

## ONLINE REFUND APPLICATION

### SELF FUNDED STUDENTS

- 1-month bank statement or bank confirmation letter where the funds need to be paid.
- Proof of payment(s) that is/are reflected on the student statement.
  - Last payment that resulted in the credit
  - If credit is due to balance Brought Forward, then proof of payment of the brought forward credit needs to be provided.
  - E-payment bank statement reflecting the payment(s) on the student account must be provided.
- ID copy of the bank account holder must be provided if the payment/s was made by a 3<sup>rd</sup> party sponsor. (Should the refund be paid to a 3<sup>rd</sup> party e.g., a family member or guardian)
- ID copy and refund letter from the 3<sup>rd</sup> party who made the payment/s must be provided when the funds are to be paid to the student.

### BURSARY/ SPONSORED FUNDED STUDENTS

- 1-month bank statement or bank confirmation letter detailing where the funds need to be paid.
- 3<sup>rd</sup> Party payments will require a copy of the ID document to which the refunds will be paid etc. (Individuals), and a refund confirmation letter will be required should the 3<sup>rd</sup> party wish to have the credits paid put to the student.
- Approval letter from bursary/sponsor
  - If a student has two sponsors, both sponsors should supply letters stipulating that they are aware of additional funding and they approve that the student can be refunded the amount in credit.
- Proof of payment that resulted in the credit. (Only if your fees were paid by both cash and bursary/sponsor)
  - If the proof of payment shows that money was paid by a sponsor, **they must consent to the student being refunded the amount in credit.**
- For Internal Funding (e.g., Merit bursary, Faculty bursaries, Supervisor Linked bursary), **please liaise with your funder before applying for a refund to determine if the refundable amount should be paid to your personal Bank account or loaded to a Fundi Card.**

- In a case where a student has been awarded any of the below categories and also paid cash towards their fees, the below internal bursaries must be reversed as students **are not allowed** to claim a refund as a result of this type of funding.
  - Bursary Categories
  - Sports Bursary
  - Advanced Diploma
  - International
  - Exchange
  - Discretionary
  - Underprivileged
  - Choir Bursaries
  - SRC Trust Fund
- Refunds resulting from Fundi loan payment/s must be accompanied by a Fundi settlement letter.
- Any own payment made by the student who is sponsored, we need a letter from the funder to allow a refund.

#### **NSFAS FUNDED STUDENTS**

- 1-month bank statement or bank confirmation letter detailing where the funds need to be paid.

#### **REFUND THRESHOLD**

- **Refunds of payments** less than R 6 470.00 will **not require** any form of POP (including NSFAS-funded students who have made cash payments) (NB: For E-payment, the E-payment bank statement reflecting the payment(s) must be provided.)

### **VERY IMPORTANT:**

- All incomplete refund applications will be rejected, and you will be required to re-apply.
- All documents must be uploaded, and no outstanding documents will be received via email.
- Refund applications will be paid within 14 working days from the day of application.
- Kindly note that you will not be able to apply for another refund while there's a pending application.
- No bursary letter will be accepted if it is in a word format with no company logo and signature
- All proof of payments must be an official notification of payment or stamped confirmation letter from the bank (this document can be uploaded as a PDF, JPG, or Screenshot)
- NSFAS paid credits are non-refundable only cash payments made by the student starting from 2018.
- All international refunds which refund needs to be paid to a Non-South African Bank needs to go via the International Refunds team, please contact Nyandeni, Sibonelo [sibonelon@uj.ac.za](mailto:sibonelon@uj.ac.za)
- The Option Menu STWEBM-10 can be used to verify the e payments made from students when POP is not accessible, or student /parent /payer is unable to do so.

## **FREQUENTLY ASKED QUESTIONS**

**Q: I have submitted my refund application on date X, how long will it take before I get the funds paid out?**

**A:** Approved refund applications will be paid within **14 working days** from the day of application.

**Q: My refund has been rejected due to missing documents; I have now uploaded the requirement documents; will I have to reapply?**

**A:** All incomplete refund applications will be rejected, and you will be required to re-apply. Please follow the link <https://www.uj.ac.za/studyatUJ/Student-Finance/Pages/Refund.aspx>

**Q: My refund has been rejected due to missing documents, and I have forwarded them to [refunds@uj.ac.za](mailto:refunds@uj.ac.za), will my refund proceed?**

**A:** All documents must be uploaded, and no outstanding documents will be received via email.

**Q: My statement shows that there is an “FNB EFT REFUND” but I have not received the funds in my personal bank account...**

**A:** “FNB EFT REFUND” description on the student account statement is a journal transaction that indicates that the refund amount has been processed and has been sent through to the approval stages. Once all verification checks and necessary approvals have been, finalised funds will be released into the nominated bank account.

**Q: I have applied for a refund, however, the status of my application reflects the following message “Payment Request on Hold”, what does this mean?**

**A:** “Payment Request on Hold” status means that your refund allocation has been successfully submitted and is awaiting review by our team of financial officers.

**Q: I have applied for a refund, however, the status of my application reflects the following message “Payment Generated”, what does this mean?**

**A:** “Payment Generated” status means that the refund amount has been processed and once all verification checks and necessary approvals have been, finalised funds will be released into the nominated bank account.

**Refund inquiries can be directed to: [refunds@uj.ac.za](mailto:refunds@uj.ac.za)**

**Tel: 011 559 7414/ 3905**