UNIVERSITY OF THE
FREE STATE
UNIVERSITEIT VAN DIE
VRYSTAAT
YUNIVESITHI YA
FREISTATA

UFS FINANCE

APPLICATION FOR A REFUND
(Important information on page two)

STUDENT NUMBER:										

Bursary:	Yes	No			Credit on account:	Yes	No

Surname and initials:	
Address:	
Contact number:	Must correspond with number on PeopleSoft
Amount:	

Account holder's name:	
Bank:		Branch or Branch Code:	

Account number: (Not card number)													

Authorization

- The university does not take responsibility for any incorrect information supplied.
- If any of the above information is incorrect, the student will be held responsible for any costs imposed by the bank.
- Take note that it may take up to 5 working days to process a refund.
- A **handling fee (as published in the Yearbook),** will be deducted from the amount to be refunded.
- The **payer** must give written permission that the amount may be refunded.
- **FUNDI** processes payments to SA students. You will receive a SMS to upload your personal banking details on their website.

HANDLING FEE WHICH WILL BE DEDUCTED FROM AMOUNT TO BE REFUNDED:

SWIFT TRANSFERS: R520.00 irrespective of refund amount

Fundi refund **R15**	(UFS R1 – R5000) **R110**	(UFS R5001 – R10000) **R230**	(UFS R10001 – R15000) **R340**	(UFS R15001>) **R450**

	Student: DATE SUBMITTED	
STUDENT SIGNATURE	UFS Official: DATE RECEIVED	UFS OFFICIAL: **PRINT NAME**

FUNDI REFUND PROCESS

On 1 September 2017, the UFS officially contracted Fundi to pay allowances and/or credit balances on student accounts to students.

Terms and conditions:

The terms and conditions for refunds and payments remain the same.

- Any credit balances on student accounts will only be paid out if all your university fees (e.g. tuition fees and accommodation costs) have been paid.
- The official refund request form and the necessary documentation, as prescribed by the Finance Department of the University of the Free State, must be properly completed and submitted to the Student Finance Division.
- Credit balances will not be paid out to students without the written permission of the person or party who initially made the payment.
- If students are studying with a bursary or loan, credit balances on the accounts will only be paid out to them with the written permission of the entity that granted the bursary or loan.

The process:

- **Step 1: Check your cell phone number on PeopleSoft**
 It is very important that your cell phone number on UFS systems is correct, as Fundi uses that number to communicate with you by means of SMS messages.
- **Step 2: Complete and submit refund request**
 Complete the refund request form. The form is available on the UFS website, at the link: https://www.ufs.ac.za/docs/librariesprovider31/tuition-fees-documents/2014-refund-request-506-eng.pdf?sfvrsn=0
 Complete only the student information section. Attach a letter from the person/party/funder who made the initial payment granting permission for the refund. **NB: If <u>you</u> are the recipient of the refund, you will only upload your banking details after receiving a notification from Fundi – refer to step 5.** If a third party such as a landlord must be paid, the banking details should be completed on the form and proof should be attached. The UFS will process these refunds.
- **Step 3: UFS transfers refund amount to Fundi**
 Upon receipt of the refund request and permission for pay-out, the UFS will transfer the refund amount to Fundi.
- **Step 4: Fundi notification**
 Fundi will send a SMS message to notify you of the transaction that was uploaded. It is an authentic SMS, please respond. **NB: Please make sure that your cell phone number on the UFS PeopleSoft system is correct.**
- **Step 5**: **Upload your banking details**
 As soon as you receive the SMS message as explained in the previous step, log onto https://mycard.fundi. co.za/ to upload <u>YOUR</u> banking details. (If the payment must be made to any other person such as a friend, relative or landlord, please refer to step 2 for third-party payments).
- **Step 6**: **Verification of banking details**
 Fundi will verify your banking details and transfer the amount to your bank account.
- **Step 7: Payment**
 The processing of a refund takes between three (3) and five (5) working days.
- A **handling fee** per transaction is charged and will be deducted from the amount payable to you.

<p align="center">**Helpline for enquiries: 0860 5555 44**</p>