



Accounts with a credit balance (payments and credits exceed current charges) may be entitled to a refund. Only actual credits (not anticipated aid) in excess of the total charges may result in a refund. Refunds due to financial aid begin as early as the first week of the semester. Refunds due to non-financial aid money (ex. personal payment) may be requested by contacting studentaccounts@case.edu or 216.368.2226.

There are two methods of distribution:

- ” [Direct Deposit to U.S. Based Bank Account \(Preferred Method\)](#)
- ” [Mail a check to the student’s current address in SIS](#)

The refund process may take up to 14 calendar days, depending on the method of distribution, for receipt of funds. We encourage students to enroll in direct deposit for tuition account refunds through SIS. Direct deposit allows your refund payments to be conveniently delivered into your bank account.

- ” [Enroll in Direct Deposit](#)
- ” [Change Direct Deposit Accounts](#)

Notes:

Refunds are issued to the student unless the credit balance is a result of a Parent PLUS Loan. If the parent did not elect to have the credit balance refunded to the student, the refund will be issued to the parent on the loan application.

Pick-up of student refund check is not an option.