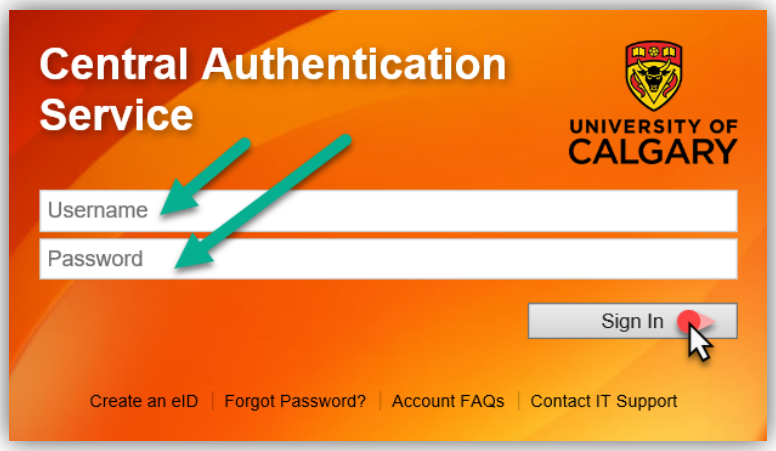
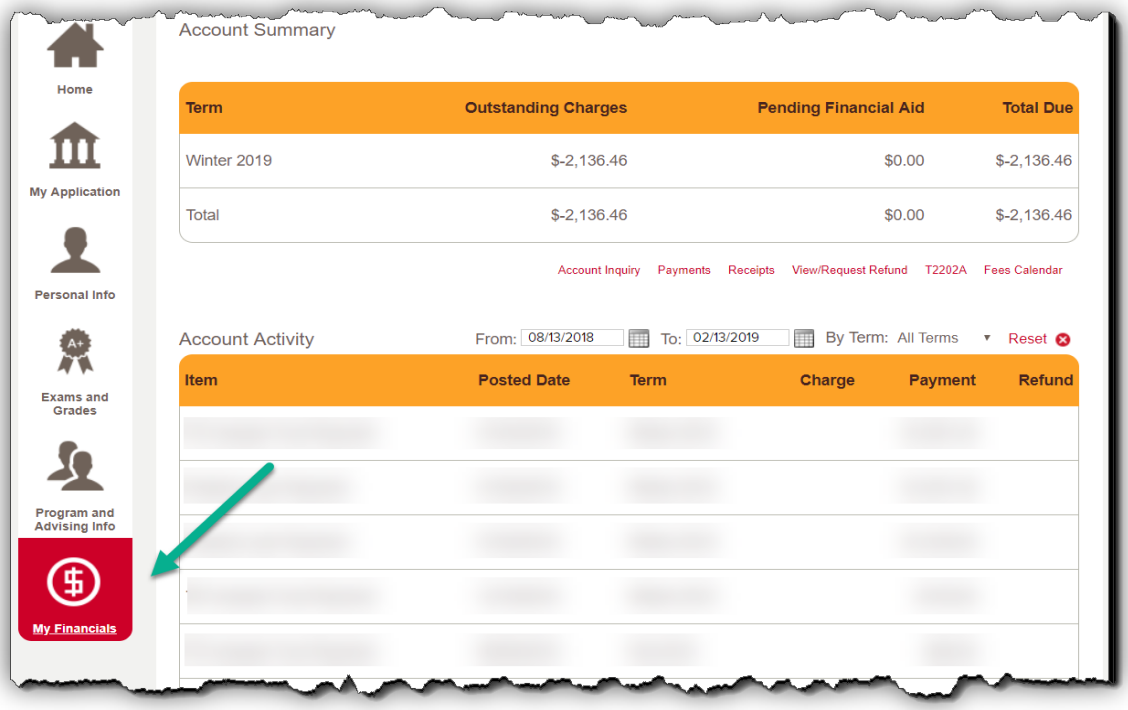
If you are seeing a **negative balance** on your account summary, this reflects a **credit**. Overpayments will automatically transfer to your next active term. Alternatively, you can request a refund through your Student Services Centre. Refunds are issued in the form of a cheque. The following instructions 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.

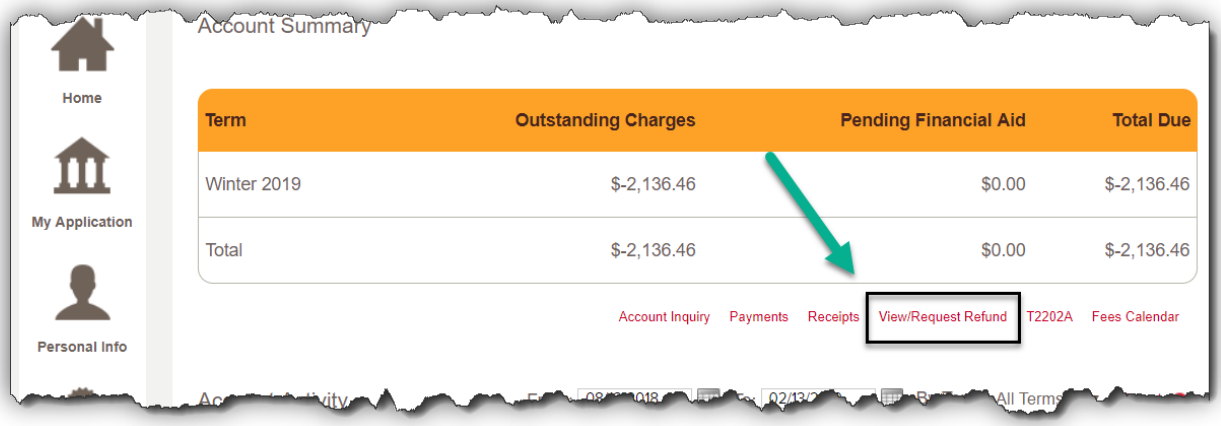
1. Log into MyUofC portal



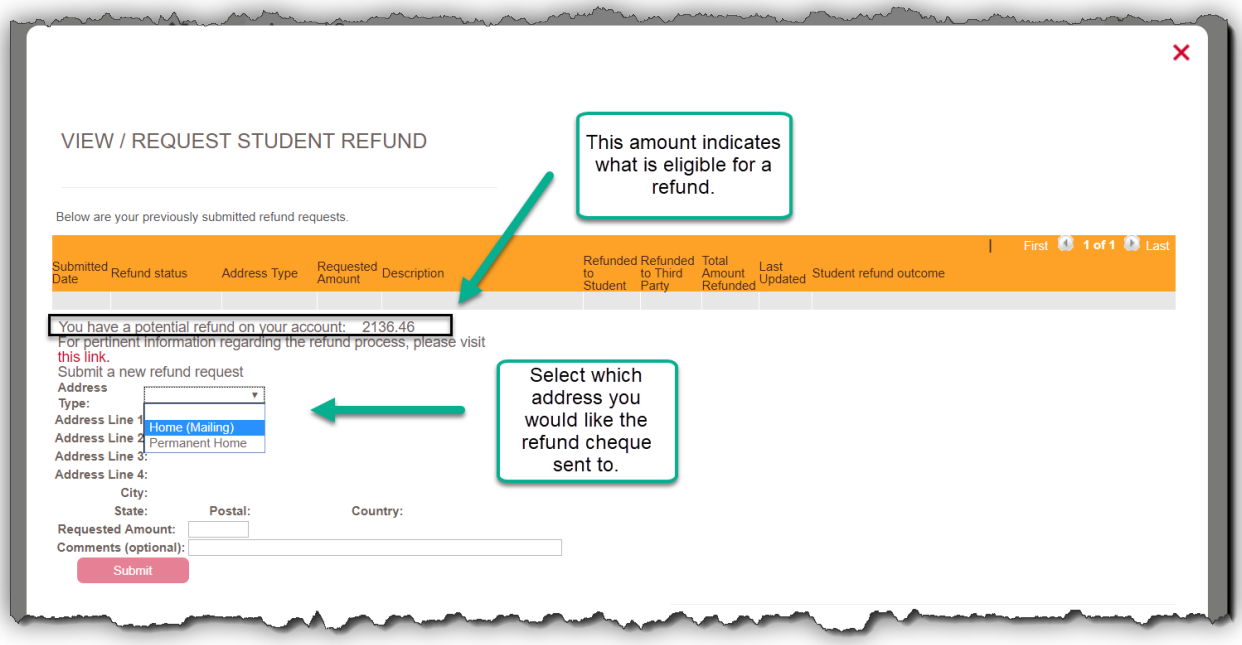
2. After logging into the MyUofC portal, you can request a refund from the **My Financials** page



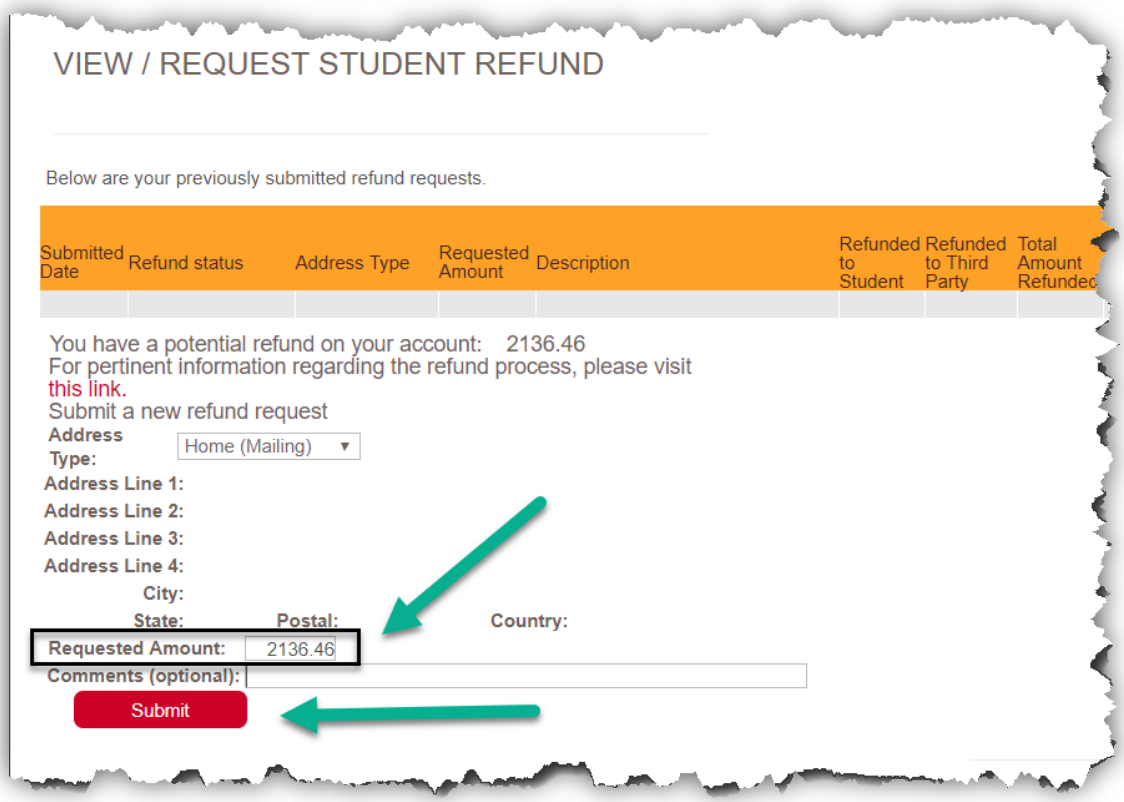
3. Under the **Account Summary**, click on **View/Request Refund**.



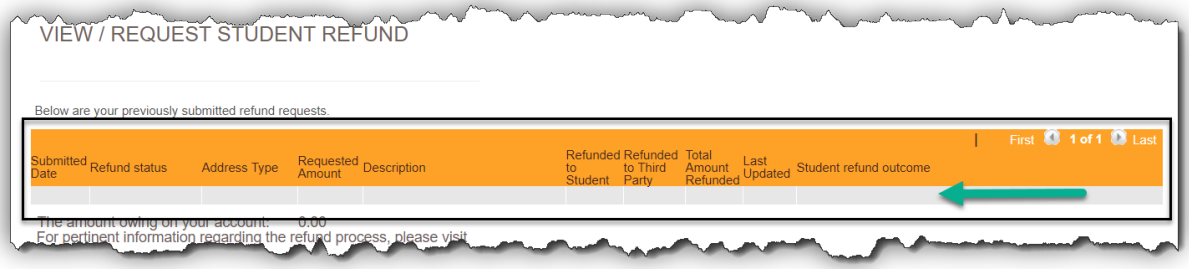
4. On this screen, you will see the details of how much can be requested, as well as select the address that you want the cheque issued to.



5. Enter the **amount** you want refunded and any additional **comments**, then **Submit** the request



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



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 contact **Student Receivables** at student.receiveables@ucalgary.ca.

End of Procedure.

Related Guides: Fees & Financials – Understanding Your Fees