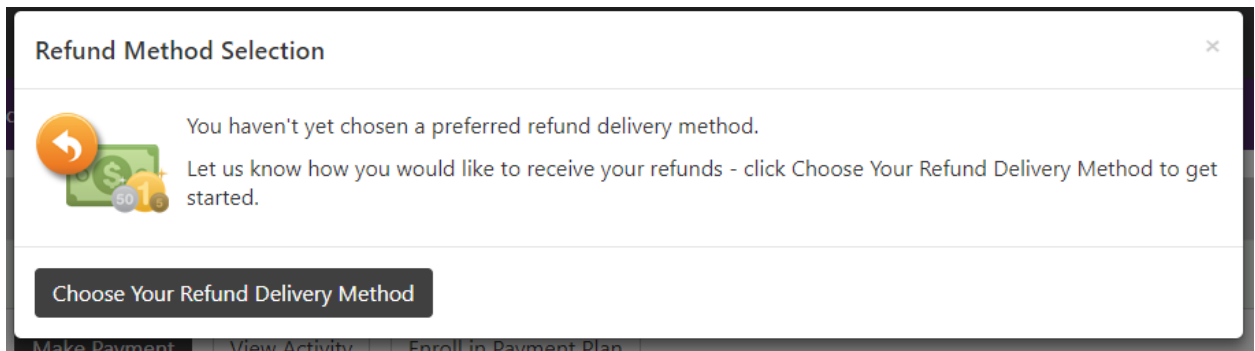


Refunds-selecting a preference and additional information on refunds

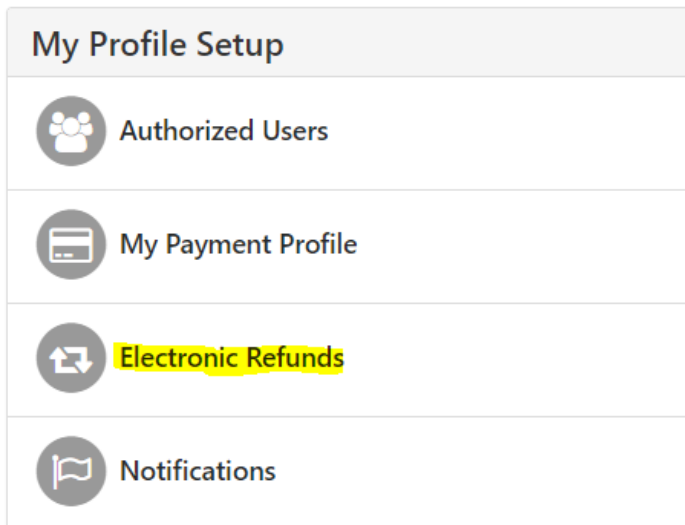
First, see PDF entitled “Accessing Your Student Account (balance)” if you don’t know how to get to your student account.

Note: Refunds are processed weekly for students who have eligible credits on their accounts. If you are expecting a refund from a loan, make sure you have completed all the necessary steps to have your loan disbursed onto your account. (see PDF entitled “Financial Aid Award”)

1. Open up your student account (student account center).
2. If you haven’t selected a refund preference, the following box will pop up when you open up your account.



3. You can also select a refund preference by selecting “electronic refunds” on the right side of the page (as seen below)



*If you receive an error saying that your name, address, etc. is “missing,” then contact financial services at 615-248-1242 so that we can fix the error

- After selecting “choose your refund delivery method” you will be sent to “Heartland” which is our refund provider who handles the cutting of paper checks and all direct deposit/discover cashback checking refunds.

If you are expecting a refund, Trevecca financial services can generally tell you if your refund has been approved/processed. *If you changed banks or your card was hacked and your refund has been issued, you will need to contact Heartland at 844-700-0134 and speak with them about voiding and reissuing your refund. If you change your mailing address you will need to let Financial Services know as well as Heartland. If you do not select a refund delivery method, you will receive a paper check in the mail to the address we have for you on file!*

*****Any issues regarding banking information will need to be handled with Heartland at 844-700-0134 or at <https://www.ecsi.net/bwr/livehelper.html>**

***Expecting a refund from a loan?

If you see your loan listed under “Account Activity” in student account center, and your amount due is a negative, then you could receive a refund. IF YOU DO NOT SEE YOUR LOAN LISTED UNDER “ACCOUNT ACTIVITY” IN STUDENT ACCOUNT CENTER AND YOU STILL HAVE A POSITIVE BALANCE, THEN YOU MAY NOT HAVE COMPLETED ALL OF THE NECESSARY STEPS FOR YOUR LOAN TO DISBURSE ONTO YOUR ACCOUNT. See PDF entitled “Financial Aid Award” if this is the case.



Select your refund delivery method.

You will be notified via email once a refund has been issued.



Direct Deposit

DIRECT DEPOSIT TO YOUR EXISTING CHECKING OR SAVINGS BANK ACCOUNT.

- Use an existing bank account.
- Easy online enrollment process.
- Provide your bank account information in our secure environment.

REFUND DELIVERY TIMELINE

- Your funds will typically arrive in your account 1 to 2 days after released by your school.

Select



Discover Cashback Checking®

DIRECT DEPOSIT INTO A NEW CHECKING ACCOUNT.

- No account opening or monthly fees.
- Debit card access to over 60,000 no-fee ATMs.
 - Cashback rewards.
- Easy, short online application process.

REFUND DELIVERY TIMELINE

- Your funds will typically arrive in your account 1 to 2 days after released by your school.

Select

4.6 Time Required for Processing

Refunds are typically processed the same day for batches that are approved (file verified and correct amount of funds received) before 3 PM Eastern time on week days (Monday through Friday, excluding federal holidays).

Direct Deposit Refund Issuance

A NACHA file is generated and transmitted to the processing bank for all refunds to be received through a direct deposit delivery method. This includes refunds to existing bank accounts and Discover Cashback Checking Accounts.

- ACH transactions will be processed the next day.
- One to two business days are required for refund monies to be deposited.

Paper Check Refund Issuance

A check file is generated and transmitted to the processing bank for all refunds to be received through a paper check delivery method:

- Paper check transactions will be processed the next business day.
- Four to six business days are required for the refund monies to be delivered via USPS.

Finally, if your refund has been issued, but you have not received it within the time frame listed above, then you should contact Heartland at 844-700-0134 or at <https://www.ecsi.net/bwr/livehelper.html>