

Dear Students,

In addition to the dates below, refunds will also be processed on Wednesday, March 27th.

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. Refunds will be processed automatically for the spring quarter following the schedule outlined below. 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 spring quarter!!

Sincerely,  
Your Kellogg Financial Aid Team

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

**NOTE: The spring quarter 2019 refund process will begin on Tuesday, March 26th.**

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

Student loans are processed and posted to students' accounts during the early morning of March 26<sup>th</sup>. Student Finance runs a process to automatically create refunds for all accounts with a real credit balance. Check CAESAR at [>Home>View My Account> \(Real-Time, Daily Activity\)](#) after 11:00 a.m. on March 26<sup>th</sup> to confirm the posting of a refund transaction to your student account. Student Finance audits the refund postings for correctness. If Student Finance determines 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 if you have direct deposit. Otherwise, a check will be mailed on the business day following the date the refund is posted to your student account.

### **When does this happen?**

Refunds occur on the mornings of Tuesday, March 26<sup>th</sup>, April 1<sup>st</sup>, the first day of classes, and on Friday, April 5<sup>th</sup>. Should a loan be credited to your student account between these dates or after the first Friday of the term, you can request a refund of excess financial aid credits 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 ([Financial Services > View My Account](#)) to verify you have an actual credit Account Balance (not Credit Net Balance that includes Anticipated Aid) and are eligible for a refund.
3. Request a refund ([Financial Services > Request a Refund](#)), specify Refund Amount if different from your Balance, and select Refund Format (mail or direct deposit).

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 in your account, your refund will be direct deposited to your bank account on file. You can sign up for direct deposit on CAESAR at [Home> More Student Financials>Setup Direct Deposit](#) a day before the first day of the refund process and your account will be active the next day, in time for the refund process.

If you do not have an active direct deposit, your refund will be mailed to your current address. **Important: Verify your current address before the first day of classes and correct it, if necessary.** Again, this can be done on CAESAR at [Home> Personal Profile More > My Addresses](#).

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

If you do not want an automated refund, notify Student Finance in writing as soon as you receive this email. **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. 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, we 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 a Student Finance representative at 847-491-5224. Our office will answer your questions as promptly and as accurately as possible.