

# When can I expect my refund? Who should I contact if I have not yet received my refund?

## *Financial Aid refund information:*

Students who meet all eligibility requirements, including attendance, and who have financial aid remaining after tuition, fees, and book voucher purchases are paid, will receive a refund. Students whose aid is not ready for the first disbursement will receive their refund at a later date. For details, [click here](#).

Please note that once you see a notice on your Ozone account that says 'Refund as Selected' there are additional steps that must take place before the funds are available. If you are expecting a refund, you should receive it in the manner you selected within 3-5 business days after a refund appears on your student account.

If you have questions about your financial aid refund amount or timing please contact Oserve at (567) 661-7378, email [oserve@owens.edu](mailto:oserve@owens.edu) from your Owens email account, or visit one of our three locations.

## *Third Party refund information:*

If you have a Third Party, such as Veterans Benefits, TAA/WIA, or some other company paying for part or all of your tuition bill, you will experience an estimated 7 business day delay in the processing of your refund. If you have questions about either the amount or the timing of this type of refund, please email [thirdparty@owens.edu](mailto:thirdparty@owens.edu) using your Owens email account as Oserve is not able to provide specific details for Third Party billing.

## *Part of Term Z Class Drop/Withdrawal:*

If you have had to contact Oserve for help dropping a Part of Term Z (flex term) class during the semester, any refund will be delayed by one week.

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<https://www2.owens.edu/faq/entry/213/>