

Dear Students,

Quarterly, those who have credit balances on their student account may be eligible to receive a refund. While a majority of these credit balances occur as a result of the disbursement of student loan funds, there are also other circumstances such as receipt of VA Tuition Benefits that may also result in a credit balance eligible for a refund. We highly encourage all students to check their account balances via CAESAR to see if a credit exists. If a credit exists, please read the refund policy from the Office of Student Finance below.

Have a wonderful spring quarter!!

Sincerely,
Your Kellogg Financial Aid Team

Office of Student Finance Policy on Generating Refunds

NOTE: The spring quarter 2018 refund process will begin on Tuesday, March 27th

How will the refunds be generated?

Student loans are processed and disbursed to students' tuition accounts if students apply for and complete all the loan application documents required to secure their loans. Student Finance, previously Student Accounts, runs a process to automatically create refunds for all accounts with a real credit balance. Please check your account through CAESAR at **My Account > View My Real-Time Account** after 11:00 a.m. on the morning of March 27th to confirm the posting of a refund transaction to your student account. Student Finance audits the refund postings for correctness. If Student Finance determines that your refund was processed in error, an adjustment will be made and you will be contacted by email.

You should see the funds in your bank account in one or two business days after the refund is processed if you have set up direct deposit. Otherwise, a paper check will be mailed on the business day following the date the refund is posted to your student account. A paper check can take up to two weeks to be received.

When does this occur?

For spring quarter, refunds will occur on the mornings of March 27th, April 3rd, and April 6th. Should a loan be credited to your tuition account between or after the dates above, you may request a refund of excess financial aid funds in your student account via CAESAR (see below) or contact Student Finance.

How do I request my refund through CAESAR?

1. Log in with your NetID to CAESAR at <http://www.northwestern.edu/caesar/>.
2. Check your account in CAESAR's **My Account>View My Real-Time Account** to verify you have an actual credit Account Balance (not a Credit Net Balance that includes Anticipated Aid) and are eligible for a refund.

3. Request a refund at **My Account> Request a Refund**, specify Refund Amount if different from your Balance, and select Refund Format (mail or direct deposit).
4. Verify in the **View Refund Check** section all information is correct and then click the **Post Refund** button.

Where will the refund be sent?

If you have an active direct deposit set up, your refund will be directly deposited to your bank account on file. You can sign up for direct deposit on CAESAR at **My Account> Setup Direct Deposit** by March 26th for your account to be active on March 27th, in time for the refund process.

If you do not have an active direct deposit, your refund will be mailed to your address on file.

What if I do not want an automated refund?

If you do not want an automated refund, notify Student Finance in writing no later than March 20th. **Some students may leave money on their account to cover miscellaneous charges.** You may send your request by email to studentaccounts-ev@northwestern.edu. Please include your student id in your email. Student Finance will code your account so an automated refund **will not** be generated for you until such time you request Student Finance, in writing, to automate your refund.

Will I be notified of the refund?

When the process completes, Student Finance will send you an email to confirm you have a refund. The email will not contain any confidential information.

What if I have additional questions?

Send your questions to studentaccounts-ev@northwestern.edu or call a representative at 847-491-5224. Student Finance will answer your questions as promptly and as accurately as possible.