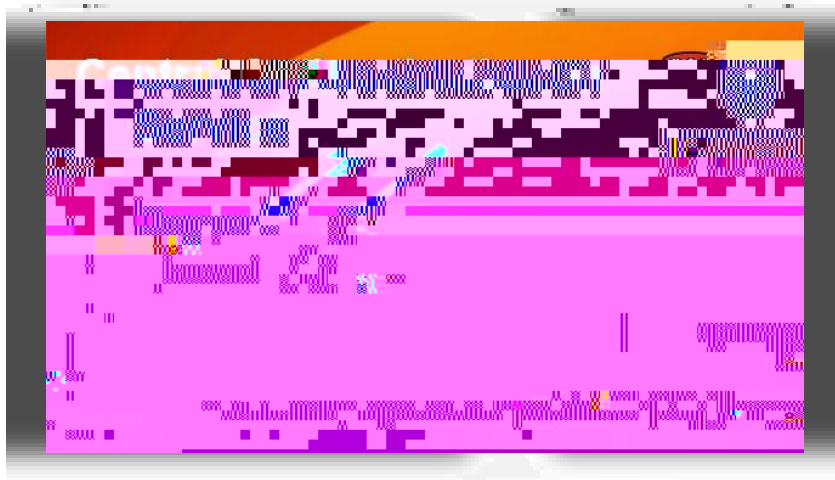


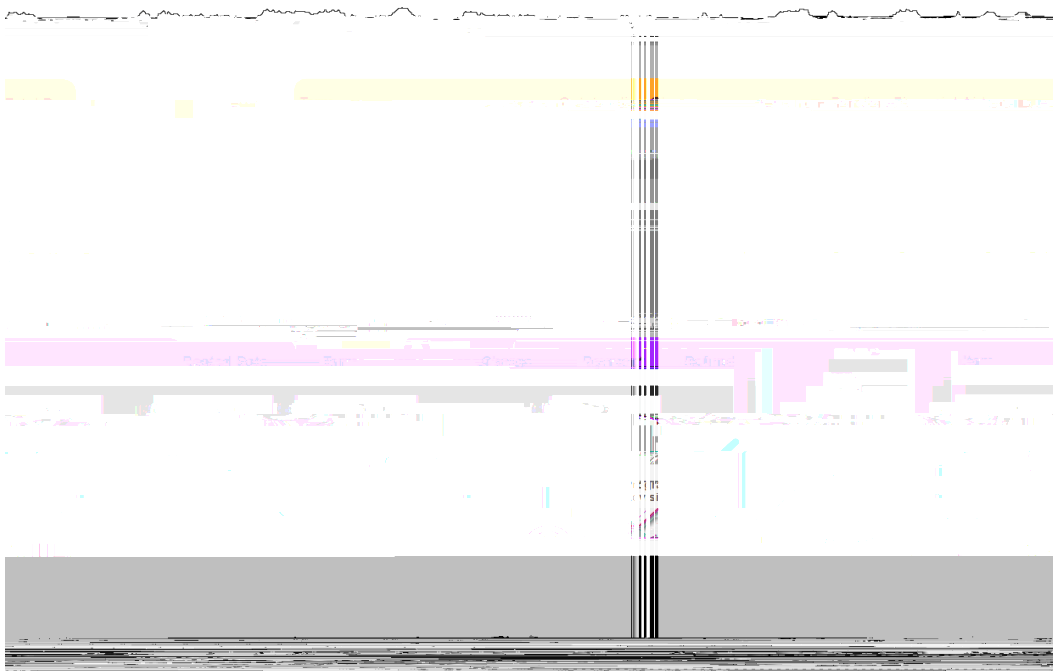
If you are seeing a [redacted] on your account summary, this reflects a [redacted]. Overpayments will automatically transfer to your next active term. Alternatively, you can request a refund through your Student Centre. Depending on the information included with the request, refunds are issued by E-transfer, 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.

[redacted]: 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 logging into the MyUofC portal, you can request a refund from the [redacted] page.



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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 under the



4. Depending on the information included
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