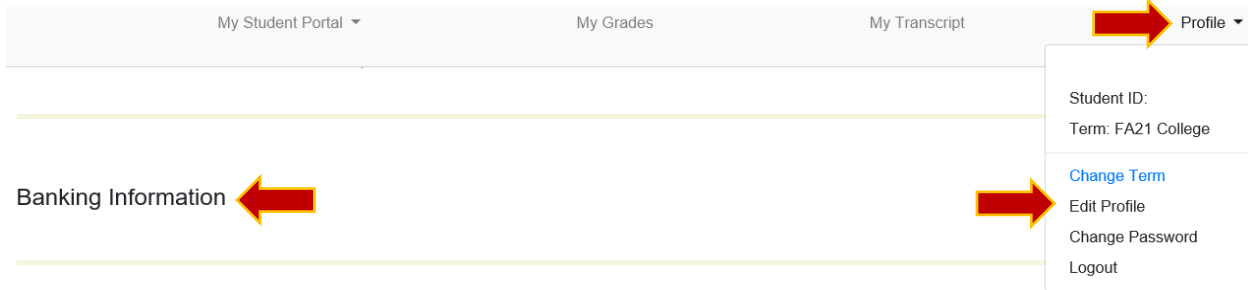


# How to Request a Credit Refund

- 1) Start by checking that your Direct Deposit information is on file. Log in to your student portal using your SMU ID and password. Toward the top of the portal, click on **"Profile > Edit Profile."** Scroll down to Banking Information, and update or check that the correct account information is listed.



Please provide current contact information for EACH parent/responsible party, so that we may communicate with them throughout the year:

Campus Connection Newsletter, Family Weekend Invitation, Press Release Announcements -- Dean's List, Graduation

To UPDATE information, click on the contact name, make changes, and save.

To ADD additional contacts, click on "New Parent/Responsible Party", complete form, and save.

Parent and/or Guardian Information

- 2) Then click on **"My Student Portal" > "My Bill"** to check that the credit balance on your account is not created by a "Pending Credit", such as pending student loans, scholarships, or a Pell Grant. If your credit is pending, the funds cannot be released.

For the

My Bill

My Bill

Term	Description	Charges	Credits	Balance
SU21 College	5/26/2021 Tuition Charge		\$0.00	

Hide Pending Financial Aid

Pending Financial Aid

Term	Date Charged	Description	Charges	Credits	Balance
SU21 College	Pending	Federal Pell Grant	\$0.00	\$1,586.00	(\$1,586.00)

Pending Financial Aid: (\$1,586.00)

- 3) Once the credit has been disbursed to your account, you can request the credit refund. Call, stop by our window, or email Cardinal Central with your student ID and the amount you would like refunded. If you prefer not to use Direct Deposit, you can request that a check be sent to the address listed in your Student Portal Profile Information, or you can pick up a check at our window. Refunds are generally processed on Thursdays and sent out to students on Fridays.

If you have any questions, visit Cardinal Central in lower Saint Mary's Hall at the walk-up windows Monday through Friday from 8:00am-4:30pm. You may also email us at [cardinalcentral@smumn.edu](mailto:cardinalcentral@smumn.edu) or call 507-457-6655.



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