



**Student Refund Policy
Chatham University
Office of Student Accounts
Updated June 28, 2011**

Students with a credit balance on their student account may be eligible for a refund. Refunds are typically issued each Friday. Refunds can only be issued for financial aid that has been disbursed; pending financial aid for current and future terms is not eligible to be refunded.

Refunds can be issued in one of three ways by making an election with ECSI, the University's refund processor at this secure website <http://www.ecsi.net/gateway/cu-erefund.html>. Initial log-in information will be e-mailed to your Chatham student e-mail account:

- Paper check
- ACH Direct Deposit to a US Bank account (student must be primary holder)
- Prepaid debit card

Note: if the credit results from a Parent PLUS loan, the refund will be issued by check in the name of the parent borrower. Parent may elect to have the refund made to the student in any of the above methods by completing the Parent PLUS Loan Authorization form located on my.Chatham.

Refunds will automatically be issued for credit balances arising from federal aid (following review by Financial Aid) within fourteen days of either the date the aid was credited to the student's account or the first day of the semester, whichever is later.

Credit balances arising from advance payment on the Tuition Installment Plan will not result in automatic refunds, rather the advance payments will be carried forward to the subsequent semester.

Credit balances resulting from check payments will be issued after two weeks have passed from the date of deposit to verify that the check has cleared. Credits resulting from credit card payments will be refunded to the credit card used to make the payment unless more than 45 days has passed since the date of the payment.

Students are responsible for payment of all tuition and fees incurred after refunds are issued, this may include graduation fees, courses added, meal plan changes, bookstore charges, etc. Additionally, in accordance with federal guidelines, students who withdraw from the University may have financial aid funds returned to the lender or agency. Such returns may result in a balance due to the University. Any outstanding balance to the University as a result of a required return of funds is the responsibility of the student. Students are encouraged to meet with Financial Aid and Student Accounts prior to processing a withdrawal to understand the financial implications and make arrangements to pay any resulting balance.