I. POLICY STATEMENT

It will be the policy of the university that any excess credits posted to a student account, whether by the disbursement of outside aid or as the result of an adjustment to the student's tuition/fees, will be issued to the student in as timely and efficient a manner as possible. To allow time to insure that any excess credits posted to a student account are accurate, there will be a standard 7 day waiting period between the time that the credit is posted and a refund for said credit is issued.

Policy and Procedure Guidelines

A. Refunding Timeline

It will be the policy of the university that any excess credits posted to a student account, whether by the disbursement of outside aid or as the result of an adjustment to the student's tuition/fees, will be issued to the student in as timely and efficient a manner as possible. To allow time to insure that any excess credits posted to a student account are accurate, there will be a standard 7 day waiting period between the time that the credit is posted and a refund for said credit is issued.

I. Title IV Federal Financial Aid Refunds

Per federal financial aid regulations, any excess credit resulting from the disbursement of Title IV aid must be refunded to the student within 14 calendar days. To insure that funds to cover any credits disbursed to the student account have been received, and in compliance with this regulation, refunds of excess Title IV credits will be issued 7 days after disbursement of funds to the student account. Any request to issue a Title IV refund prior to the end of the 7 day period must be documented on the student account.

Refunds from Title IV disbursements will not be issued to students who do not maintain eligibility for said credits, including students who drop all courses prior to the 60% term completion date stipulated by Title IV, or who require adjustments to their disbursements due to non-attendance. Any credit that remains on the student account after Financial Aid adjustment due to these circumstances will be issued to the student.

II. Institutional Aid/Outside Aid/3'd Party Credits

Credits resulting from the disbursement of institutional aid, outside aid
(such as alternative loans or scholarships), or 3'd party payments will be subject to the standard 7 day waiting period. However, a refund for these credits can be issued prior to the 7th day upon confirmation of receipt of funds from the outside agency and the student's eligibility.

III. Credits resulting from Tuition Adjustment
1. Credits resulting from an adjustment to a student's tuition or fees are subject to the standard 7 day waiting period.
2. Before refunding, the student's account must be reviewed to insure that the student still meets the eligibility requirements for any federal, institutional, or outside aid that has disbursed to the account. If adjustment to the aid is required due to loss of eligibility, a lock must be placed on the credit and the account noted pending adjustment.
3. A refund for credits due to tuition/fee adjustments can be issued prior to the 7th day providing the student still meets all eligibility requirements for any federal, institutional, or outside aid disbursed to the account, or in situations where the student account was paid out of pocket by the student him/herself.
4. If charges were paid in full on the student account by credit card, any refunds due to tuition/fee adjustments will be issued to said credit card, including any processing fees attached to the amount of the refund.

B. Methods of Payment

I. Direct Deposit
1. Students are encouraged to set up direct deposit for all financial refunds.
   - Students can have their financial aid refunds directly deposited electronically to any banking institution of their choice located in the United States that uses ACH (Automated Clearing House) processing.
   - Students who elect to use the direct deposit option are required to enter their bank account information into Biller Direct.
   - It is the student's responsibility to verify that the account information listed in Biller Direct is accurate, and to update bank account information when necessary.
   - Should a student choose to go back to receiving refunds by check, a request must be submitted in writing to the Bursar's Office indicating that choice. Once the request is received, the account should be set back to refunding by check manually. The student has the option of re-instating refunds by direct deposit at any time by re-entering their bank account information in Biller Direct.

II. Refunds by Check
1. Students who choose not to set up direct deposit will have any refunds sent by check to the permanent address on file.
2. Refunds will not be available for pick-up at the Bursar Operations office. All checks must be mailed to the permanent address on file.
3. Checks will not be mailed to on-campus addresses for security reasons.
4. Checks for international students will be mailed to their local address (if provided), with the exception of on-campus addresses. International students who only have on-campus addresses listed in the system should be encouraged to set up direct deposit accounts.
III. Student Responsibilities
1. Students are responsible for insuring that all information required to process refunds in a timely fashion is up-to-date and accurate.
   - Students must insure that the bank information listed in Biller Direct including routing number, bank account number, and Account Holder name has been entered accurately and is up-to-date.
   - If the student has multiple accounts listed, it is the student's responsibility to elect which account refunds should be issued to by following the instructions in Biller Direct.
   - The student is permitted to enter accounts from another account holder. However, it is the responsibility of the student to insure that the correct direct deposit account has been marked in the system. Should the student no longer wish to have refunds sent to the other account holder, it is the responsibility of the student to enter a new account for refunding purposes.
   - Students must insure that the Registrar Office has the most up-to-date permanent address entered in the university system.

IV. Rejected ACH Direct Deposits/Returned or Lost Checks

Rejected ACH Direct Deposits
- ACH Settlement Reports will be run daily via the U.S. Bank Singlepoint Website to identify those direct deposit refunds that have been rejected due to instances of incorrect account information or closed accounts.
- Any refunds rejected by the bank will be voided on the student account. Once voided, an outgoing payment lock will be placed on the credit pending update to the student's account information.
- Students will be notified via their NKU e-mail address in the case of any returned direct deposit refund.
- Direct deposit returns will be noted on the student's account.
- Direct deposit refunds that are rejected and/or returned are subject to a $15.00 rejected transfer fee that will be deducted from the amount of the refund before re-issue.
- Students will be accorded a one-time "forgiveness" on any direct deposit refund that has been returned to the university, provided that it is the first instance of such. Multiple rejected refunds will result in rejected transfer fees being applied to the student's account.
- Students will be given 10 business days from the date the refund has been confirmed as returned to the university to update their bank account information. Should the student not respond to the notification requesting the update of their account information in this period, the account will be reset to process refunds by check, and a check for the amount will be issued to the permanent address on file. A note will be entered into the student's account explaining the switch.
- Students can elect to reset their accounts to receive direct deposit by re-entering their bank information in Biller Direct at any time.
- Checks returned to the university as undeliverable will be noted on the student's account, and notification sent to the student via NKU e-mail. A copy of the notification will be attached to the check and kept in the Bursar Operations Vault pending pick-up by the student.
- To pick-up the check, the student must update their address with the Registrar's Office before it will be released to him/her.
- The student must present a NKU Student ID in order to sign for his/her check.
- The student must sign a copy of the check indicating that they have received it.
- Any student picking up a check will be encouraged to set up a direct deposit account for future refunds.
- In the case of lost checks, no check will be re-issued prior to ten business days of the original date of issue.
- Before a stop payment is placed on any check, it must be confirmed that the check has not been cashed through the U.S. Bank Singlepoint Website as well as the Check Management Inventory in SAP.
- Before the check is re-issued, the student must update his/her address with the Registrar's Office. Re-issued checks will not be available for pick-up at the Bursar's Office under normal circumstances.
- A $15.00 Stop Payment fee will be charged and deducted from the credit balance for any re-issued check unless deemed institutional error.
- Any lost/re-issued check will be noted on the student account.
- Student's requesting a re-issued refund will be encouraged to set up direct deposit to receive the re-issued refund amount as well as any future refunds.

II. ENTITIES AFFECTED

Students

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<tr>
<th>REVISION TYPE</th>
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