

## APPLICATION FOR A REFUND

(Important information on page two)

<b>STUDENT NUMBER:</b>															
<b>Bursary:</b>	<b>Yes</b>	<b>No</b>							<b>Credit on account:</b>	Yes	No				
<b>Surname and initials:</b>															
<b>Address:</b>															
<b>Contact number:</b>	Must correspond with number on PeopleSoft														
<b>Amount:</b>															
<b>Documents to submit with refund request:</b>															
<b>If all documents are not attached, the request may NOT be processed</b>															
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). <b>Only required when</b> paying a third party e.g. landlord or payments to international bank accounts															
<b>Beneficiary Information* (attach confirmation bank detail)</b>															
NB: Only required when: <ul style="list-style-type: none"> <li>• payments to a third party e.g. landlord or</li> <li>• payments to an international bank account</li> </ul>															
<b>Account holder's name:</b>															
<b>Bank:</b>								<b>Branch or Branch Code:</b>							
<b>Account number:</b> (Not card number)															
<b>Authorization</b>															
<ul style="list-style-type: none"> <li>• The university does not take responsibility for any incorrect information supplied.</li> <li>• If any of the above information is incorrect, the student will be held responsible for any costs imposed by the bank.</li> <li>• Take note that it may take up to 5 working days to process a refund.</li> <li>• A <b>handling fee (as published in the Yearbook)</b>, will be deducted from the amount to be refunded.</li> <li>• The <b>payer</b> must give written permission that the amount may be refunded.</li> <li>• <b>FUNDI</b> processes payments to SA students. You will receive a SMS to upload your personal banking details on their website.</li> </ul>															
<b>HANDLING FEE WHICH WILL BE DEDUCTED FROM AMOUNT TO BE REFUNDED:</b>															
Fundi refund <b>R65</b>	(UFS R1 – R5000) <b>R95</b>	(UFS R5001 – R10000) <b>R195</b>	(UFS R10001 – R15000) <b>R290</b>	(UFS R15001 >) <b>R385</b>											
<b>STUDENT SIGNATURE</b>					Student: DATE SUBMITTED					<b>UFS OFFICIAL: PRINT NAME</b>					
					UFS Official: DATE RECEIVED										

## 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 **must** 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 FUNDI office, 051 4444892, 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 pay-out, 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 must 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 **handling fee** per transaction is charged and will be deducted from the amount payable to you.

**Helpline for enquiries: 0860 5555 44**