

**APPLICATION FOR A REFUND**  
(Important information on reverse side)



STUDENT NUMBER 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

BURSARY	YES	NO	CREDIT ON ACCOUNT	YES	NO
---------	-----	----	-------------------	-----	----

SURNAME AND INITIALS	
ADDRESS	
CONTACT NUMBER <b>Must correspond with number on PeopleSoft</b>	
AMOUNT	

**Documents to submit with refund request:**  
**If all documents are not attached, the request may NOT be processed**  
 Proof of payment (excluding payments made by sponsors)  
 Written permission from payer (parent, guardian, sponsor) that the credit may be refunded  
 Proof of banking details (bank statement or bank letter)  
**NB: Only required when:**

- paying a third party e.g. landlord, or
- payments to international bank accounts

**BENEFICIARY INFORMATION\***  
**NB: Only required when:** - payments to a third party e.g. landlord or  
 - payments to an international bank account

ACCOUNT HOLDER'S NAME														
BANK		BRANCH		BRANCH CODE										
ACCOUNT NUMBER (NOT CARD NUMBER)														

**AUTHORIZATION**

- The university does not take responsibility for any incorrect information supplied.
- If any of the particulars above 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 claimed
- The **payer** must give written permission that the amount may be refunded

<b>Handling fee for Fundi Refund</b>	<b>R50.00</b>
<b>*Handling fee for 3<sup>rd</sup> party payment or international transfer</b>	
Refund R1 – R5000	R80.00
Refund R5 001- R10 000	R160.00
Refund R10 001 – R15 000	R240.00
Refund R15 001 >	R320.00

SIGNATURE STUDENT \_\_\_\_\_

DATE	
------	--

SIGNATURE OFFICIAL \_\_\_\_\_

PRINT NAME: OFFICIAL:
-----------------------

## 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: Activate student card**

- If you have never used your student card to purchase meals or books, you **have** to visit the Fundi office to activate your student card.
- This is a once-off requirement to link the magnetic stripe on your card to your personal details.
- Contact the Student Finance Division (tel. 051 4013003/2806) if you are not on campus and unable to activate your card.

#### \* **Step 2: 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 3: 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 your parents/sponsor granting permission for the refund. **NB: If you are the recipient of the refund, you will only upload your banking details after receiving a notification from Fundi – refer to step 6.** 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 4: UFS transfers refund amount to Fundi**

Upon receipt of the refund request and permission for payout, the UFS will transfer the refund amount to the cash pocket on the student card.

#### \* **Step 5: Fundi notification**

Fundi will send an SMS message to notify you of the cash/accommodation amount that was uploaded on the student card. **NB: Please make sure that your cell phone number on the UFS PeopleSoft system is correct.**

#### \* **Step 6: Upload your banking details**

As soon as you receive the SMS message as explained in the previous step, you have to log onto <https://mycard.fundi.co.za/> to upload **YOUR** banking details. (If the payment must be made to any other person such as a friend, relative or landlord, please refer to step 3 for third-party payments).

#### \* **Step 7: Verification of banking details**

Fundi will verify your banking details. You will again receive an SMS message to indicate the date on which the payment will be made.

#### \* **Step 8: Payment**

The processing of a refund takes between three (3) and five (5) working days.

- \* A minimum handling fee of **R50** per transaction is charged, and will be deducted from the amount payable to you.

**Helpline for enquiries: 0860 5555 44**