option. Direct deposit refunds are not available for Parent PLUS loans.

### Financial Aid Refunds

Credit balances from financial aid awards will automatically generate a refund check, which is mailed to the address on file with the university, or sent via direct deposit if authorized by the student. A refund request form is generally not needed for financial aid disbursement refunds. Please note this does not include credit balances from dropped classes after the initial financial aid disbursement.

### Financial Good Standing

Financial good standing and a university record clear of holds are required for students to receive services. Refunds will not be provided to students with a financial hold of any kind on their record.