

COVID-19 Relief Credits

The following are some Frequently Asked Questions & Answers that we hope you will find helpful:

HOW DO I ENSURE A TIMELY REFUND?

Many students will be due a refund of some kind. The amount will vary depending on the initial charges, as well as if the student resided on campus or had a meal plan. If a student is eligible for COVID-19 Relief Credits, the credits will be posted on the student's account by March 27, 2020. We plan to issue refunds of credit balances beginning the week of March 30, 2020. **We strongly encourage all students to enroll in direct deposit through [myWCU](#) by Sunday March 29th. Failure to enroll in direct deposit by Sunday, March 29th may delay your refund due to the generation and mailing of a paper refund check to your home address of record.**

HOW DO I RETURN REFUND PROCEEDS BACK TO MY LENDER?

If you wish to use a credit balance to pay an existing Federal Direct or Private Educational loan, please make a payment directly to your loan servicer. If you need assistance in identifying your Federal Direct loan servicer, please visit www.studentaid.gov or contact your private loan lender for repayment information.

IS THERE A CHANCE I MAY STILL OWE A BALANCE AFTER CREDITS ARE ISSUED?

Some students may have balances due to WCU after the COVID-19 Relief Credits are issued. Please login to [myWCU](#) to view your Account Summary after April 6, 2020 to see if a balance is still owed.

WHAT IF I AM ON THE PAYMENT PLAN?

The University cancelled the March payment plan installment. Account balances will be adjusted once the COVID-19 Relief Credits have been issued. Any remaining balance will be included in the April 20th payment plan installment.