



## Credit Balance Refund Authorization

Customer Name: \_\_\_\_\_

System Number: \_\_\_\_\_

Program Number(s): \_\_\_\_\_

Charges for refunds against borrower credit balances will be added to your monthly servicing invoice one month in arrears. Prior to the refund transactions, all loans will be reviewed to determine if collection fees have been properly assessed and the appropriate party to whom the refund check should be payable. Supporting detail for these refund transactions will be found on the Cash Activity Report as well as the Transactions and Adjustments Journal. Credit balance refunds will be processed 60 days after the last payment is received.

I authorize Campus Partners to assess a credit balance refund processing fee, as indicated below, for each refund transaction processed against a borrower's loan. I further authorize Campus Partners to debit the bank account indicated below for the amount of the refund transaction due the borrower's account.

\_\_\_\_\_ Bank Name  
\_\_\_\_\_ Bank Account No.  
\_\_\_\_\_ Transit Routing No.

\*This information should match the bank account current utilized by Campus Partners to transmit daily debit and credit transactions to the client due to payment activity on the loan program. Please note any exceptions.

\$2.00 per loan for each refund transaction processed. The refund transaction will be processed against the total credit balance remaining after the loan is reviewed as described above. Campus Partners will attempt to refund the borrower's credit balance using the most recent address on the Campus Partners system. Should the attempted refund be returned as undeliverable, Campus Partners will contact the University for additional address information. If the borrower is unlocatable, Campus Partners will cancel the refund check and return the loan to a credit balance status until a good address is located.

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Return to your customer service representative at:**

**Campus Partners  
P.O. Box 2902  
Winston-Salem, NC 27102-2902**