

20 October 2023

NSFAS REFUND APPLICATION PROCESS 2023

The refund process for registration payments will commence on **5 September 2023**.

If you have made a payment during 2023 into your tuition fee account for fees that NSFAS will cover (such as registration fees), you may request a refund on these payments. Please note that the refund application will only be available to NSFAS students who qualify for a refund.

We need the following documents to assist you in this regard:

1. Please complete the online refund request form.
2. Attach proof of payment.
3. If the payment has to be made to the student (in a case where the student is not the payer), the payer must give consent in a form of an affidavit stating that the student may receive the money. If the payer was a business the consent must be on the business entity's letterhead where applicable signed by an authorized person.
4. If the payment has to be made to the payer (in a case where the student is not the payer), the payer's bank statement or proof of banking details must be attached. The proof of banking details must be on the bank/business entity's letterhead where applicable.

Please note that all costs not covered by NSFAS, such as outstanding fees from previous years not payable by NSFAS, fines, doctors' fees, etc. will be deducted from the refundable amount. Only the balance will be refunded. A handling fee (as published in the Yearbook), will be deducted from the amount to be refunded.

The **closing date** for the submission of refund requests is **24 October 2023**. **No extension will be given.**

NSFAS students who qualify for a refund will receive a task on their Self-Service to submit the refund application form with supporting documents. An email will also be sent to these students' ufs4life email addresses.

Please find attached guide on how to submit your application.

If your form is incomplete with a denied status please **DO NOT** create a new form. Please visit the UFS website for the guide on how to complete your form:

- www.ufs.ac.za
- Students
- Financial Aid
- Scroll down to “NSFAS REFUNDS”

Only submit **ONE REFUND APPLICATION** for the total qualifying amount you are requesting to be refunded. Duplicate applications will not be considered.

NSFAS Guidelines determines the following:

*“4.2.11 If a student receives a partial bursary from another source, the student must advise NSFAS of the funding conditions of the new funder within 10 days of receiving the partial bursary, **the NSFAS bursary must be reduced, and any access refunded to NSFAS** during the reconciliation process.”*

Please note that the partial bursary referring to in the clause above also refers to any credit transaction in your tuition fee account which includes payments made by yourself. If you do not submit a **complete** refund by the closing date the payment will reduce your NSFAS allocation as per clause 4.2.11 and you will not be able to claim the funds at a later stage. It is therefore important to do your submission well in time and to ensure that you provide all the necessary documents and information.

For any enquiries, please contact the Financial Aid office:

Telephone number: +27 51 401 9111 (OPTION 3)

Bloemfontein Campus: FinAidenquiriesbfn@ufs.ac.za

South Campus: FinAidenquiriessouth@ufs.ac.za

Qwaqwa Campus: FinAidqwa@ufs.ac.za

