

## 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 **FUNDI** 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 an accredited 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 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 accredited 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** per transaction is charged, and will be deducted from the amount payable to you.

**Helpline for enquiries: 0860 5555 44**