

BENTLEY UNIVERSITY CREDIT BALANCE REFUND POLICY

If a student's account is in a 'current' credit balance status, then a request may be made for a refund up to and including the amount of the credit balance. Bentley does not refund 'pending' financial aid or any other 'pending' credits that are on a student account.

- All refunds will be issued to the student with the exception of:
 - The Parent PLUS Loan calculation described below.
 - Embassy and VA overpayments.
- Bentley does not issue refunds to any companies/organizations unless that party provides a copy of written documentation to the student, at the time the funds are issued to Bentley, that states the over payment must be refunded back to the company/organization.
- Student accounts that are on a payment plan are not eligible for a refund until all obligations of the payment plan have been met.

Credit Balance Refunds and the Parent Borrower PLUS Loan

Federal Direct Parent PLUS loan funds are first applied to the student's institutional charges (tuition, fees, room and board), and, if the parent provides written authorization, other non-institutional charges. Since the student may receive additional unrestricted aid creating a credit refund subsequent to the application of Federal Direct Parent PLUS loan, the refund will go directly to the student.

Any Federal Direct Parent PLUS loan funds in excess of \$250 that remain after the aforementioned charges have been paid will be refunded to the parent.

Students must submit a completed refund request to Student Financial Services via Workday student. The Refund Request guide can be found at: <https://www.bentley.edu/offices/workday-student>

Please be advised:

- If there was a credit card payment made on the account the refund will be processed back to the credit card.
- If the credit is due to a personal check payment made on the account, Bentley will wait up to 10 business days for that check to clear before a refund can be processed.
- Refunds will be processed for the total amount available.

Bentley will make every effort to process all refund requests within 5 business days of receipt.

Direct Deposit of Student Account Refunds

Bentley strongly encourages students to provide their bank account information in order to have the credit balance funds deposited directly into their designated US bank account. NOTE: This information is only required at the time the first refund request is made, unless there is a change to the student's bank account.

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