

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 online refund application on PeopleSoft 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 application

- Login to PeopleSoft Campus Solutions
- Navigate to Refund Applications and complete all information required.
- Attached the supporting documents.

Step 3: UFS transfers refund amount to Fundi

Upon receipt of the refund request and permission for payout, the UFS will transfer the refund amount to FUNDI.

Step 4: Fundi notification

If you have not updated your bank details on the FUNDI portal, FUNDI will send an SMS message to update **YOUR** bank details. **N.B.: Please make sure that your phone number on the People Soft system is correct.**

Step 5: Upload YOUR Banking details.

- As soon as you receive the SMS message as explained in the previous **step 4** you have to logon to <https://mycard.fundi.co.za/> to upload **YOUR** banking details.
- If you have already uploaded your bank details and it has not changed, you can ignore the SMS.
- Please note that you only have to upload your bank details one time.
- If your bank details have changed, please update them on <https://mycard.fundi.co.za/>

Step 6: Verification of Banking details

A FUNDI System Generated SMS to YOU notifying YOU that YOUR Banking details have been uploaded successfully.

Step 7: Turnaround time for processing a refund

The processing of a refund takes between three (3) and five (5) working days. You will receive a notification from your bank when the payment is made.

Note: A minimum handling fee per transaction is charged and will be deducted from the amount payable to you.

FUNDI Helpline for enquiries: 0860 5555 44