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. Refunds are usually issued in the form of a cheque, 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.

2. After logging into the MyUofC portal, you can request a refund from the **My Financials** page.
3. A term showing a negative number indicates a credit on the account, and that a refund should be available. To request a refund, 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.

![View/Request Student Refund Form]

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

![View Request Student Refund Form with Status]

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 submit a “Refund Status Inquiry” Service Request through your [Student Portal](#). Instructions for submitting a Service Request can be found [here](#).
End of Procedure.

Related Guides: Fees & Financials – Understanding Your Fees