

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 Accounts below.

Have a wonderful and Holiday!

Sincerely,

Your Kellogg Financial Aid Team

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## **Student Accounts Policy on Generating Refunds**

**NOTE: The winter quarter 2017 refund process will begin on Thursday, December 29th.**

### **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. OSA runs a process to automatically create refunds for all accounts with a real credit balance. Please check CAESAR at [Home > View My Account \(Real-Time, Daily Activity\)](#) after 11:00 a.m. on the morning of December 29th to confirm the posting of a refund transaction to your student account. OSA audits the refund postings for correctness. If OSA 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 winter quarter, refunds occur on the mornings of December 29th, January 3rd which is the first day of full-time classes, and the 2 consecutive Fridays (January 6th and January 13th). 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 OSA.

### **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 set-up, your refund will be directly deposited to your bank account on file. You can sign up for direct deposit on CAESAR at **Home > More Student Financials > Setup Direct Deposit** by December 28th for your account to be active on December 29th, in time for the refund process.

If you do not have an active 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 OSA in writing no later than December 21st. **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. OSA will code your account so an automated refund **will not** be generated for you until such time you request OSA, in writing, to automate your refund.

### **Will I be notified of the refund?**

When the process completes, the Office of Student Accounts 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 OSA representative at 847-491-5224. OSA will answer your questions as promptly and as accurately as possible.