

1) Why should I enroll in the Direct Deposit (eRefunds) process?

- Be assured you get all your money all the time (including refunds less than \$20)
- Get your money faster (usually within 1-3 banking days)
- Avoid lost or delayed mailed checks
- You only need to enroll once!
- Delivered securely to your bank account
- It makes sense!

Direct Deposit (eRefunds) Exclusions: Plus Loans and credit card refunds. Plus Loan checks will be mailed to parents and all other checks will be mailed to you.

Note: Should a system malfunction occur and an Direct Deposit (eRefunds) be sent in error, SJSU reserves the right to retrieve the Direct Deposit (eRefunds) from your bank account immediately. In this case, SJSU will issue a paper check and a \$20 refund processing fee will be assessed. We encourage you to re-enroll for future Direct Deposit (eRefunds).

2) Who should enroll in Direct Deposit (eRefunds)?

SJSU strongly encourages ALL students to enroll.

3) When would I be entitled to a refund?

- Financial aid awards
- Reduction of units
- Withdrawal from the university
- Change of housing room or meal plan
- Class dropped with course fee
- Overpayment

Example #1: Class dropped with course fee

If you drop a class with a \$50 course fee and you are not enrolled in Direct Deposit (eRefunds), no refund will be issued.

Example #2:

If you drop a class with a \$20 course fee and you are not enrolled in Direct Deposit (eRefunds), no refund will be issued.

4) How can I enroll in the Direct Deposit (eRefunds) process?

Check the Bursar's Office website at: http://www.sjsu.edu/bursar/docs/steps/enroll_erefund.pdf for detailed instructions.

5) Is there anything that would prevent me from getting an Direct Deposit (eRefunds) once I enroll?

Yes, if you provide incomplete or inaccurate information, your Direct Deposit (eRefund) will be rejected by your bank, processing will be delayed, and a university paper check will be mailed to you.

6) Does it matter which bank I select?

No