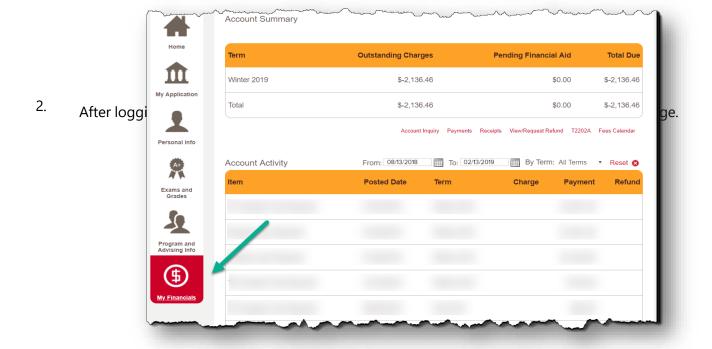If you are seeing a **negative balance** on your account summary, this reflects a **credit**. Overpayments will automatically transfer to your next active term. Alternatively, you can request a refund through your Student Centre. Depending on the information included with the request, refunds are issued by E-transfer, cheque, or Convera Global Pay; please see the website here for further information. The following instructions will guide you on how to request a refund and/or view the status of previous request.

NOTE: If the credit on your account is due to an award disbursement, the balance will be refunded by auto-deposit based on the banking information you provide.

1. Log into MyUofC portal.

2. After loggi... ...ge.

3. A term showing a negative number indicates a credit on the account, and that a refund should be available. To request a refund or review the status of a previous request, select **View/Request Refund** under the **Account Summary.**

4.

Depending on the information included with the request, refunds are issued by e-transfer, cheque, or Convera Global Pay.

Refunds will be sent by e-transfer if:
- There is an active ucalgary.ca email on file
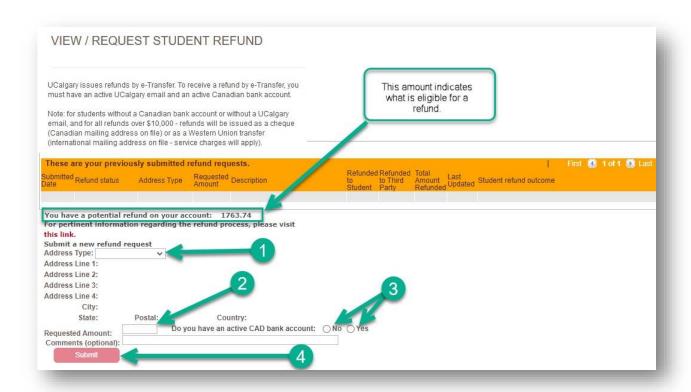- The student has a Canadian bank account

If there is no ucalgary.ca email on file, or the student indicates they don't have a Canadian bank account, refunds will be issued as a cheque to the address selected. All refunds for sums over $25 000 will be issued as a cheque.

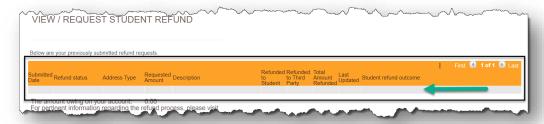If the address is outside of Canada, refunds will be processed as a Convera Global Pay transfer.

To request a refund on a credit present on your account:

1) Select the most appropriate address to send a refund cheque to.
2) Input the amount you are requesting as a refund. This can be any amount up to the total credit on file.
3) Indicate whether you have a Canadian Bank Account. Selecting 'Yes' will process the refund as an e-transfer. **Note**: this option is only available if you have an active UCalgary email address.
4) Select **Submit**

5.   You can additionally view the status of a submitted request at the top of this page.

6.   An e-transfer refund email or Convera Global Pay transfer will be sent to your University of Calgary email address within **6 to 8 weeks** of submitting your refund request. In the case of a refund cheque being required, the University of Calgary will issue the refund cheque within **6 to 8 weeks** of submitting your refund request.

7.   For any inquiries regarding a current refund request, please submit a "Refund Status Inquiry" Service Request through your [Student Portal](). Instructions for submitting a Service Request can be found [here](). Additional information on requesting a refund can be found on the website [here]().

End of Procedure.
Related Guides: Fees & Financials – Understanding Your Fees