



**April 20, 2020**

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Dear Students and Parents,

As promised in my **April 7** letter, I am writing today to share updated information about prorated credits to student accounts and plans for issuing student refunds.

### **Prorated Credits to Student Accounts**

All prorated credits for campus housing, board, parking and mandatory fees have been posted to student accounts.

If your student account had an outstanding balance, credits were first posted to this balance. You may view your current account balance and activity at **[billpay.umd.edu](https://billpay.umd.edu)**. If you are due a refund, the dollar amount appears as a negative number.

Our team has heard from many of you throughout this unprecedented situation. Your questions and comments have helped us to develop the processes I will describe below, and in creating content for our website **[billpay.umd.edu/Spring2020Refunds](https://billpay.umd.edu/Spring2020Refunds)**. Overwhelmingly, students and families asked for the option to maintain any credit on the student account for future term charges, rather than receive a refund. We are pleased that we can now offer this option.

### **Next steps:**

If you choose to maintain a credit for a future term:

- You do not need to inform us.
- If you are already enrolled in **direct deposit** and have not already been refunded, you **MUST** delete your bank information by 5 p.m.

Tuesday, April 21, or our system will automatically process your refund to the enrolled bank account.

If you choose to receive a refund:

- Beginning today, Student Financial Services will process student account credit balance refunds. This process will be ongoing for several weeks, in the following order:
  1. Refunds to students who received financial aid for the spring 2020 term and are enrolled in direct deposit will be automatically deposited to their enrolled bank account.
  2. Refunds to students who did not receive financial aid and are enrolled in direct deposit will be automatically deposited to their enrolled bank account.
- In early June, a new online refund request process will be available on [billpay.umd.edu](https://billpay.umd.edu) for:
  - mailed paper refund checks, and
  - international payments paid through Flywire to be returned via Flywire.

Please know that we are continuing to think of you and your families in all that we are doing, and we hope you are staying healthy. If you have questions or concerns, you may reach out to our team at [billtalk@umd.edu](mailto:billtalk@umd.edu).

Sincerely,

**Alisa Abadinsky**

*Associate Controller, Financial Services  
Student Financial Services and Cashiering*

[billpay.umd.edu](https://billpay.umd.edu)



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