

# INTERNATIONAL DEPOSIT AND REFUND – FREQUENTLY ASKED QUESTIONS AND ANSWERS

## Deposit

*Why do I need to pay a deposit?*

- The admissions deposit is intended to ensure that you are committed to studying at UNBC. It is also recognition of your responsibility to complete and submit a study permit application in time to receive approval before the first day of class.

*Who needs to pay a deposit?*

- All undergraduate and master's students need to pay the deposit before UNBC will send you your official Letter of Acceptance. PhD students do not need to pay this deposit.

*Can I receive a receipt for my deposit?*

- Yes. After you receive your Letter of Acceptance, receipts will be available through your [myUNBC Student account](#).

*How can I pay my deposit?*

- You can pay through your student online account. Login through **myUNBC Student account** <https://www2.unbc.ca/login>. For other ways to pay please go to <https://www.unbc.ca/finance/accounts-receivable/payment-options#international>

*My program has its own deposit – do I need to pay two deposits?*

- Yes, if your program has its own deposit, you will be required to pay for both. For example the total MBA admission deposit is \$3500 (\$1500 admissions deposit and \$2000 MBA deposit).

*I am a master's student and my supervising faculty member has funding for me. Do I still need to pay the deposit?*

- Yes, you will still need to pay the deposit.

## Refunds

*I did not receive my study permit in-time to start studying. What happens to my deposit?*

- You can choose to defer to a future semester and re-apply for a study permit or request a refund. To defer or request a refund, you must let us know as soon as possible and no later than the add/drop date for the semester you applied.

If you would like to defer:

- **Undergraduate students:** Please notify UNBC as soon as you can. Your deposit will remain in your student account and will be moved to a future term. Please [see here for more information about deferrals](#).

- **Graduate students:** Please notify UNBC as soon as you can. Your deposit will remain in your student account and will be moved to a future term. Please [see here for more information about deferrals.](#)

If you would like a refund:

- For students applying for May 2023 or later, refunds on the admission deposit are only given in cases of study permit denial. Refund requests must be received by the add drop date of the semester you were issued admission.
- For student that applied before May 2023 UNBC will provide you with a refund of your deposit based on when you apply for the refund. *See Refund Schedule.*

*Will there be a charge to process my refund?*

- Yes. There is a \$150 refund processing fee that will be automatically charged.

*Will my deposit be returned to me?*

- Refunds will be given if your study permit is denied less the processing fee. If there are any charges on your account, including tuition fees, these will be deducted from the money you have paid – See *What if my study permit is denied.*

*I applied for my study permit under the SDS program and paid a full year's tuition. What will my refund be if I decide to decline my acceptance to UNBC and not come to Canada?*

- You will not receive a refund on your deposit if you apply for May 2023 or later. All other tuition payments will be refunded if you have no outstanding charges. If you applied for housing or registered in classes, it is your responsibility to ensure that you have withdrawn from any classes and cancelled your housing application by the required dates.
- Example: Jo, an undergraduate student, pays his first year's undergraduate tuition of \$24,500 because he is applying under the SDS program. In August Jo decides he will not be coming to study in September. He withdraws from class and is not in housing. Therefore, the refund will be calculated as \$24,500 – (\$1500) - \$150 (Refund Processing Fee) = \$23,850.

*When do I need to apply for a refund? Is there a deadline to apply?*

- You should apply for a refund as soon as possible.
- As of May 2023 the international deposit is non-refundable. For applications prior to May 2023, UNBC has a refund schedule that determines the amount of the refund—See Refund Schedule.

*What if I arrive in Canada and then decide that I do not want to attend UNBC, or want to study at another school? What happens to my deposit?*

- Your deposit will be used to pay any charges on your account during your first term of studies at UNBC. Before you can change to another school, IRCC states [“you must meet all the conditions of your study permit.”](#) You must first register and complete a term of studies at UNBC before you can change schools. *Additionally, we will inform IRCC of your decision.*

*How do I apply for a refund?*

- Go to <https://www.unbc.ca/finance> and download the Refund Application package. Please complete the full Refund Application package. Incomplete Refund Application packages will not be processed and will be deleted.

*How is the refund amount calculated?*

- The refund amount is determined by the date we receive a **complete** Refund Application package <https://www.unbc.ca/finance> - See *Refund Schedule*.

*I requested a refund, but did not send a complete application package. What happens now?*

- Only complete Refund Application Packages will be reviewed, all incomplete packages will be deleted. The refund amount is determined by the date we receive a **complete** Refund Application package.

*How long will it take to receive my deposit after I have submitted a completed refund package?*

- UNBC works to process refunds as quickly as possible. On average, refunds take 6 – 8 weeks to process and complete.

*Can I have the money sent to another school?*

- No. The deposit will go back to the location it came from.

*Can I have the deposit sent to my Canadian bank?*

- If the deposit was paid from a location in Canada, then we will be able to send it to your Canadian bank account.
- If the deposit was paid from outside of Canada, then the deposit will go back to the location it came from.

*What currency will the refund be in?*

- It will be returned in either Canadian or US Dollars.

*How can I request a refund for a student?*

- To request a refund for a student, the student must send a signed power of attorney/authorization form to [internationalrefunds@unbc.ca](mailto:internationalrefunds@unbc.ca) giving you permission to act on their behalf.

*How do I check on the status of my refund?*

- Once a complete refund application package has been submitted and reviewed, you will receive a reply that your refund has been approved for processing by Finance. UNBC Finance will email you a tracking number for bank wires. Please watch your email for updates from your bank. If you do not receive any information after 8 weeks, please contact [finance@unbc.ca](mailto:finance@unbc.ca).

*I am currently studying at UNBC and have decided to leave UNBC and want a refund. Am I eligible for a refund?*

- Yes. UNBC will refund the balance on your student account back to the location it came from. Any deposit amounts remaining will not be refunded.

Questions: Contact us at [internationalrefunds@unbc.ca](mailto:internationalrefunds@unbc.ca)