

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

- No \$20 refund processing fee assessed
- Be assured you get all your money all the time (including refunds less than \$20)
- Get your money faster (usually within one to three 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 a 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 <https://sjsu.edu/bursar> for detailed instruction.

5) Is there anything that would prevent me from getting a 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 university paper check will be mailed to your with a \$20 refund fee assessed. (Financial aid awards are not assessed a \$20 processing fee.)

6) Does it matter which bank I select?

No