

STUDENT ACCOUNT REFUNDS

If your student account displays a credit balance, you may be eligible to receive a refund. Credit balances can arise from various reasons such as financial aid disbursements, reduction in credit hours, reductions in auxiliary charges and/or university withdrawals. Refunds due to the student are issued through direct deposit to the checking or savings account set up in their refund profile, except when the funds originated from a payment made by credit card, in which case the refund is credit back to the card. Refunds are processed twice a week during the semester unless during drop/add in which no refunds are processed during this time.

Signing up to receive your funds is quick, easy and secure. Please follow the instructions below:

Students

The University of Georgia partners with TouchNet/Heartland to process student refunds. **A refund profile must be set up to avoid delays in processing.** Delays can take up to 5-7 business days if you have not established a direct deposit account.

Please follow the instructions below to select your preference:

1. Log in to [ATHENA](#).
2. Under Student Account, click “Access Student Account” and sign-in.
3. From your Student Account Sign-In page, select **Electronic Refunds** under the “My Profile Set-Up” tile or select the **REFUNDS** tab on the main bar.
4. On the Refunds page, click the “Set-Up Agreement” green button to add bank account for direct deposit.

After adding your banking information, please save your payment method for refunds.

Please review your refund profile should your preference change, or your banking information needs to be updated.

For more information, visit [Refund Profile Set-Up](#).

NOTE: STUDENT WORKERS:

Due to different systems, student workers who have signed up for direct deposit of their paycheck, MUST also sign up separately in their student account for direct deposit.

Parents

During the application process, parents will have the option to:

- 1) specify IF they authorize UGA Student Account Services to use the PLUS loans to pay other educationally related charges on their student’s account AND
- 2) indicate IF they want UGA Student Account Services to disburse directly to them or to their student any PLUS loan funds that may remain after your student’s charges for the semester have been paid.

If you prefer any remaining loan funds to be delivered via direct deposit to a bank account, you must select the option to pay directly to “the student.” Funds directed to the student will be refunded based on their established refund profile in their student account.

For parents who do not choose to have the refund distributed directly to the student, a check will be sent by mail to the address provided on the parent loan application.