1. Log into your My BU Student Portal

2. Select “My Bill & Aid” then under Featured Topics”, select “Refund Requests”
3. You can select “Student Account Inquiry” from the “Refund Requests” page which will take you to your statement, student account status and payment information page
Refund Requests

Question
When will I get my refund? Or How do I request a refund?

Answer
If you have a credit ("CR") on your student account balance, you can request a refund by selecting "Request a Refund" when you visit Student Account inquiry.

Refund requests will be processed once:
- Classes have begun for the semester
- All "anticipated" or "pending" financial aid has been received and credited to your student account.
- 10 days have passed since receipt of payment (if the credit is a result of a check or online payment).

Students will receive an email notification once a refund is approved. Approved refunds will be deposited into the bank account provided within 7-11 business days.

Read the Refund Requests webpage for additional information, including the process for refunding Federal funds and managing your electronic refund.
4. Select “Request a Refund”. If you want to request the full available credit, you can enter a value of $1.00. You can also enter the exact amount of credit you want refunded.

5. If you have not yet set up your direct deposit information yet, please do so once you have submitted a request for a refund by selecting the NelNet link.

**Note:** You must repeat the process every time you have a new credit.

**Funds will be deposited when your classes start and your available aid has disbursed.**