

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 Centre. Depending on the information included with the request, refunds are issued by E-transfer, cheque, or Convera Global Pay; please see the website [here](#) for further information. The following instructions will guide you on how to request a refund and/or view the status of previous request.

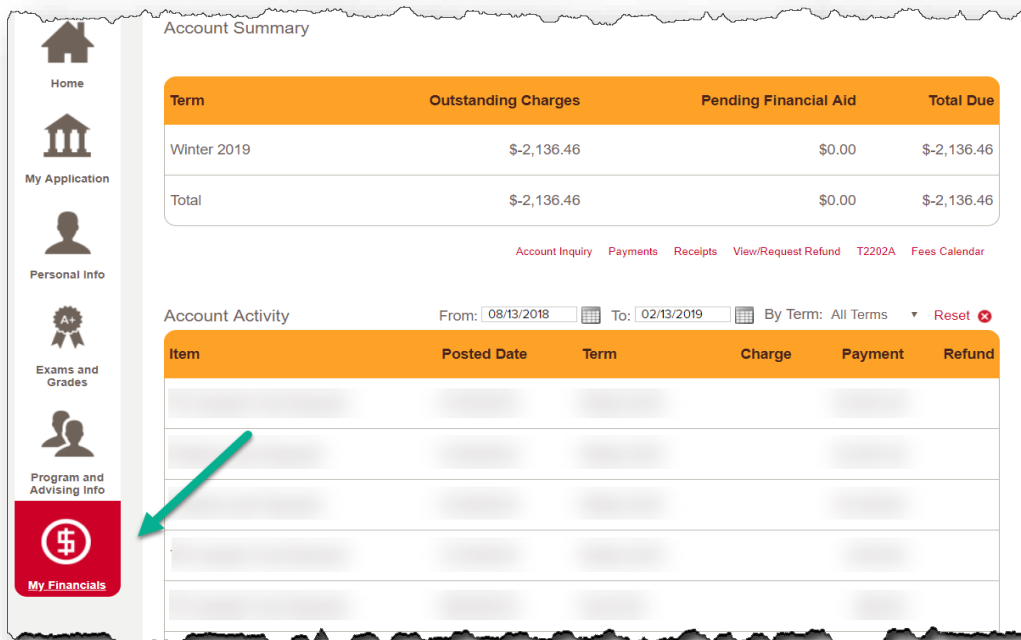
**NOTE:** If the credit on your account is due to an award disbursement, the balance will be refunded by auto-deposit based on the banking information you provide.

1. Log into MyUofC portal.



The image shows the Central Authentication Service login page for the University of Calgary. It features a title "Central Authentication Service" and the university logo. There are two input fields: "Username" and "Password", both with green arrows pointing to them. A "Sign In" button is located below the fields, with a mouse cursor hovering over it. At the bottom, there are links for "Create an eID", "Forgot Password?", "Account FAQs", and "Contact IT Support".

2. After logging into the MyUofC portal, you can request a refund from the **My Financials** page.

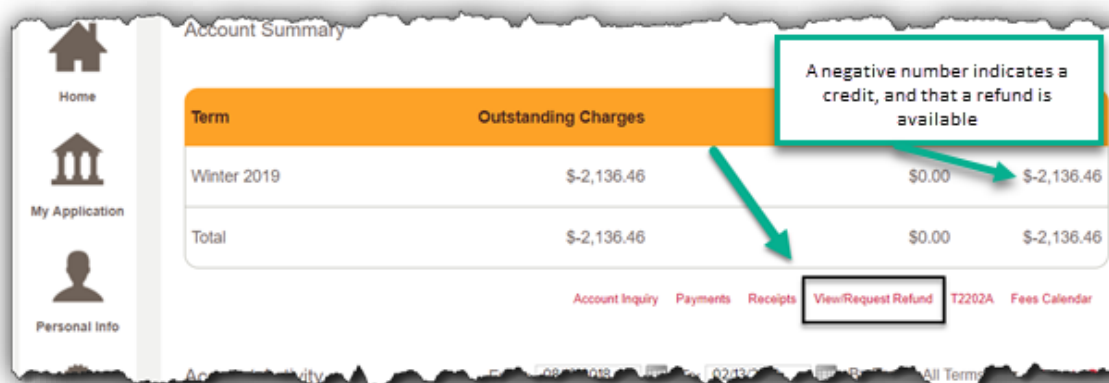


The image shows the MyUofC portal account summary page. On the left is a navigation menu with icons for Home, My Application, Personal Info, Exams and Grades, Program and Advising Info, and My Financials (highlighted with a red circle and a green arrow). The main content area is titled "Account Summary" and contains a table with the following data:

| Term        | Outstanding Charges | Pending Financial Aid | Total Due   |
|-------------|---------------------|-----------------------|-------------|
| Winter 2019 | \$-2,136.46         | \$0.00                | \$-2,136.46 |
| Total       | \$-2,136.46         | \$0.00                | \$-2,136.46 |

Below the table are links for "Account Inquiry", "Payments", "Receipts", "View/Request Refund", "T202A", and "Fees Calendar". Under "Account Activity", there are filters for "From: 08/13/2018", "To: 02/13/2019", "By Term: All Terms", and a "Reset" button. A table below this section has columns for "Item", "Posted Date", "Term", "Charge", "Payment", and "Refund", but it is currently empty.

3. A term showing a negative number indicates a credit on the account, and that a refund should be available. To request a refund or review the status of a previous request, select **View/Request Refund** under the **Account Summary**.



Account Summary

| Term        | Outstanding Charges |        |             |
|-------------|---------------------|--------|-------------|
| Winter 2019 | \$-2,136.46         | \$0.00 | \$-2,136.46 |
| Total       | \$-2,136.46         | \$0.00 | \$-2,136.46 |

Account Inquiry Payments Receipts **View/Request Refund** T2202A Fees Calendar

A negative number indicates a credit, and that a refund is available

4. Depending on the information included with the request, refunds are issued by e-transfer, cheque, or Convera Global Pay.

Refunds will be sent by e-transfer if:

- There is an active ucalgary.ca email on file
- The student has a Canadian bank account

If there is no ucalgary.ca email on file, or the student indicates they don't have a Canadian bank account, refunds will be issued as a cheque to the address selected. All refunds for sums over \$10 000 will be issued as a cheque.

If the address is outside of Canada, refunds will be processed as a Convera Global Pay transfer.

To request a refund on a credit present on your account:

- 1) Select the most appropriate address to send a refund cheque to.
- 2) Input the amount you are requesting as a refund. This can be any amount up to the total credit on file.
- 3) Indicate whether you have a Canadian Bank Account. Selecting 'Yes' will process the refund as an e-transfer. **Note:** this option is only available if you have an active UCalgary email address.
- 4) Select **Submit**

VIEW / REQUEST STUDENT REFUND

UCalgary issues refunds by e-Transfer. To receive a refund by e-Transfer, you must have an active UCalgary email and an active Canadian bank account.

Note: for students without a Canadian bank account or without a UCalgary email, and for all refunds over \$10,000 - refunds will be issued as a cheque (Canadian mailing address on file) or as a Western Union transfer (international mailing address on file - service charges will apply).

**You have a potential refund on your account: 1763.74**

For pertinent information regarding the refund process, please visit [this link](#).

Submit a new refund request

Address Type:  1

Address Line 1:

Address Line 2:  2

Address Line 3:

Address Line 4:

City:

State:

Postal:  Country:  3

Requested Amount:  Do you have an active CAD bank account:  No  Yes

Comments (optional):

4

This amount indicates what is eligible for a refund.

| Submitted Date                                       | Refund status | Address Type | Requested Amount | Description | Refunded to Student | Refunded to Third Party | Total Amount Refunded | Last Updated | Student refund outcome |
|--|---------------|--------------|------------------|-------------|---------------------|-------------------------|-----------------------|--------------|------------------------|
| You have a potential refund on your account: 1763.74 |               |              |                  |             |                     |                         |                       |              |                        |

5. You can additionally view the status of a submitted request at the top of this page.

VIEW / REQUEST STUDENT REFUND

Below are your previously submitted refund requests.

| Submitted Date                         | Refund status | Address Type | Requested Amount | Description | Refunded to Student | Refunded to Third Party | Total Amount Refunded | Last Updated | Student refund outcome |
|--|---------------|--------------|------------------|-------------|---------------------|-------------------------|-----------------------|--------------|------------------------|
| The amount owing on your account: 0.00 |               |              |                  |             |                     |                         |                       |              |                        |

For pertinent information regarding the refund process, please visit [this link](#).

- An e-transfer refund email or Convera Global Pay transfer will be sent to your University of Calgary email address within **6 to 8 weeks** of submitting your refund request. In the case of a refund cheque being required, the University of Calgary will issue the refund cheque within **6 to 8 weeks** of submitting your refund request.
- For any inquiries regarding a current refund request, please submit a "Refund Status Inquiry" Service Request through your [Student Portal](#). Instructions for submitting a Service Request can be found [here](#). Additional information on requesting a refund can be found on the website [here](#).

**End of Procedure.**

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