

Student Refunding FAQ

What is a refund?

You may check your balance anytime by logging into your Ulink portal. Select the Student Services tab, Tuition-Fees and "Account." As financial aid is credited to your account, it is applied to all the charges that exist on your account. If a credit balance remains after all charges are paid, you will be refunded the amount of the credit. All refunds are made through the refund method selection you make with Nelnet Student Choice Refunds. Once the refund has been sent to Nelnet, it will show up on your student account as a charge to your account that creates a zero balance.

What is the difference between disbursement and refund?

- A disbursement is the process in which your aid is released to the school to pay towards your tuition and fees.
- A refund is the process in which any remaining funds not used for your tuition and other authorized expenses you owe are paid to you.
- Refunds will be released to the refund method that you have selected through Nelnet (Direct Deposit or Reloadable Debit Card).

Who is Nelnet Financial Solutions?

Nelnet Financial Solutions is an industry leader partnering with schools to provide refunding and payment services. Choices for refunds include an electronic deposit to the students' bank account or to a reloadable debit card supplied by the student

What are my options for receiving a refund?

- Direct Deposit to a bank account provided by the student (2-3 business days from processed date)
- Deposit to a reloadable debit card provided by the student (2-3 business days from processed date)

How do I select a Refund Method?

Students can establish a refund preference by visiting Ulink > Student Services > Tuition-Fees-Payment Options > Student Refunds

What if I don't make a refund selection choice?

Making a refund method selection ensures you will receive your refund without a delay. No refund method selection will result in a paper check which will delay your refund.

Is there a minimum refund?

No refund amounting to less than \$10 shall be paid by the University of Louisville, except upon the specific request of the person entitled to receive the refund. All refund requests must be received in writing.

Can I change my Refund Method after it is set up?

Yes, you can change your Refund Method through your Ulink portal. After logging into Ulink > Student Services > Tuition-Fees > Student Refunds.

I have a BankMobile Vibe account, can my refund go there?

The University of Louisville will cease its contractual agreement with BankMobile on March 1, 2019 to provide University of Louisville students with refund options. If you have a BankMobile Vibe account, you can still use it to receive your student refund, although you may have to pay service charges on that account after March 2, 2019. Student Choice refunds handles a Vibe account as any other checking account, all that is needed to set up and then send a Student Choice refund to a Vibe account is a routing/transit number and an account number, available through BankMobile Customer service,

If you were set up as a direct deposit refund in BankMobile, you will have to re-enter that information into the Student Choice portal to continue getting your refund deposited into your existing bank account.

If you were set up as a paper check refund in BankMobile, you will need to change to an ACH deposit into a bank account you have access to, or obtain a reloadable debit card such as an American Express Bluebird card (available at a minimum charge at Walmart) or any other reloadable debit card. The Bluebird card does not have any monthly charges; some of the other reloadable cards do.

For more information about BankMobile, call their customer care phone line at 1-877-327-9515, or go to the following website:

<https://www.refundselection.com/refundselection/#/welcome/continue>

If you have questions for University of Louisville, please contact the University of Louisville Bursar's Office at 502-852-6503 or bursar@louisville.edu

Will I be notified a refund is being processed?

Yes, Nelnet will send you an email notification that a refund is in process. You can always view the status online or sign up to receive text messages sent directly to your cell phone with convenient Mobile Alerts. Click the mobile alert icon on your Nelnet dashboard and enter your 10-digit phone number to enroll.

Where is my refund?

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What if I have additional questions?

For additional questions or assistance, please contact the University of Louisville Bursar's Office at 502-852-6503 or bursar@louisville.edu