

REQUESTING A REFUND

Here's how to request a refund.

Before you can request a refund, you must complete two tasks:

1. You must set up your refund elections. The **Setting Up Payment and Refund Elections** job aid provides step-by-step instructions.
2. Review Bentley's Credit Balance Refund Policy (below).

BENTLEY UNIVERSITY CREDIT BALANCE REFUND POLICY

Bentley does not refund "pending" financial aid or any other "pending" credits on a student account.

All refunds will be issued to the student with the exception of:

- A credit balance resulting from a Parent PLUS Loan
- 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 overpayment must be refunded back to the company/organization.

Student accounts on a payment plan are not eligible for a refund until all payment plan obligations have been met.

If payment was made by credit card (and a refund is due), the refund amount will be credited to the original credit card.

If original payment was made by personal check, Bentley will wait up to 10 business days for the check to clear before processing a refund.

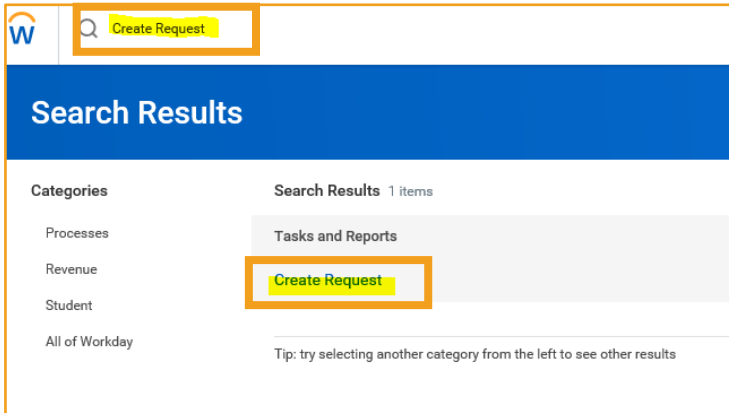
Refunds will be processed for the total amount available.

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



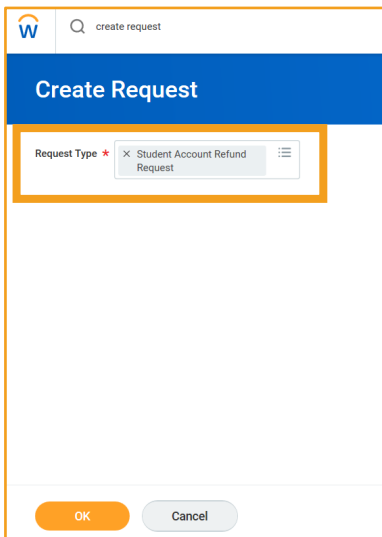
STEP 1

After you log in to Workday, type **Create Request** in the search bar and choose **Create Request** from the displayed options.



STEP 2

On the **Create Request** page, type **Student Account Refund Request** into the **Request Type** field and click **OK**.



STEP 3

Review the **Refund Request** terms and complete the required fields:

- **Describe the Request:** Enter “Request refund on student account”
- **Student Name**
- **Student ID#:** Enter the student’s ID number and be sure to include the ‘B’ (for example, “B12345678”).
- Click **Submit**

← Student Account Refund Request

Student Account Refund Request

If you wish to have your refund deposited into your bank account, you must enter bank information under "Set up Payment Elections" under your Finances application and select "Direct Deposit" under your refund preference.

If your account was paid via credit card, the refund will be processed back to that card.

Please note the refund will be for the full available amount. If there is still a future credit balance, a new refund request will be required to be submitted.


If the refund is via check, it will be held in the Student Financial Services Office for three business days. If it has not been picked up, the check will be mailed to your home address.

Describe the Request *

Student Name (Required)

Student ID# (Required)

Are there special instructions for this refund request?

 enter your comment

Attachments

Drop files here
or



STEP 4

You will see a confirmation screen. Once you have reviewed, click **Done**.

