

Refunds

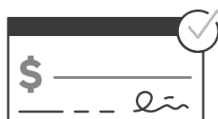
- A. [REFUND POLICY](#)
- B. [CHECK](#)
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- D. [PAYMENT PLAN](#)

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 or by email.

B. CHECKS



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

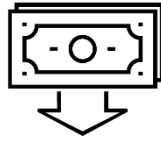
- DEPOSIT IMMEDIATELY.**
Deposit CUNY checks as soon as possible. Stale checks may not be able to be reissued. **Do not endorse checks until it is ready to be cashed/deposited. If an endorsed check is lost and then cashed, CUNY will not cover the loss.**

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If your mailing address is outdated or missing an apartment number, please update it immediately.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/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 (Room: L.70NB) or email bursar@jjay.cuny.edu.
- REQUEST THE CHECK BE REISSUED.**
A written request for a stop payment is required to initiate this process. You may email bursar@jjay.cuny.edu stating your full name, emplid ID number, the voucher number, and amount of the check in question. The lost check will be stopped, and a new check will be reissued within 2-5 weeks.

Office of the Bursar
524 West 59th St, Rm. L70
New York, NY 10019
T: 212-237-8555
E: Bursar@jjay.cuny.edu

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 to receive refunds and work study payments.

1. TO ENROLL IN DIRECT DEPOSIT:

1. Login to CUNYfirst > Student Center > CUNY Direct Deposit.
2. Select the button to begin enrollment and follow prompts. For step-by-step instructions, visit: [Direct Deposit | CUNY](#).

Please note the following:

- 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.
- 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 statements or in your bank app.

***The debit card number is NOT the bank account number!**

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 your bank. **You are responsible for adding/updating new account information to CUNYfirst.** 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.

D. PAYMENT PLAN



- Payment plan installments that are in excess of tuition and paid with a credit/debit card will be refunded to the card or direct deposit.
- 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 in 21 days of the original payment date.

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