

# Credit Balance

## FT\_FA\_FA\_55

Responsible Officer  
Mandy McLain & Suzanne Wooters  
Responsible Office  
Financial Aid

### Policy Statement

Federal guidelines require a set number of days a school is allowed to maintain a student's federal credit balance before issuing the refund check to the student.

### Policy Procedures

Federal aid will be posted, and the Financial Aid Office is responsible to notify students of the updated transaction. The Student Accounts Office will have refund checks either mailed or ready for students' pick-up in the Business Office by the 14th calendar day after the posted transaction.

A student may submit a request via their scholarship application to Hold credit balances on their accounts for future charges. A student may change this request at any time by emailing [FinancialAid@carolinau.edu](mailto:FinancialAid@carolinau.edu)