Refunds

George Brown College



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Processing Times

Refunds for **domestic students** typically take between 2 to 4 weeks to process from the time you withdraw from a class or submit your refund request for processing. Within 2 to 6 business days from the time your refund has been processed from George Brown College to PayMyTuition, you will receive automated emails confirming your refund and the required next steps.

Refunds for **international students** will take between 6 to 8 weeks for internal processing after submitting your refund request. After our internal processes, it will take 2 to 6 business days from the time your refund has been processed from George Brown College to PayMyTuition to receive automated emails confirming your refund and the required next steps.

Refunds through PayMyTuition

George Brown College has partnered with PayMyTuition for domestic and international refund processing. PayMyTuition will remit the refund to domestic students via credit card or Interac, and to international students via credit card or bank transfer.

With PayMyTuition, students have the option of retrieving their Interac or bank transfer instructions through the PayMyTuition portal directly.

Any refunds processed back to your credit card will only be completed to the credit card on record if your refund has been requested and processed 90 days following the completion of your payment.

Refund Return to Credit Card for Domestic and International Students

If your refund is eligible for return to your credit card, you will receive the following notification from PayMyTuition once your refund is in progress:

Paymy tuition Powered by MTFX					
Hello Student,					
PayMyTuition ha be refunded to y	ns been authorized by George Brown College to initiate a payment of \$1,000.00, to your credit card on record.				
You should see the funds deposited within 1-3 business days.					
We kindly request you verify the receipt by checking your credit card account.					
Regards,					
PayMyTuition S	upport Team				
Email:	studentrefunds@paymytuition.com				
Toll Free:	<u>+1.855.663.6839</u>				
Canada Local:	<u>+1.905.305.9053</u>				
US Local:	<u>+1.201.209.1939</u>				

Domestic Students - How to Access Your Interac Refund

Once the process for your refund has been initiated by George Brown College, students will receive an email notification from PayMyTuition with instructions on the next steps:

You will then receive an Interac e-Transfer email instructing you to log into <u>STU-VIEW</u> to retrieve your one-time passcode, which will allow you to securely access and collect your refund:



How to access the PayMyTuition Payment Center and retrieve your One-Time Passcode:

Portal Login

Log in to STU-VIEW:

For new and returning students, use the "Student & Employee Login" and enter your GBC credentials.



Navigation for Current Students (New Students & Returning Students)

Current students, including new and returning students, should have multiple cards visible in <u>STU-VIEW</u>.

Navigating to the All Cards Page

There are two ways to navigate to the All Cards page:

1. The first method is to use the blue "View All Cards" button on the homepage:

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	STU-VIEW Accessibility issues? For students contact: 416-415-2000 For employees contact: Helpdesk	
1 of 2	2 of 2 Helpdesk	
Guide to STU-VIEW		- Jin
Stores man		
STU-VIEW Navigation A Video on How to Navigate the New		

2. The second method is to click on the main menu icon (3 horizontal lines at the top-left corner), and when the side panel opens, select the "All Cards" option:

		×		
		습 Home		
Select the menu icon in the top left corner and a side panel will open, where you can select the "All Cards" option	STU-VIEW Accessibility contact: 416-415-2000 Fc Helpd 2 of 2	All Cards	•	STU-VIEW Acces contact: 416-415- 2 of 2
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 Ask George Brown- Frequently Asked Important Updates 			pdates	
		Ellucian Experience Premium v1.90.0 © 2017-2025 Ellucian Company L.P. and its affiliates		

On the All Cards page, there are 2 methods to pull up the card that is desired:

- a. Type in one of the following keywords in the "Find cards" search box: refund.
- b. Select the appropriate keywords below the "Find cards" search box.

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	Type in the card name or associated	All Cards
refund X	the "Find cards" search bar	
ees invoice registration letter balance	account account	summary receipt refund statements
Financial Services		Suggested
Account Summary_12 View account summary and balance	^	up the card with the service
Payment History & Statements in PayMyTuition		needed
View Fees [2] View your registration letter & invoice (PDF) and a detailed breakdown of your fees. Option to opt of the students levy (if applicable)		
<u>Review Refund(s)</u> 2 Review refund options, as well as outstanding and completed refunds in the PayMyTuition Payment Centre.		
Request a Copy of Your Receipt 2 Students can request a copy of their George Brown College		

Select the "Review Refund(s)" link on the "Financial Services" card to be redirected to the PayMyTuition Payment Centre.

Once you are redirected to the **PayMyTuition** Payment Center, select the "**Refunds**" tab to access your refund portal:



Review the **"Outstanding Refunds"** section for any active refunds, and click on the one-time passcode icon in the **"Action"** column to view your passcode:

SS CC PAYMENT CENT	ER STATEMENTS	REFUNDS	E-DOCUMENTS	CREATE PROFILE
Refund Option	ns			
To receive your In your passcode an	terac refund, a transfer notification d follow the instructions from the r	n email will be sent to you fron notification email to accept yo	n Interac. Click on the 'Passcode' ur funds.	icon below to obtain
Outstanding Re	Completed Refund	s		
Refund ID	Date Initiated	Amount Payment Metho	d Status	Action
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Return to the Interac notification and select to deposit the funds at your desired financial institution:



If depositing your funds at a different financial institution, make your selection from the available options and follow the instructions provided:



Funds will be available immediately in your bank.

*If your email address is registered for auto-deposit through your bank, you won't require a one-time passcode to finalize the deposit. Instead, when you select to deposit your funds, you'll sign into your financial institution and the refund will auto-deposit upon signing in.

Important: Please complete the e-Transfer process within 30 days, after which it will expire. If you do not retrieve your passcode and collect your funds prior to the expiration date, your refund will be automatically cancelled, and the funds will be returned to your student account. You will be required to submit a new refund request should you want the funds returned to you.

International Students: How to Access Your Refund to be Completed by Bank Transfer

Once George Brown College has initiated the process of your refund, you will receive a notification from PayMyTuition with a link to access your refund form.

You can click on the link within the email to be redirected to your refund form:

Paymy tuition POWERED BY MTFX

Hello Student,

PayMyTuition by MTFX has been authorized by George Brown College to initiate a refund of \$1,000.00 CAD. To complete the refund process, please click the link included and complete your beneficiary instructions so we can affect payment.

Click here to initiate your refund.

We've made our new refund portal easy and convenient for students. If you have any questions or concerns, don't hesitate to contact our support team – we're here to help!

Regards,

PayMyTuition Support Team

 Email:
 studentrefunds@paymytuition.com

 Toll Free:
 +1.855.663.6839

 US Local:
 +1.201.209.1939

 Canada Local:
 +1.905.305.9053

Alternatively, your refund will be available by logging into <u>STU-VIEW</u>.

Portal Login

Log into <u>STU-VIEW</u>:

For new and returning students, use the "Student & Employee Login" and enter your GBC credentials.



Navigation for Current Students (New Students & Returning Students)

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Select the menu icon in the top left corner and a side panel will open, where you can select the "All Cards" option	STU-VIEW Accessibility contact: 416-415-2000 Fo Helpd 2 of 2	X Home All Cards M Applicant Enrolment & Registration	STU-VIEW Access contact: 416-415- 2 of 2
Home Applicant Enrolment & Registration Guide to STU-VIEW 	Finance & Awards Gr	 Finance & Awards Grades & Records My Account Resources ~ 	ejistration Finance & Awards
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(REPORT	Type in the card name or associated	All Cards
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es invoice registration letter balance	account account	t summary receipt refund statements
Financial Services	□	Suggested keywords to pull up the card with
View account summary and balance		the service
Payment History & Statements in PayMyTuition		needed
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Review Refund(s)_12 Review refund options, as well as outstanding and completed refunds in the PayMyTuition Payment Centre.		
Request a Copy of Your Receipt		

Select the "Review Refund(s)" link on the "Financial Services" card to be redirected to the PayMyTuition Payment Centre.

Select the "Review Refund(s)" link to be redirected to the PayMyTuition Payment Centre.

Once you are redirected, select the "**Refunds**" tab to access your refund portal:



Within the "**Outstanding Refunds**" section, locate your available refund with a status of *Initiated*, and select the "**Instructions**" icon within the "**Action**" column to access your refund form:

Refund				
issued using the same payr ed back to the same credit	ment method as the card.	orignal transaction. If y	our payment was made wit	th a credit card, the
Refunds				
an international refund, sim e will verify the instructions	ply click on the 'act s and process your	tion' link below and com refund within 2-3 busine	nplete your payment instruc ess days.	tions. Once you've
unds Completed R	Refunds			
Date Initiated	Amount	Payment Method	Status	Action
30-01-2024	1.11	1 1		
28-02-2024	1.11	盦		B
	Refunds an international refund, sime e will verify the instruction unds Date Initiated 30-01-2024 28-02-2024	werund issued using the same payment method as the ad back to the same credit card. Refunds an international refund, simply click on the 'act e will verify the instructions and process your unds Completed Refunds Date Initiated Amount 30-01-2024 1.11 28-02-2024 1.11	wind as the orignal transaction. If year of the same credit card. Refunds an international refund, simply click on the 'action' link below and come will verify the instructions and process your refund within 2-3 busine unds Completed Refunds Date Initiated Amount Payment Method 30-01-2024 1.11 m 28-02-2024 1.11 m	Instruction Image: Completed Refunds Indicate to the same credit card. Image: Completed Refunds Indicate to the same credit card. Image: Completed Refunds Indicate to the same credit card. Image: Completed Refunds Indicate to the same credit card. Image: Completed Refunds Indicate to the same credit card. Image: Completed Refunds Indicate to the same credit card. Image: Completed Refunds Indicate to the same credit card. Image: Completed Refunds Indicate to the same credit card. Image: Completed Refunds Indicate to the same credit card. Image: Complete card. Indicate to the same credit card. Image: Complete card. Indicate to the same credit card. Image: Complete card. Indicate to the same credit card. Image: Complete card. Interview card. Image: Complete card. Interview card. Image: Complete card. Interview card. Image: Card. Int

Completing your Refund Instructions

Enter beneficiary details:

Complete the online refund beneficiary instruction form, which requires currency, identification documentation (either passport or driver's license), banking and beneficiary information.

You may choose to deposit the funds into someone else's bank account. When you are directed to the PayMyTuition refund form, you will have the option within the Beneficiary Information tab to select someone else as the recipient and input their bank information:

Student Information	Beneficiary Information	Identification Documentation			
Beneficiary Details					
Beneficiary Account Holder *					
Me Someone Else					

Complete verification:

Upon receipt of your completed beneficiary instructions, PayMyTuition will verify your request for accuracy. They will complete fraud and compliance checks to comply with various anti-money laundering and compliance laws.

Payment confirmation:

PayMyTuition will send you a confirmation email once your beneficiary information has been verified and approved. You will receive a PDF summary that is password-protected. This PDF can be accessed using the bank account number that you provided for your beneficiary bank as the password.

Refund processed:

Once your refund has been processed, you will receive a notification that your refund is complete. Please allow 3 to 5 business days for the payment to be deposited to your account.

Need Assistance?

Connect with PayMyTuition directly by calling 1.855.663.6839 (toll-free) or through one of their <u>local country contact numbers</u>.

You can also reach PayMyTuition Support at <u>support@paymytuition.com</u> or through their <u>support page</u>.

No matter what time zone you are in, you will have a dedicated customer support team available to you through live chat, email, and phone to answer any of your questions and help you with the refund process.