Credit Balances and Obtaining Refunds

Students who have requested loans to be used for living expenses can expect to obtain their refund sometime during the week of August 17\textsuperscript{th}. Loan funds will not be available prior to that date.

**Option 1: Automatic Transfer to your Checking Account**

The most convenient method to receive a refund is to establish an electronic refund deposit account. By this method students can have their refund directly deposited into a personal checking account. It takes approximately ten business days to establish the electronic process between the University Cashier’s Office and the student’s bank. Therefore, students wishing to take advantage of this option are encouraged to submit the required request form immediately so that there is ample time to set up the link. Once set up, this arrangement remains in effect for future semesters unless cancelled by the student. These automatic transfers of credit balances occur twice weekly for the first four weeks of each semester. An exception to this is that transfers to USC Credit Union checking accounts occur daily throughout the academic year. The necessary paperwork for setting up this ACH refund process is available at the University’s Student Financial Services website (www.usc.edu/sfs - then click on “refunds”). Please note that a voided check must be submitted along with the authorization form.

**Option 2: In person pick-up at the USC Cashier's Office**

In addition, students have the option of going in person to the University Cashier’s Office for immediate pick up of a refund check. Please be aware, however, that there are often long lines of students at the Cashier’s Office during the first few weeks of each semester. Contact information for the Cashier’s Office can be found at www.usc.edu/sfs (from the home page, click on “refunds.”) Please note that refund restrictions apply to USC Payment Plan participants or to those who made credit card payments. In some cases, the Cashier’s Office may credit refunds back to your credit card or payment plan rather than issuing a refund check. Students are advised to always check their account balance on USC e.pay prior to going to the Cashier’s Office to ensure that a credit balance actually exists.

**Option 3: Request that a refund be mailed to you**

Students can also complete an online form to request that their refund be mailed to them. Since these online requests are processed only once per week, it can often take more than a week before your refund check arrives via this method. The online request form for requesting that a refund be mailed is available at the University’s Student Financial Services website (www.usc.edu/sfs - then click on “refunds”).