

# Refunds



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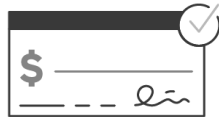
## A. REFUND POLICY

- By default, payments in excess of tuition are issued by the University as a **CHECK**. Refund checks are sent standard mail to the address listed in the student's CUNYfirst account. Once the check is mailed, it should arrive with 7-10 business days. See: [Checks](#)
- All refund checks, with the exception of those from a Parent-Plus Loan, are **MADE PAYABLE TO THE STUDENT**. This includes check payments made from an account owned by a parent, guardian or other relation.
- Refunds are issued via **DIRECT DEPOSIT** for students who have opted into this service. See: [Direct Deposit](#)
- Payments in excess of tuition, such as those from financial aid or a sponsor, may be returned to the originator should the student no longer be entitled to those funds. **REDUCTIONS IN FEDERAL/STATE AID, FEDERAL/PRIVATE LOANS, SCHOLARSHIPS, STUDENT/SPONSOR PAYMENTS AND/OR CHANGES IN REGISTRATION STATUS OCCURRING AFTER A REFUND HAS BEEN DISBURSED MUST BE PAID BACK TO JOHN JAY COLLEGE IMMEDIATELY.**

If you are unsure about a CUNY refund check or believe it was sent in error, it is always best to inquire with a Bursar representative.

- In-Person: The Bursar's Office is located in the New Building, Room L.70. First obtain a B-Ticket from the Jay Express kiosk. A Bursar representative will call the student.
- E-Mail: [Bursar@jjay.cuny.edu](mailto:Bursar@jjay.cuny.edu).

## B. CHECKS



### 1. WHAT DO I DO WHEN I RECEIVE MY REFUND CHECK?

**DEPOSIT IMMEDIATELY.**

Deposit CUNY checks as soon as possible. Stale checks may not be able to be reissued. **Do not endorse checks until it is ready to be cashed or deposited. If an endorsed check is lost and then cashed, CUNY will not cover the loss.**

### 2. IT IS PAST 10 BUSINESS DAYS AND I DID NOT RECEIVE MY CHECK:

**REVIEW/UPDATE YOUR MAILING ADDRESS ON CUNYFIRST.**

If your mailing address is outdated, please update it immediately. Failure to do so will delay receiving a refund. If you have issues receiving mail, it is recommended that you enroll in [Direct Deposit](#).

**REPORT LOST/STOLEN CHECKS.**

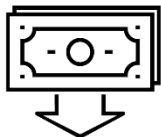
If the lost check has been cashed or deposited and you suspect fraud, a thorough investigation must be conducted by the College, the College's Bank and/or authorities. Notify a Bursar representative in-person (N.B., Room L.70) or via email [Bursar@jjay.cuny.edu](mailto:Bursar@jjay.cuny.edu).

**Office of the Bursar**  
524 West 59<sup>th</sup> St, Rm. L70  
New York, NY 10019  
T: 212-237-8555  
E: [Bursar@jjay.cuny.edu](mailto:Bursar@jjay.cuny.edu)

**REQUEST THE CHECK BE REISSUED.**

A written request for a stop payment is required to initiate the process. You may email [Bursar@jjay.edu](mailto:Bursar@jjay.edu), stating your full name, EMPLID, the semester and amount of the check to be reissued. The lost check will be stopped, and a new check will be reissued within 3-5 weeks.

## C. DIRECT DEPOSIT



Students are encouraged to enroll in direct deposit because it is a quicker and more secure way to receive funds. Set-up and manage your Direct Deposit Online through CUNYfirst. Students may use self-service to add a Bank Account to their student account and enroll in Direct Deposit to receive refunds and work study payments.

### 1. TO ENROLL IN DIRECT DEPOSIT, FOLLOW THE STEPS BELOW:

1. Login to CUNYfirst > Self Service > Campus Finances > Manage My Bank Accounts
2. On the My Accounts Bank Accounts Summary page, click the Add Account button.
3. On the Manage My Accounts page, enter Account Details.
  - Enter the account nickname:** A unique tag to identify your account
  - Enter account type:** checking or savings
  - Enter the routing number:** Your bank routing number is a nine-digit code that's based on the U.S. Bank location where your account was opened. Typically, it is the first set of numbers printed on the bottom of your checks, on the left side.
  - Enter the account number:** Your account number (usually 10-12 digits) is specific to your personal account. It's the second set of numbers printed on the bottom of your checks, just to the right of the bank routing number. You can also find your account number on your monthly statement.
    - ✗ **The debit card number is NOT the bank account number.**
  - Enter the name of the account holder:** The account holder is the owner of the account.
4. On the Manage My Accounts page, the Agreement page will display. Review the agreement and select the checkbox "Yes, I agree to the terms and conditions of this agreement. Click Submit.
5. On the My Direct Deposits page, click **ENROLL IN DIRECT DEPOSIT**.
6. On the Enroll in Direct Deposit Add Direct Deposit page, select the Account Nickname to designate as direct deposit.
7. On the Enroll in Direct Deposit Agreement page, select the checkbox, next to the statement "Yes, I agree to the terms and conditions of this agreement and click on Submit button

### 2. IS THERE ANYTHING ELSE I NEED TO KNOW?

Changes to your personal account information, including opening /closing accounts, or changing banks, are not automatically reported to CUNYfirst by the bank. You are responsible for adding new account information to CUNYfirst following the steps outlined above. Failure on your part to do so will delay receipt of the funds.

### 3. WHAT IF I DO NOT HAVE A BANK ACCOUNT?

**Open a Student Checking Account**

Several retail banks (i.e., Chase, Bank of America, TD etc.) offer checking account options for college students. Inquire with your bank of choice on how to open up a college account.

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## D. PAYMENT PLAN



- Payment plan installments that are in excess of tuition and paid with a credit or debit card will be refunded to the credit/debit card.
  
- Payment plan installments that are in excess of tuition and paid with an electronic check will be refunded to the student via check or direct deposit.