

Dear Students,

Quarterly, those who have credit balances on their student account may be eligible to receive a refund. Refunds will be processed automatically for the fall quarter following the schedule outlined below. 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 Student Finance below.

Have a wonderful fall quarter!!

Sincerely,  
Your Kellogg Financial Aid Team

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## **Refund Policy for Kellogg School of Management Students**

**Note: The fall quarter 2019 refund process will begin on Wednesday, September 19th**

### **Financial Aid Refund Policy:**

Student Finance (SF) automatically generates refunds of excess financial aid funds for students in the Kellogg full-time program on select dates at the beginning of fall, winter and spring quarters. If students do not wish to receive automatic refunds they must make their request in writing no later than September 6th to the Office of Student Finance ([studentaccounts-ev@northwestern.edu](mailto:studentaccounts-ev@northwestern.edu)).

### **How will the refunds be generated?**

Financial Aid Education 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. SF runs a process to automatically create refunds for accounts with real credit balances. Please log into CAESAR and navigate to [My Account](#) after 11:00 a.m. on the morning of September 19<sup>th</sup>, 2018 to confirm the posting of a refund transaction to your student account. SF audits the refund postings for correctness. If SF 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. It may take up to two weeks to receive a paper check.

### **When does this occur?**

For fall quarter, refunds will occur on the mornings of September 19<sup>th</sup>, 24<sup>th</sup>, 27<sup>th</sup>, and October 5<sup>th</sup>. Should a loan be credited to your tuition account between the dates above or after October 5<sup>th</sup>, you may request a refund of excess financial aid funds in your student account via CAESAR (see below) or contact SF.

## How do I request my refund through CAESAR?

1. Navigate to the [CAESAR login page](#), and sign in using your NetID and password. Your **Student Homepage** appears.
2. Click the **My Account** tile to verify you have an actual credit Account Balance (not Credit Net Balance that includes Anticipated Aid) and are eligible for a refund.
3. Click **Request a Refund**. The **Refund with Extra Amount** page appears.
  1. Enter the **Refund Amount** you wish to receive. Your refund amount defaults to your account balance, but you can change the refund amount by deleting it and typing in a new amount. **Note:** You must have a balance on your account to request a refund.
4. Select the **Refund Format**. You have two options for receiving your refund: US Mail or Direct Deposit.
  1. Direct Deposit is the default value. Your Direct Deposit needs to be set up prior to posting. Please see the user guide on [Setup Direct Deposit](#) for instructions.
  2. To receive your refund by US Mail, click the **Mail** button. Select the address type you want the refund mailed to. Click the drop down menu to see the address types available. When you select the address type, the address associated with that address type will display.
5. 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 by logging into CAESAR and navigating to **My Account>Setup Direct Deposit** no later than September 18<sup>th</sup> for your account to be active on September 19<sup>th</sup>, in time for the refund process.

If you do not have an active account set up for direct deposit, your refund will be mailed to your current address.

## What if I do not want an automated refund?

If you do not want an automated refund, notify SF in writing no later than September 6<sup>th</sup>, 2018. **Some students leave money on their account to cover miscellaneous charges.** Send your email to [studentaccounts-ev@northwestern.edu](mailto:studentaccounts-ev@northwestern.edu). Please include your **student id** in your email. SF will code your account so an automated refund **will not** be generated for you until such time you request SF, 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](mailto:studentaccounts-ev@northwestern.edu) or call an SF representative at 847-491-5224. SF will answer your questions as promptly and as accurately as possible.