If you are seeing a negative balance on your account summary, this reflects a credit. Overpayments will automatically transfer to your next active term. Alternatively, you can request a refund through your Student Services Centre. Refunds are issued in the form of a cheque. The following instructions will guide you on how to request a refund and/or view the status of previous request.

**NOTE:** If the credit on your account is due to an award disbursement, the balance will be refunded by auto-deposit based on the banking information you provide.

1. Log into MyUofC portal

![Central Authentication Service](image)

2. After logging into the MyUofC portal, you can request a refund from the My Financials page
3. Under the Account Summary, click on View/Request Refund.

4. On this screen, you will see the details of how much can be requested, as well as select the address that you want the cheque issued to.

5. Enter the amount you want refunded and any additional comments, then Submit the request.
6. You can view the status of a submitted request at the top of this page.

7. A cheque will be mailed within three to six weeks of submitting your refund request.

**NOTE:** If the initial payment was made by cheque, a refund cannot be issued until three weeks after the date the cheque was deposited to your student account.

8. For any inquiries regarding a current refund request, please contact **Student Receivables** at student.receiveables@ucalgary.ca.

**End of Procedure.**

**Related Guides:** Fees & Financials – Understanding Your Fees