

Refunds

George Brown Polytechnic



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Processing Times

Refunds for **domestic students** typically take between 2 to 4 weeks to process from the time you withdraw from a class or submit your refund request for processing. Within 2 to 6 business days from the time your refund has been processed from George Brown Polytechnic to PayMyTuition, you will receive automated emails confirming your refund and the required next steps.

Refunds for **international students** will take between 6 to 8 weeks for internal processing after submitting your refund request. After our internal processes, it will take 2 to 6 business days from the time your refund has been processed from George Brown Polytechnic to PayMyTuition to receive automated emails confirming your refund and the required next steps.

Refunds through PayMyTuition

George Brown Polytechnic has partnered with PayMyTuition for domestic and international refund processing. PayMyTuition will remit the refund to domestic students via credit card or Interac, and to international students via credit card or bank transfer.

With PayMyTuition, students have the option of retrieving their Interac or bank transfer instructions through the PayMyTuition portal directly.

Any refunds processed back to your credit card will only be completed to the credit card on record if your refund has been requested and processed 90 days following the completion of your payment.

Refund Return to Credit Card for Domestic and International Students

If your refund is eligible for return to your credit card, you will receive the following notification from PayMyTuition once your refund is in progress:



Hello Student,

PayMyTuition has been authorized by George Brown College to initiate a payment of \$1,000.00, to be refunded to your credit card on record.

You should see the funds deposited within 1-3 business days.

We kindly request you verify the receipt by checking your credit card account.

Regards,

PayMyTuition Support Team

Email: studentrefunds@paymytuition.com

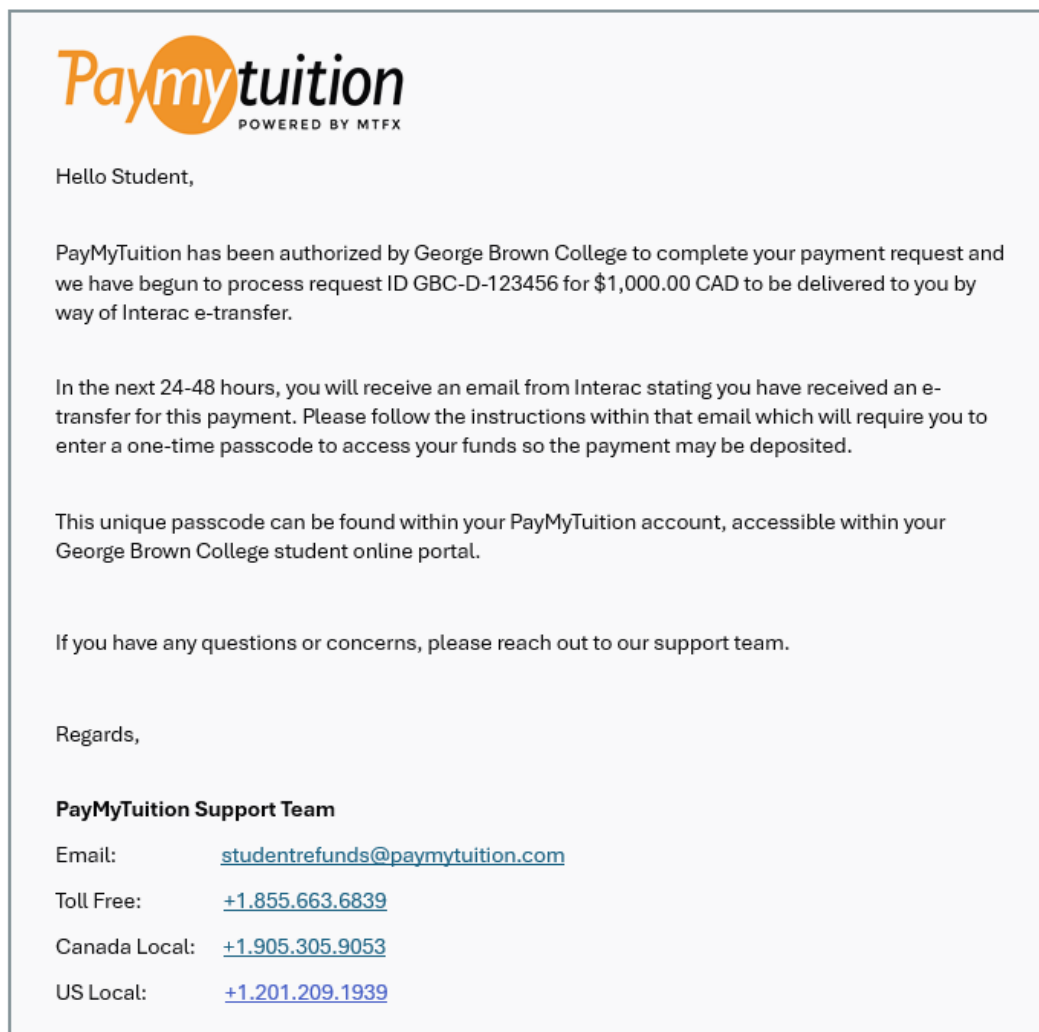
Toll Free: [+1.855.663.6839](tel:+18556636839)

Canada Local: [+1.905.305.9053](tel:+19053059053)

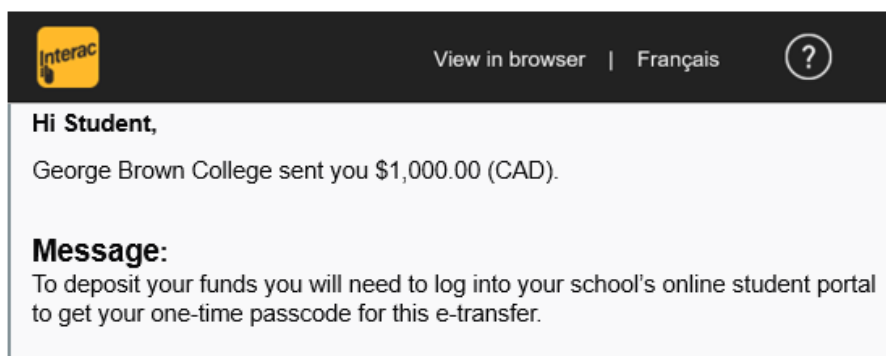
US Local: [+1.201.209.1939](tel:+12012091939)

Domestic Students - How to Access Your Interac Refund

Once the process for your refund has been initiated by George Brown Polytechnic, students will receive an email notification from PayMyTuition with instructions on the next steps:



You will then receive an Interac e-Transfer email instructing you to log into [STU-VIEW](#) to retrieve your one-time passcode, which will allow you to securely access and collect your refund:

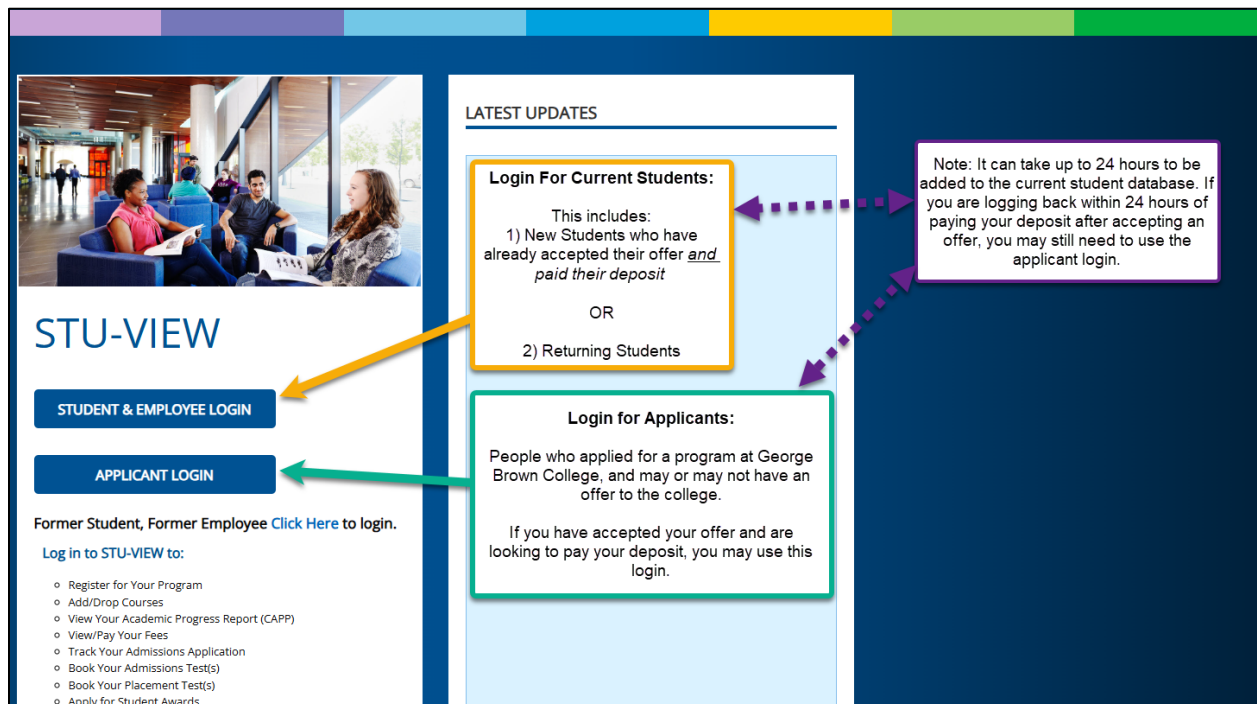


How to access the PayMyTuition Payment Center and retrieve your One-Time Passcode:

Portal Login

Log in to [STU-VIEW](#):

For new and returning students, use the "Student & Employee Login" and enter your GBC credentials.



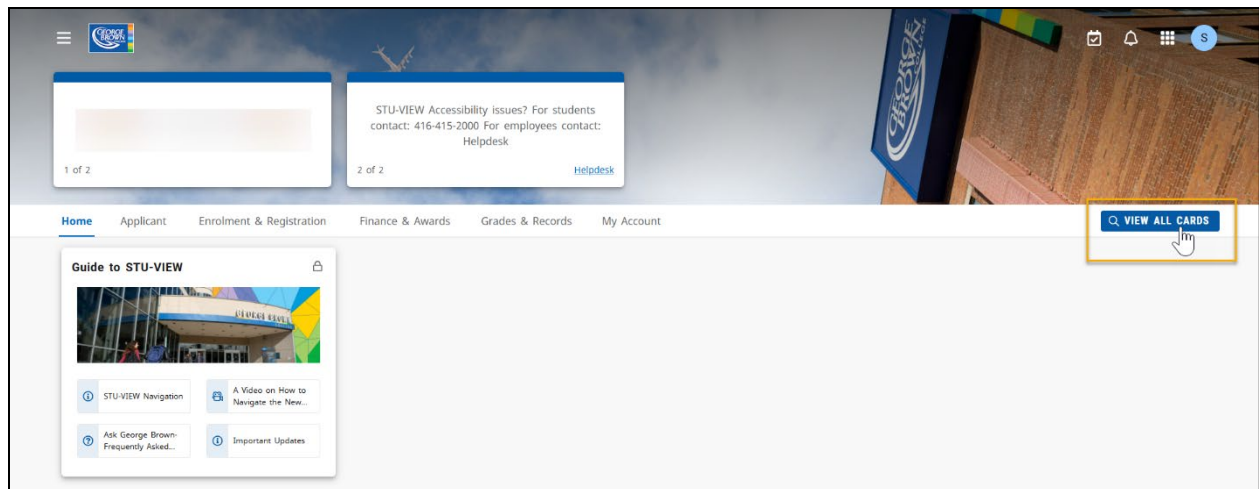
Navigation for Current Students (*New Students & Returning Students*)

Current students, including new and returning students, should have multiple cards visible in [STU-VIEW](#).

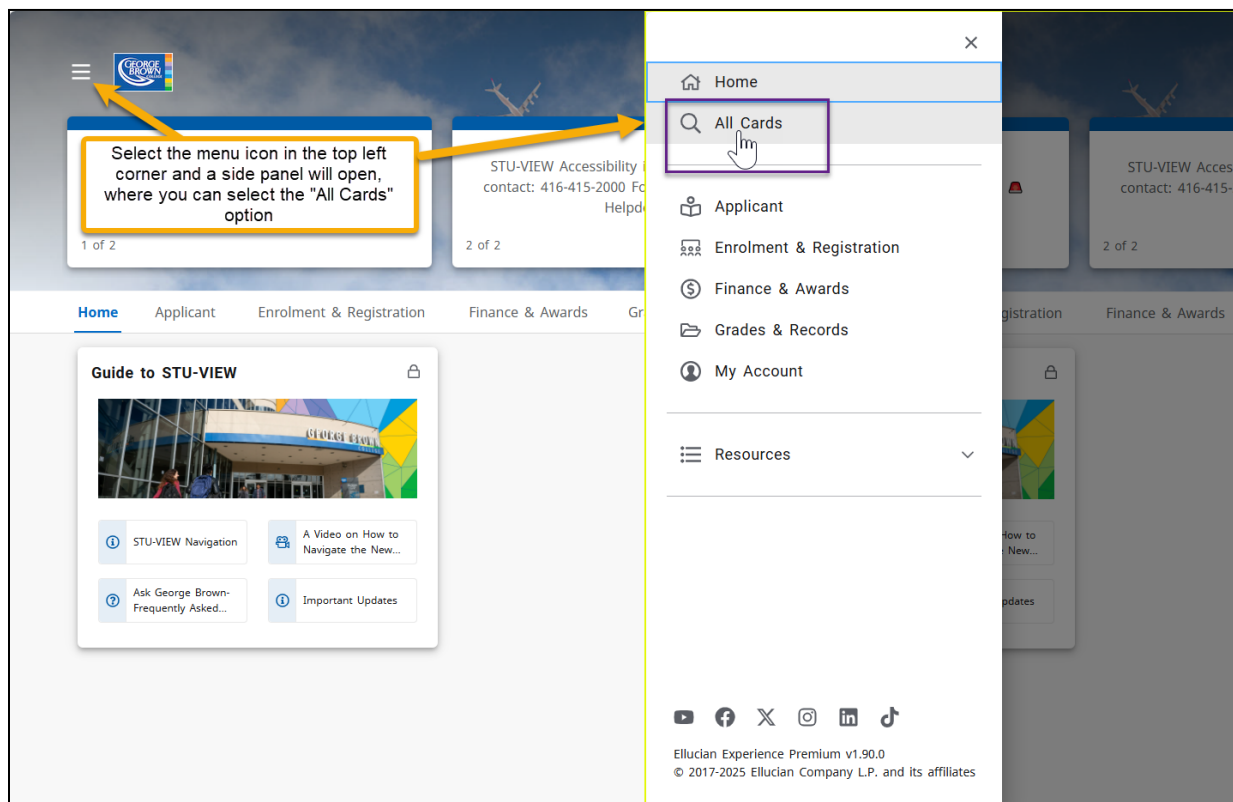
Navigating to the All Cards Page

There are two ways to navigate to the All Cards page:

1. The first method is to use the blue "View All Cards" button on the homepage:

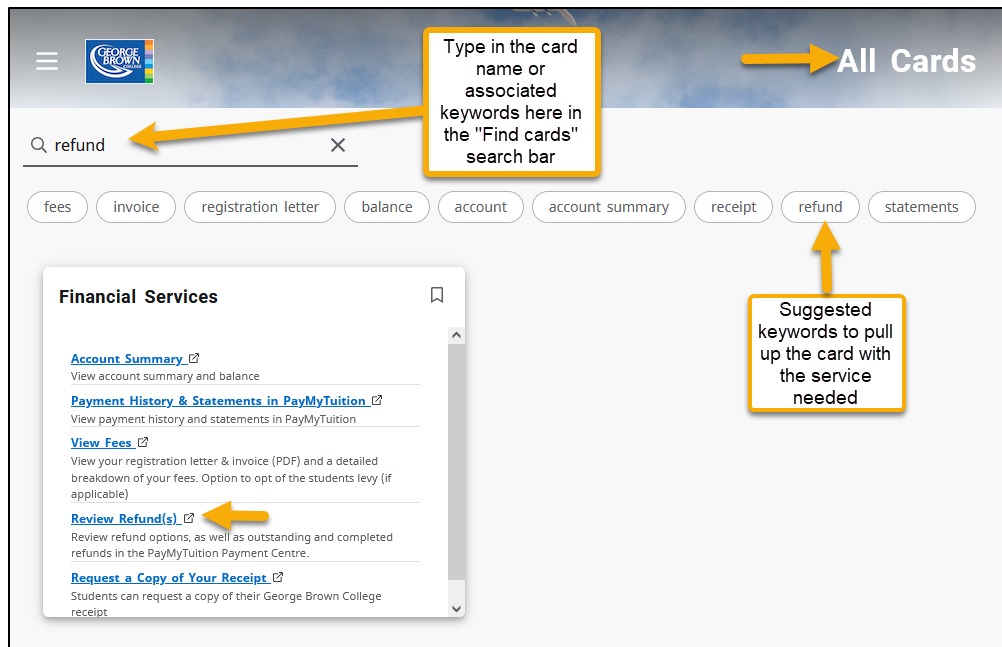


2. The second method is to click on the main menu icon (3 horizontal lines at the top-left corner), and when the side panel opens, select the "All Cards" option:



On the **All Cards** page, there are 2 methods to pull up the card that is desired:

- a. Type in one of the following keywords in the "Find cards" search box: refund.
- b. Select the appropriate keywords below the "Find cards" search box.



Select the "Review Refund(s)" link on the "Financial Services" card to be redirected to the PayMyTuition Payment Centre.

Once you are redirected to the **PayMyTuition** Payment Center, select the "**Refunds**" tab to access your refund portal:



Review the "**Outstanding Refunds**" section for any active refunds, and click on the one-time passcode icon in the "**Action**" column to view your passcode:

PAYMENT CENTER

STATEMENTS

REFUNDS

E-DOCUMENTS

CREATE PROFILE

Refund Options

Interac Refund

To receive your Interac refund, a transfer notification email will be sent to you from Interac. Click on the 'Passcode' icon below to obtain your passcode and follow the instructions from the notification email to accept your funds.

Outstanding Refunds

Completed Refunds

Refund ID	Date Initiated	Amount	Payment Method	Status	Action
S0332415	25-04-2024	555.00		INITIATED	

10

1

Return to the Interac notification and select to deposit the funds at your desired financial institution:

View in browser | Français

Hi Student,
George Brown College sent you \$1,000.00 (CAD).

Message:
To deposit your funds you will need to log into your school's online student portal to get your one-time passcode for this e-transfer.

Deposit your money at:

RBC Royal Bank

Or

Select a different financial institution

If depositing your funds at a different financial institution, make your selection from the available options and follow the instructions provided:

Interac Contact Us About Français ?

↓ **Deposit Your Money**
\$1,000.00 CAD
From: George Brown College

Expires:
Reference #: GBC-D-123456

Select Your Financial Institution Search

ATB Financial BMO CIBC Desjardins HSBC LAURENTIAN BANK
Manulife Bank Meridian motusbank NATIONAL BANK financial Peoples Trust
RBC Scotiabank simplii FINANCIAL Tangerine TD

OR

Select Your Financial Institution
Select institution
Select a Financial Institution from the list above

Select Province or Territory
Select Province or Territory
Select a Province from the list above

Select Credit Union
Select a Province Above

Funds will be available immediately in your bank.

*If your email address is registered for auto-deposit through your bank, you won't require a one-time passcode to finalize the deposit. Instead, when you select to deposit your funds, you'll sign into your financial institution and the refund will auto-deposit upon signing in.

Important: Please complete the e-Transfer process within 30 days, after which it will expire. If you do not retrieve your passcode and collect your funds prior to the expiration date, your refund will be automatically cancelled, and the funds will be returned to your student account. You will be required to submit a new refund request should you want the funds returned to you.

International Students: How to Access Your Refund to be Completed by Bank Transfer

Once George Brown Polytechnic has initiated the process of your refund, you will receive a notification from PayMyTuition with a link to access your refund form.

You can click on the link within the email to be redirected to your refund form:



Hello Student,

PayMyTuition by MTFX has been authorized by George Brown College to initiate a refund of \$1,000.00 CAD. To complete the refund process, please click the link included and complete your beneficiary instructions so we can affect payment.

[Click here to initiate your refund.](#)

We've made our new refund portal easy and convenient for students. If you have any questions or concerns, don't hesitate to contact our support team – we're here to help!

Regards,

PayMyTuition Support Team

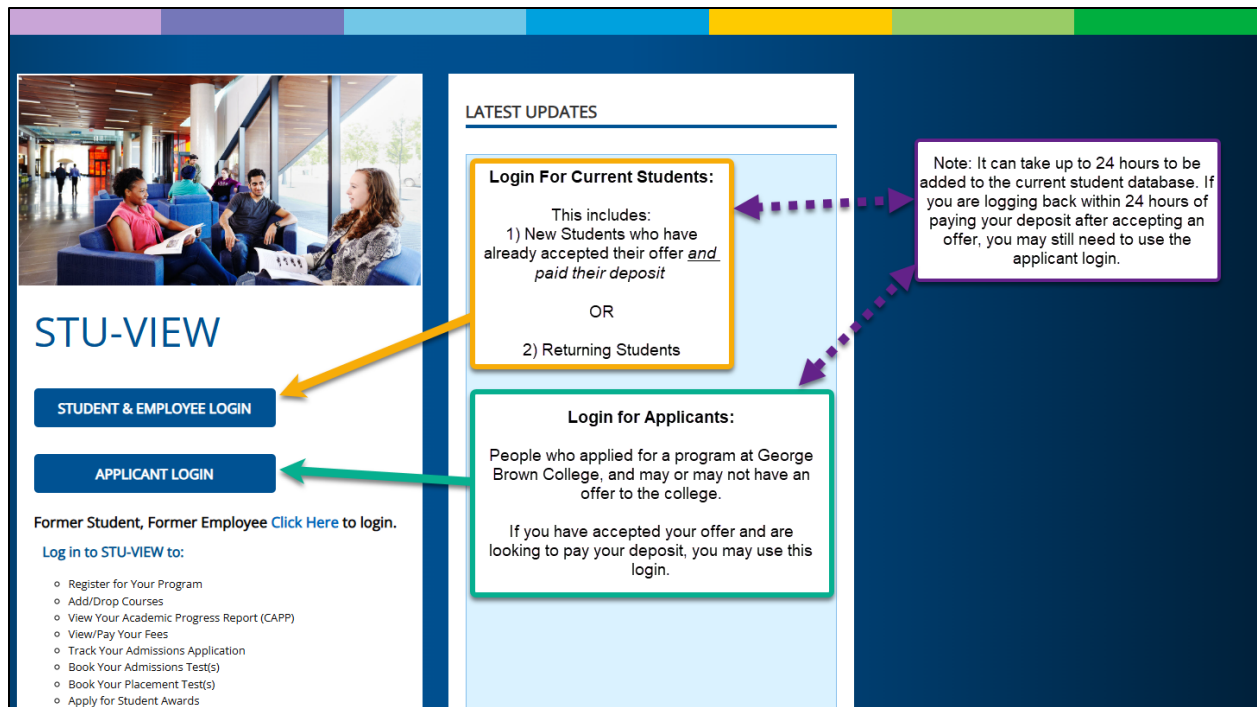
Email: studentrefunds@paymytuition.com
Toll Free: [+1.855.663.6839](tel:+18556636839)
US Local: [+1.201.209.1939](tel:+12012091939)
Canada Local: [+1.905.305.9053](tel:+19053059053)

Alternatively, your refund will be available by logging into [STU-VIEW](#).

Portal Login

Log into [STU-VIEW](#):

For new and returning students, use the "Student & Employee Login" and enter your GBC credentials.



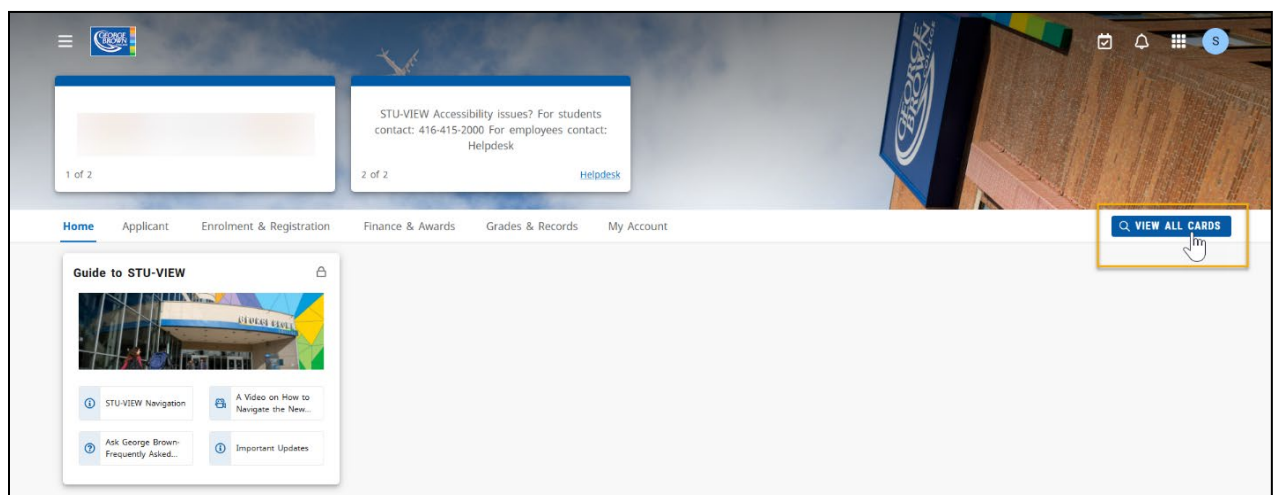
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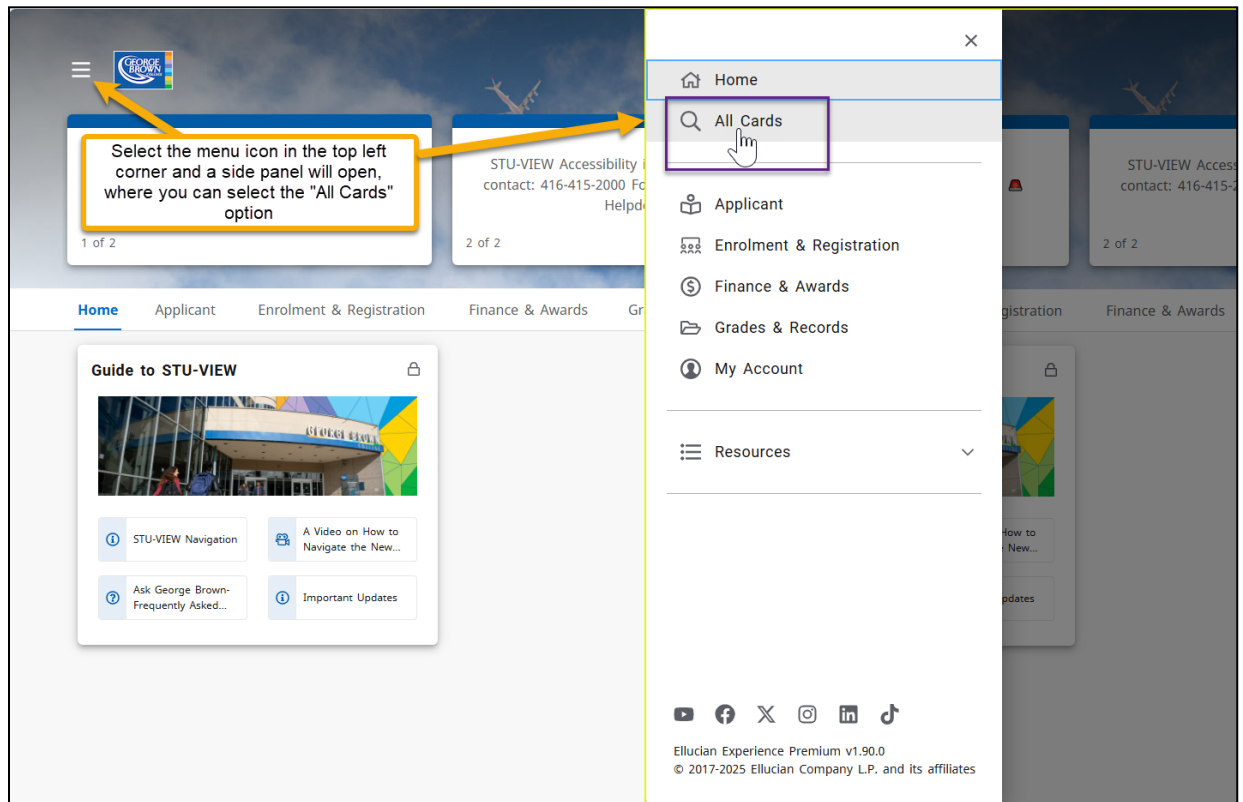
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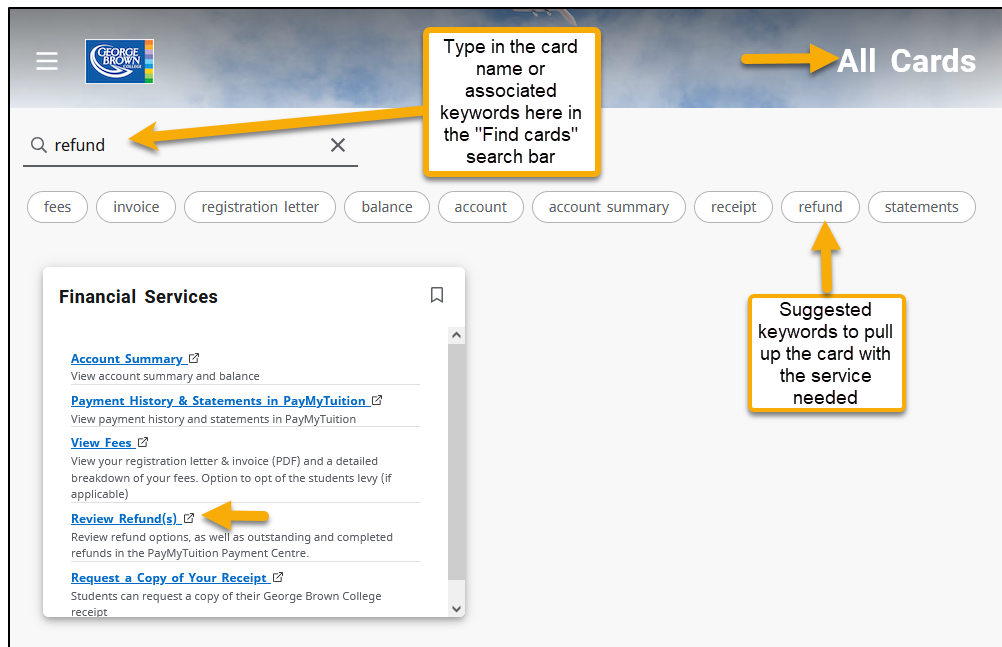


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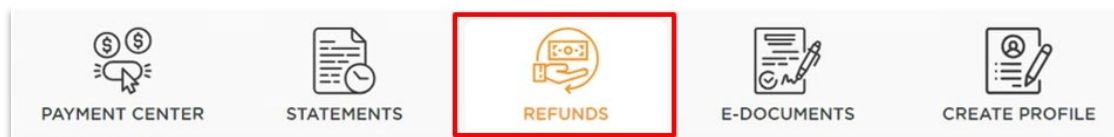
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Select the "Review Refund(s)" link on the "Financial Services" card to be redirected to the PayMyTuition Payment Centre.

Select the "Review Refund(s)" link to be redirected to the PayMyTuition Payment Centre.

Once you are redirected, select the **"Refunds"** tab to access your refund portal:



Within the **"Outstanding Refunds"** section, locate your available refund with a status of *Initiated*, and select the **"Instructions"** icon within the **"Action"** column to access your refund form:

Credit Card Refund

The refund will be issued using the same payment method as the original transaction. If your payment was made with a credit card, the refund will be issued back to the same credit card.

International Refunds

If you're receiving an international refund, simply click on the 'action' link below and complete your payment instructions. Once you've submitted them, we will verify the instructions and process your refund within 2-3 business days.

Outstanding Refunds

Completed Refunds

Refund ID	Date Initiated	Amount	Payment Method	Status	Action
966	30-01-2024	1.11		CANCELLED	
1102	28-02-2024	1.11		INITIATED	

Completing your Refund Instructions

Enter beneficiary details:

Complete the online refund beneficiary instruction form, which requires currency, identification documentation (either passport or driver's license), banking and beneficiary information.

You may choose to deposit the funds into someone else's bank account. When you are directed to the PayMyTuition refund form, you will have the option within the Beneficiary Information tab to select someone else as the recipient and input their bank information:

Student Information

Beneficiary Information

Identification Documentation

Beneficiary Details

Beneficiary Account Holder *

☐ Me
 ☐ Someone Else

Complete verification:

Upon receipt of your completed beneficiary instructions, PayMyTuition will verify your request for accuracy. They will complete fraud and compliance checks to comply with various anti-money laundering and compliance laws.

Payment confirmation:

PayMyTuition will send you a confirmation email once your beneficiary information has been verified and approved. You will receive a PDF summary that is password-protected. This PDF can be accessed using the bank account number that you provided for your beneficiary bank as the password.

Refund processed:

Once your refund has been processed, you will receive a notification that your refund is complete. Please allow 3 to 5 business days for the payment to be deposited to your account.

Need Assistance?

Connect with PayMyTuition directly by calling 1.855.663.6839 (toll-free) or through one of their [local country contact numbers](#).

You can also reach PayMyTuition Support at support@paymytuition.com or through their [support page](#).

No matter what time zone you are in, you will have a dedicated customer support team available to you through live chat, email, and phone to answer any of your questions and help you with the refund process.