



ANA G. MÉNDEZ UNIVERSITY SYSTEM
Vice presidency of Financial Affairs
Collections Office

REFUND POLICY

POLICY No. VPAF-14-004-02

Approved: Vice President of Financial Affairs

Issued: July, 2014

Refer questions to: Carmelo Torres Reyes, Controller / (787) 751-0178 ext. 7231/ ctorres@suagm.edu

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I. INTRODUCTION

Sistema Universitario Ana G Méndez will issue a refund check when student's financial aid or payments received exceed the tuition charges in his/her account.

II. GENERAL PROVISIONS

• ISSUED REFUND:

- ✚ A check will be issued and mailed to the student at the mailing address on record.
- ✚ The student will be notified, via email or text message, that a refund check on his/her behalf have been issue and should receive it by mail.
- ✚ The student will be responsible for any outstanding balance in their account that may result by any adjustment made in his or her academic load after the disbursement of the refund check.
- ✚ All refund check expires after 90 days of issuance.
- ✚ After 90 days of check issuance, funds will be returned to the corresponding external agency.

• REFUND FOR NON- ATTENDANCE OR WITHDRAWAL COURSES:

- ✚ **PARTIAL WITHDRAWAL** – Students, who withdraw from one of their enrolled courses, will be responsible for the full cost of the course.

✚ **NON-ATTENDANCE** (Partial or Total) – Any student who does not attend an enrolled course will be automatically withdrawn and will be responsible for 25% of tuition cost of the enrolled course.

✚ **MID POINT** - Every student who obtains a WF in all their courses, at the end of the semester will be responsible for 50% of the total cost of their total tuition cost.

✚ **TOTAL WITHDRAWAL** – Any student, who withdraws all enrolled courses, will be responsible for total tuition costs. This cost will be prorated according to the days attended to the enrolled courses until the withdrawal date in relation to the total number of days in the semester or the total days of a single “Part of Term”, as applicable.

- **CLAIMS CHECKS:**

✚ All claims, regarding this policy, shall be made in writing to the corresponding institution Bursar’s Office.

This policy is effective as of approval date stated below.

III. APROVAL DATE

July 17, 2014

IMPORTANT:

1. Non-attendance adjustment does not apply to campuses in mainland Unites States.
2. Total Non-attendance adjustment will not apply to Programa Ahora in Puerto Rico.

Sistema Universitario Ana G. Méndez reserves the right to amend, partially or totally, this policy.