Auto-refund FAQs

- ❖ **What is an auto-refund?**
  The university will automatically issue refunds for eligible students whose account reflects a credit balance. Students are no longer required to submit a refund request.

- ❖ **Why has Northeastern changed its refund process?**
  The auto-refund process will give students faster access to their refunds and eliminate the need for students to submit a refund request.

- ❖ **What if a credit card was used to make a payment on the account?**
  If a credit card has been used to pay any portion of the amount due, the refund will be made to the credit card first. If the credit balance on the account exceeds the amount that was paid via credit card, these additional funds will be refunded via direct deposit or check.

- ❖ **What if part of the balance is a result of a Parent PLUS Loan?**
  If the credit balance is a result from a Parent PLUS Loan, the funds will be automatically refunded to the borrower. Any additional credit not from this loan will be refunded to the student.

- ❖ **The credit balance on my account is due to a payment made via Flywire. How will those funds be refunded?**
  If an eligible credit balance on the account is a result of payments made via Flywire, the refund will be sent directly to Flywire.

- ❖ **When will I receive my refund?**
  Refunds are automatically processed twice a week. Some credits may require additional review, which may result in your refund taking some additional time to process.

  Students who are enrolled in direct deposit will have their refunds deposited directly into the bank account on file, typically within 3 to 5 business days. If you are not enrolled in direct deposit, your check will be mailed to you directly, which may take up to 10 to 14 business days.

- ❖ **Why have I not received my refund?**
  Occasionally, there may be additional review required for your refund. This does not occur in most cases. If you see a credit balance on your account (not anticipated) and have not received a refund for two weeks, please contact studentaccounts@northeastern.edu for an update on your refund status.

❖ **Where will my refund check be sent?**
Refund checks are mailed to your permanent address on file. Please ensure this address is up to date. We recommend enrolling in [direct deposit](#) for the fastest receipt of funds.

❖ **How do I sign up for direct deposit?**
To enroll in [direct deposit](#), you must log into your Student Hub and complete the Direct Deposit Form, located under "Resources", and "Financial Services." To be eligible to enroll in direct deposit, you must have a U.S. checking or savings account. Please note that initial set up will take 3 business days for direct deposit to become active.

❖ **What if I do not want to receive my refund?**
Students who do not wish to receive a refund for a credit balance on their account may complete the opt-out process. This will remove you from the auto-refund process for the full academic year. Please note that if you choose to opt out you will not be able to receive any refunds for the academic year. If you still have a credit balance at the end of the academic year, it will be automatically refunded to you.

❖ **How do I opt-out of the auto-refund process?**
If you wish to opt-out of the auto-refund process, students must complete the "Refund Opt-Out" form. To complete this form, log into your Student Hub. Under the "Financial Services" tab you will see a link for "Student Account Self Service". Select this link and then choose "Refund Opt-Out" to complete the form.

❖ **Why did I receive a refund when I have an outstanding balance?**
Some types of financial aid can only be used to pay for certain types of charges. Therefore, you could receive a refund even if you have an outstanding charge on your student account from the current or previous terms.

Activity such as registering for additional classes, newly incurred fees, or loss of certain aid after your refund was generated maybe the reason for having an outstanding balance on your account.

You are responsible for paying the outstanding balance on your account even after you've received a refund.