

# 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:



Paymytuition  
POWERED BY MTFX

Hello Student,

PayMyTuition has been authorized by George Brown College to initiate a payment of \$1,000.00, to be refunded 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 Support Team**

Email: [studentrefunds@paymytuition.com](mailto:studentrefunds@paymytuition.com)


Toll Free: [+1.855.663.6839](tel:+18556636839)

Canada Local: [+1.905.305.9053](tel:+19053059053)

US Local: [+1.201.209.1939](tel:+12012091939)

## 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:



POWERED BY MTFX

Hello Student,

PayMyTuition has been authorized by George Brown College to complete your payment request and we have begun to process request ID GBC-D-123456 for \$1,000.00 CAD to be delivered to you by way of Interac e-transfer.

In the next 24-48 hours, you will receive an email from Interac stating you have received an e-transfer for this payment. Please follow the instructions within that email which will require you to enter a one-time passcode to access your funds so the payment may be deposited.

This unique passcode can be found within your PayMyTuition account, accessible within your George Brown College student online portal.

If you have any questions or concerns, please reach out to our support team.

Regards,

**PayMyTuition Support Team**


Email: [studentrefunds@paymytuition.com](mailto:studentrefunds@paymytuition.com)


Toll Free: [+1.855.663.6839](tel:+18556636839)

Canada Local: [+1.905.305.9053](tel:+19053059053)

US Local: [+1.201.209.1939](tel:+12012091939)

You will then receive an Interac e-Transfer email instructing you to log into [STU-VIEW](#) to retrieve your one-time passcode, which will allow you to securely access and collect your refund:



View in browser | Français 

**Hi Student,**

George Brown College sent you \$1,000.00 (CAD).

**Message:**

To deposit your funds you will need to log into your school's online student portal to get your one-time passcode for this e-transfer.

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

## Portal Login

Log into [STU-VIEW](#):

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

**For applicants**, including applicants who have accepted their offer, but have not paid their tuition deposit to secure their place in their program yet, use the "Applicant Login":

The image shows a screenshot of the STU-VIEW portal interface. On the left, there is a navigation menu with two main buttons: "STUDENT & EMPLOYEE LOGIN" and "APPLICANT LOGIN". Below these buttons, there is a section titled "Former Student, Former Employee Click Here to login." and a list of links for logging in to STU-VIEW, including "Register for Your Program", "Add/Drop Courses", "View Your Academic Progress Report (CAPP)", "View/Pay Your Fees", "Track Your Admissions Application", "Book Your Admissions Test(s)", "Book Your Placement Test(s)", and "Apply for Student Awards".

On the right side of the screenshot, there is a "LATEST UPDATES" section. It contains two main items: "Registration Start Dates & Times" (Important Information for Fall 2024) and "Applicants with an Offer" (Congratulations! Learn how to accept your offer of admission to George Brown College.). There is also a link for "View Class Cancellations & Updates".

Two callout boxes are overlaid on the screenshot. The first callout box, titled "For New & Returning Students.", points to the "STUDENT & EMPLOYEE LOGIN" button and contains the text: "New Students must have already accepted offer and paid deposit to access this login." The second callout box, titled "For Applicants.", points to the "APPLICANT LOGIN" button and contains the text: "New Students who just paid their tuition deposit will likely still need to use this login. It takes time before our system transfers you to the current student database."

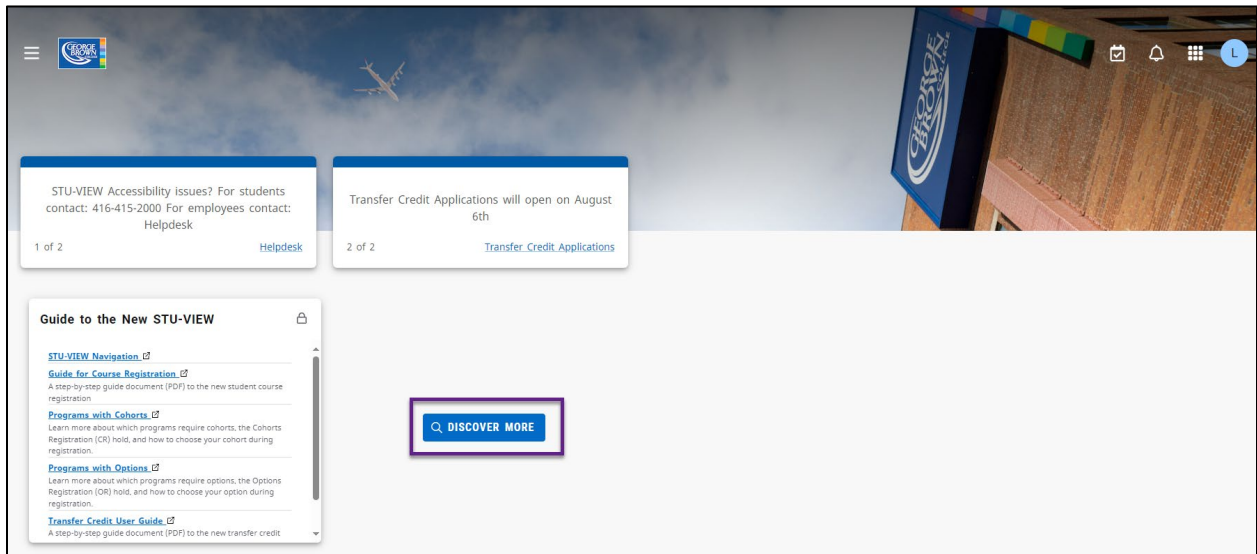
## Navigation for New and Returning Students

There may be multiple cards on your [STU-VIEW](#) homepage. If the "Financial Services" card which houses the refund link is not already found on your homepage, please navigate to the "Discover" page.

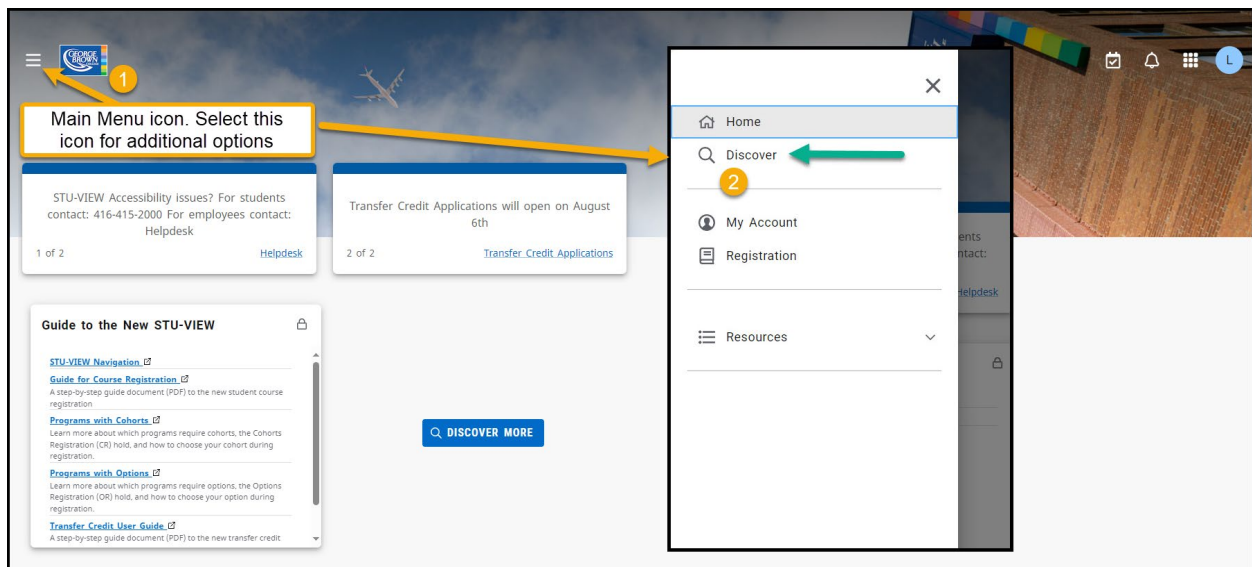
### Navigating to the Discover page

There are two ways to navigate to the Discover page:

1. The first method is to use the blue "Discover More" button at the bottom of the homepage:

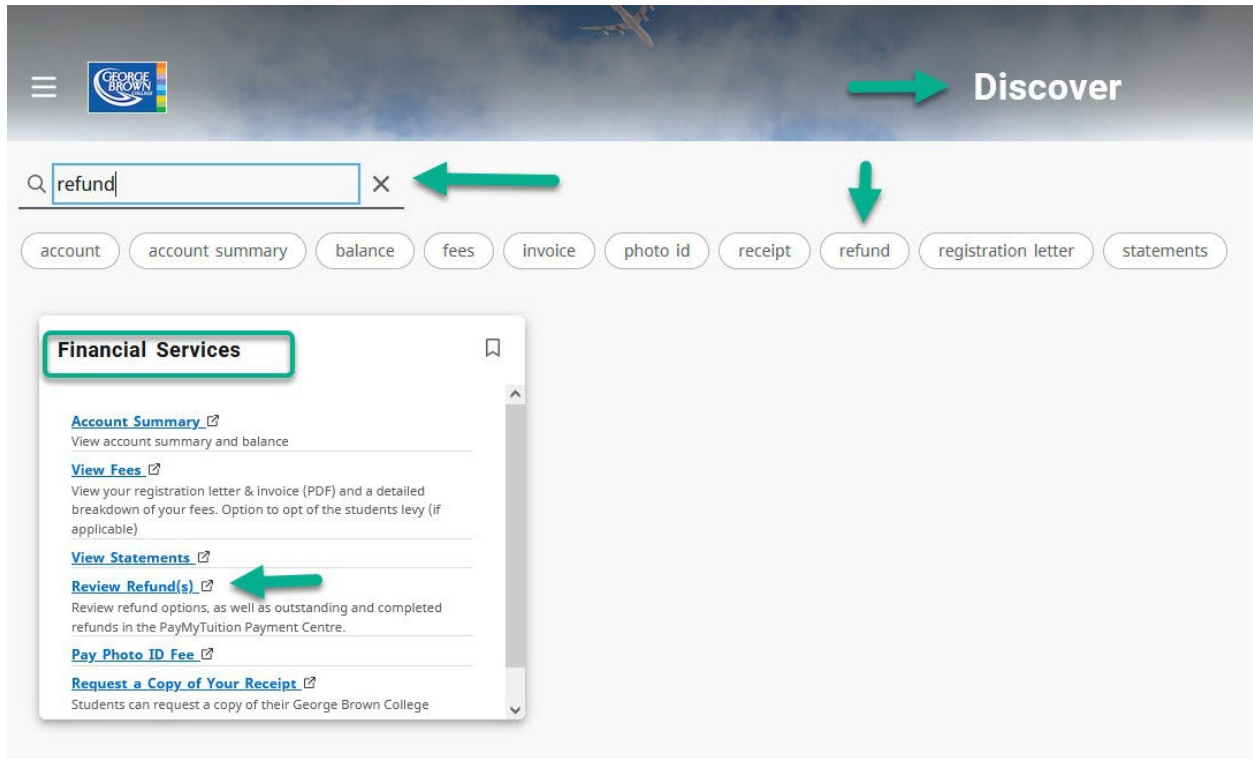


2. The second method is to click on the main menu icon (3 horizontal lines at the top-left corner), and when the side panel opens, select the "Discover" option:



On the **Discover** 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, or Fees.
- b. Select the appropriate keywords below the "Find cards" search box.



Select the "Review Refund(s)" link 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:





PAYMENT CENTER    STATEMENTS    **REFUNDS**    E-DOCUMENTS    CREATE PROFILE

**Refund Options**

 **Interac Refund**


To receive your Interac refund, a transfer notification email will be sent to you from Interac. Click on the 'Passcode' icon below to obtain your passcode and follow the instructions from the notification email to accept your funds.

**Outstanding Refunds**    Completed Refunds

Refund ID	Date Initiated	Amount	Payment Method	Status	Action
S0332415	25-04-2024	555.00		INITIATED	

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Return to the Interac notification and select to deposit the funds at your desired financial institution:

 View in browser | Français ?

**Hi Student,**  
George Brown College sent you \$1,000.00 (CAD).

**Message:**  
To deposit your funds you will need to log into your school's online student portal to get your one-time passcode for this e-transfer.

**Deposit your money at:**

 **RBC Royal Bank**

Or

**Select a different financial institution**

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

Interac Contact Us About Français ?

↓ **Deposit Your Money**  
\$1,000.00 CAD  
From: George Brown College

Expires:  
Reference #: GBC-D-123456

Select Your Financial Institution

ATB Financial BMO CIBC Desjardins HSBC LAURENTIAN BANK  
Manulife Bank Meridian motusbank NATIONAL BANK financial Peoples Trust  
RBC Scotiabank simplii FINANCIAL Tangerine TD

OR

Select Your Financial Institution  
  
Select a Financial Institution from the list above

Select Province or Territory  
  
Select a Province from the list above

Select Credit Union

Funds will be available immediately in your bank.

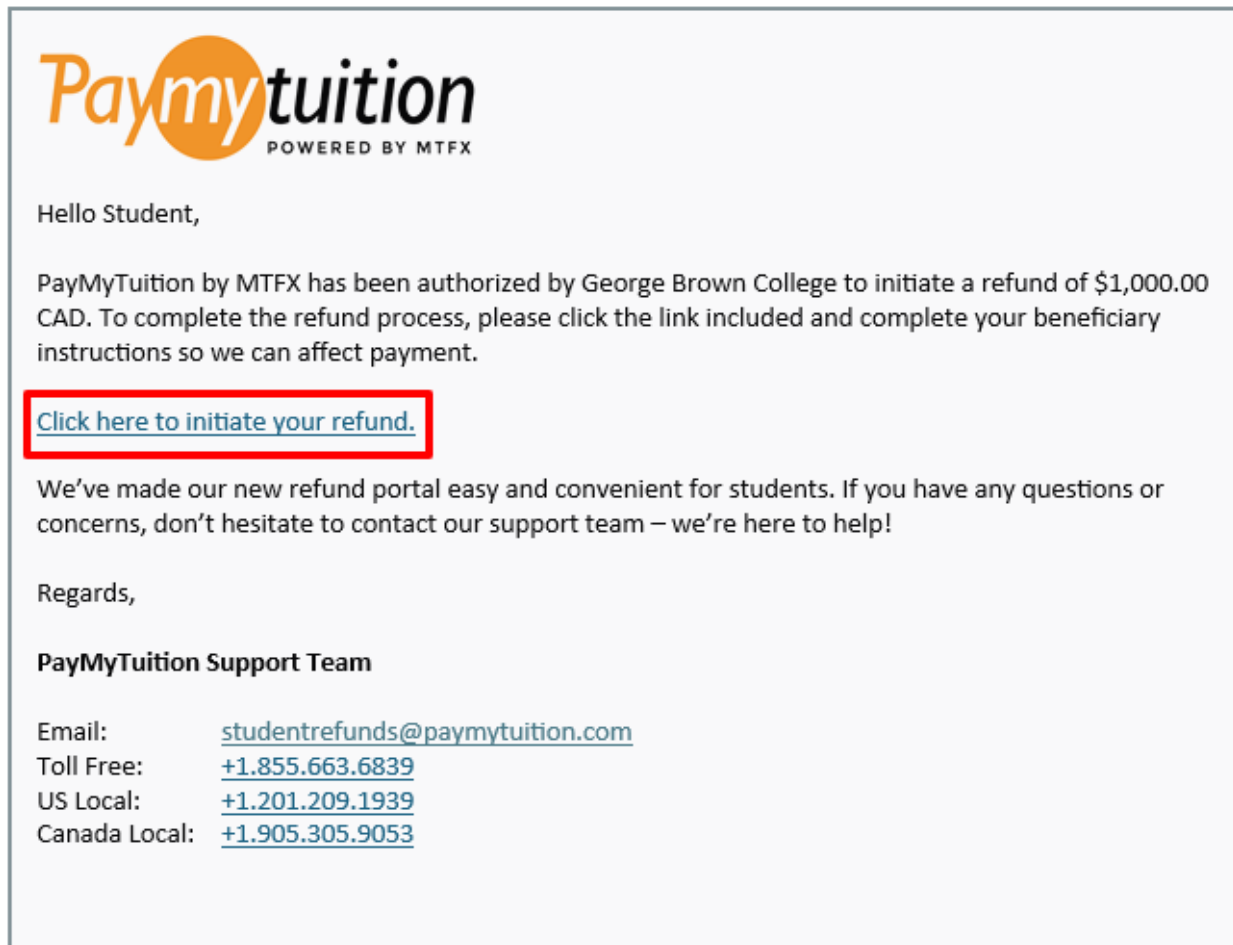
\*If your email address is registered for auto-deposit through your bank, you won't require a one-time passcode to finalize the deposit. Instead, when you select to deposit your funds, you'll sign into your financial institution and the refund will auto-deposit upon signing in.

**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:



Alternatively, your refund will be available by logging into [STU-VIEW](#).

### Portal Login

Log into [STU-VIEW](#):

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

The image shows a screenshot of the STU-VIEW homepage. At the top left is a photo of students in a modern building. Below it is the 'STU-VIEW' logo. There are two main login buttons: 'STUDENT & EMPLOYEE LOGIN' and 'APPLICANT LOGIN'. A list of services is provided below the login buttons, including 'Register for Your Program', 'Add/Drop Courses', 'View Your Academic Progress Report (CAPP)', 'View/Pay Your Fees', 'Track Your Admissions Application', 'Book Your Admissions Test(s)', 'Book Your Placement Test(s)', and 'Apply for Student Awards'. On the right side, there is a 'LATEST UPDATES' section with two items: 'Registration Start Dates & Times' and 'Applicants with an Offer'. Three callout boxes are overlaid on the page: a green box pointing to the 'STUDENT & EMPLOYEE LOGIN' button, a purple box pointing to the 'APPLICANT LOGIN' button, and a blue box pointing to the 'Registration Start Dates & Times' update.

**STU-VIEW**

**STUDENT & EMPLOYEE LOGIN**

**APPLICANT LOGIN**

Former Student, Former Employee [Click Here](#) to login.

Log in to STU-VIEW to:

- Register for Your Program
- Add/Drop Courses
- View Your Academic Progress Report (CAPP)
- View/Pay Your Fees
- Track Your Admissions Application
- Book Your Admissions Test(s)
- Book Your Placement Test(s)
- Apply for Student Awards

**LATEST UPDATES**

- Registration Start Dates & Times**  
Important Information for Fall 2024 (New and Returning Full-Time Students)
- Applicants with an Offer**  
Congratulations! Learn how to accept your offer of admission to George Brown College.
- View Class Cancellations & Updates**  
List of upcoming classes that have been cancelled or updated with a room change.

**For New & Returning Students.**  
New Students must have already accepted offer and paid deposit to access this login.

**For Applicants.**  
New Students who just paid their tuition deposit will likely still need to use this login. It takes time before our system transfers you to the current student database.

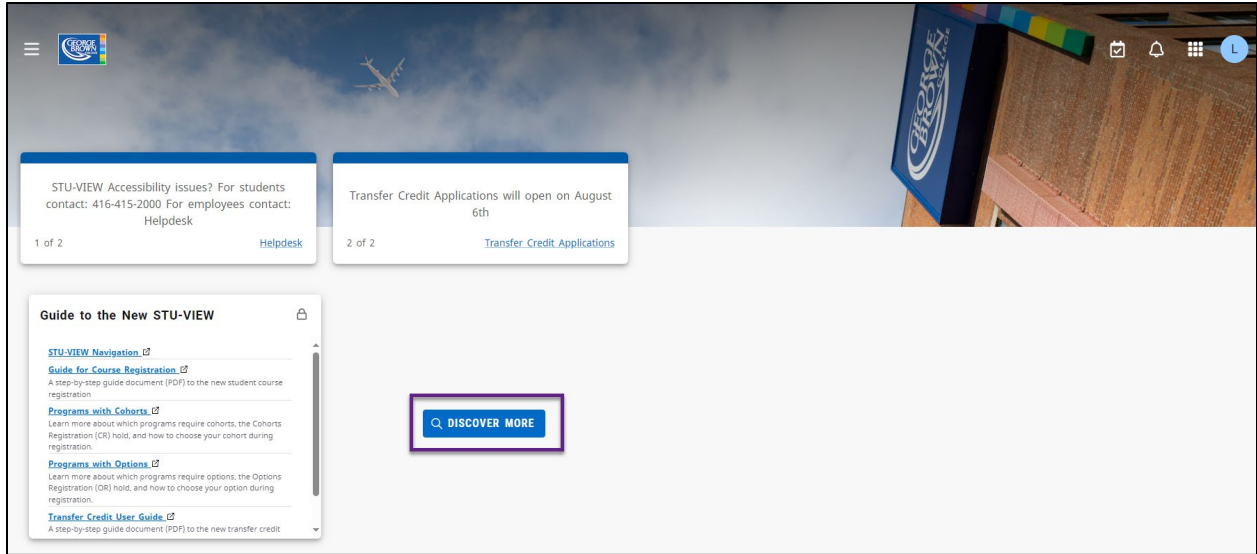
**Authentication (MFA)**  
required to register for MFA (student and employee) in order to access STU-VIEW. Visit [www.georgebrown.ca/mfa](http://www.georgebrown.ca/mfa) for

There may be multiple cards on your [STU-VIEW](#) homepage. If the "Financial Services" card which houses the refund link is not already found on your homepage, please navigate to the "Discover" page.

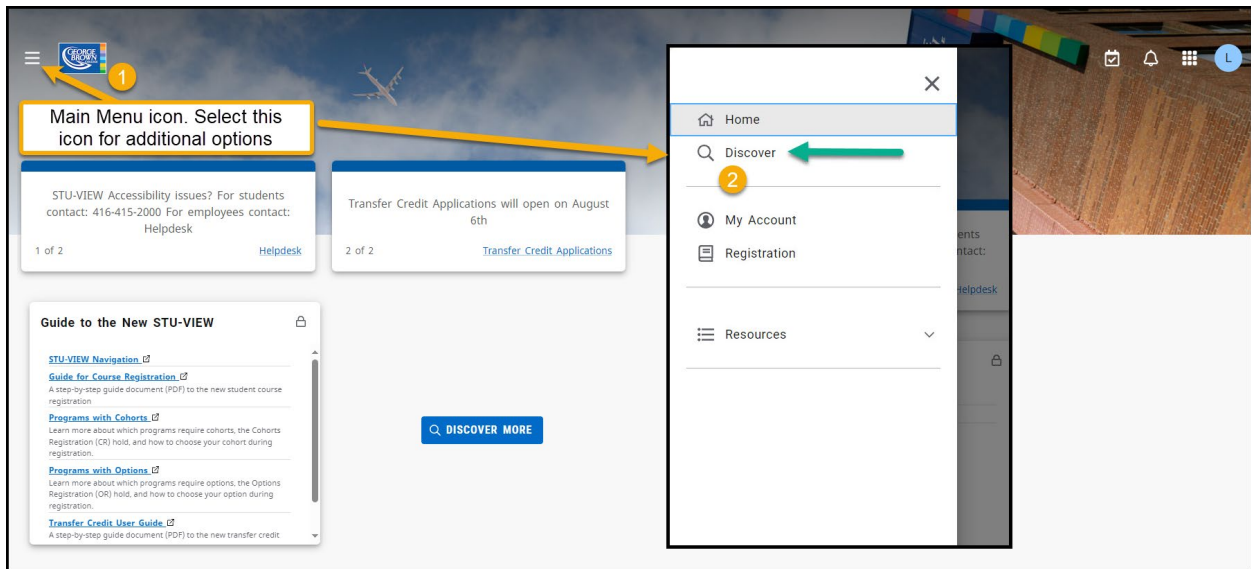
**Navigating to the Discover page**

There are two ways to navigate to the Discover page:

3. The first method is to use the blue "Discover More" button at the bottom of the homepage:

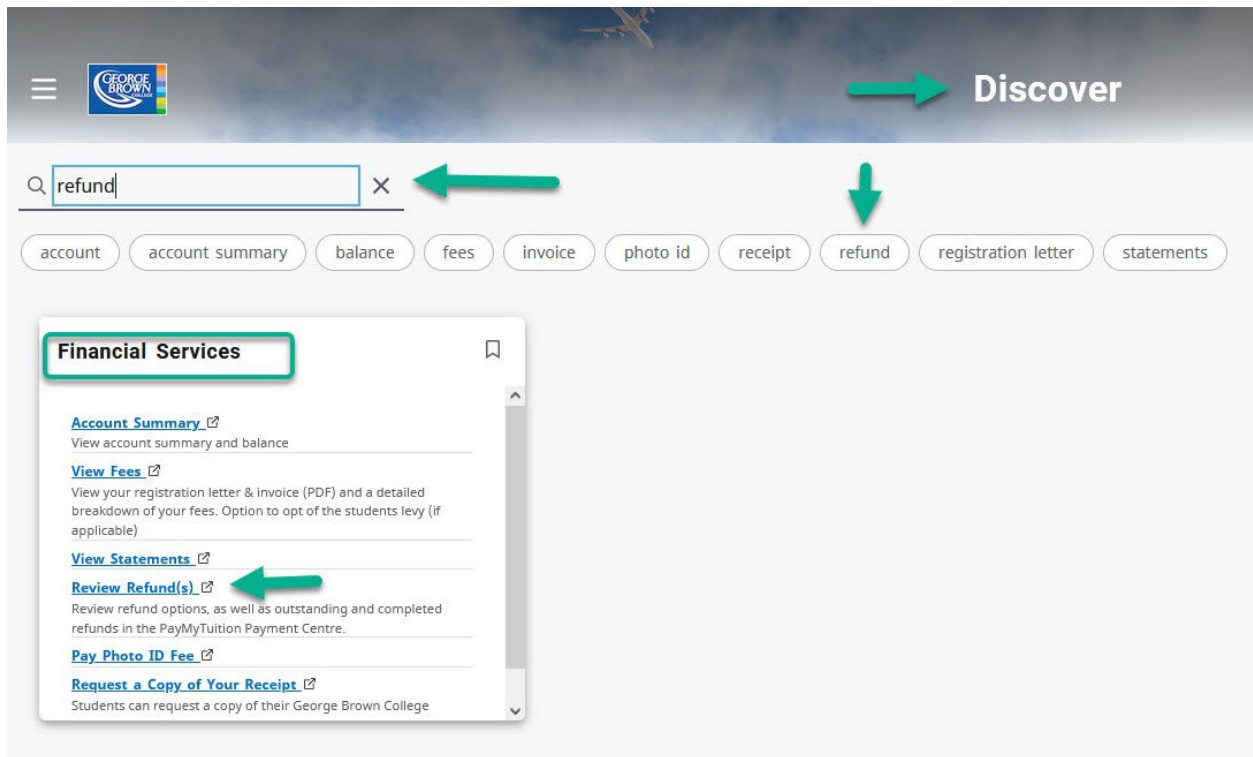


4. The second method is to click on the main menu icon (3 horizontal lines at the top-left corner), and when the side panel opens, select the "Discover" option:



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

- b. Type in one of the following keywords in the "Find cards" search box: Refund, or Fees.
- b. Select the appropriate keywords below the "Find cards" search box.




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:

 **Credit Card Refund**




The refund will be issued using the same payment method as the original transaction. If your payment was made with a credit card, the refund will be issued back to the same credit card.

 **International Refunds**

If you're receiving an international refund, simply click on the 'action' link below and complete your payment instructions. Once you've submitted them, we will verify the instructions and process your refund within 2-3 business days.

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**Outstanding Refunds**      Completed Refunds

Refund ID	Date Initiated	Amount	Payment Method	Status	Action
966	30-01-2024	1.11		CANCELLED	
1102	28-02-2024	1.11		INITIATED	

## 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 [local country contact numbers](#).

You can also reach PayMyTuition Support at [support@paymytuition.com](mailto:support@paymytuition.com) or through their [support page](#).

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.