How To Guide: What Is a Credit Balance and How to Request a Refund

A credit balance occurs when the financial aid and other payments credited to a student's account exceed the charges currently due. A refund returns those excess funds to the student or parent, depending on the source of the payment. A refund is not additional financial aid or a reduction to the student's charges.

If federal grants or loans create a credit balance, the refund may be issued automatically after the funds are disbursed. If you do not want the credit balance refunded automatically, please email Student Accounts.

Confirm Your Credit Balance

1. Log in to your MyDenison portal.
2. Select **My Statement.**
3. Select **View Account or Pay Your Bill** to access Nelnet and confirm your account balance.

Request a Refund

1. Complete the Student Accounts Refund Request Form.
    a. Direct deposit can be established via the refund form.
2. Return the completed form to studentaccounts@denison.edu.

Refunds may be issued by direct deposit, if a bank account has been established with the university, or mailed to the student's home address or Slayter Box. Students may also request that a credit balance be held on their account for future charges by emailing the Student Accounts Office.

Please allow three to five business days for processing.

