

Processing Times

Refunds typically take between 4 to 6 weeks to process from the time you withdraw from a class or submit your refund request for processing. Within 2 to 6 business days from the time your refund has been processed, you will receive automated emails confirming your refund and required next steps.

Refunds through PayMyTuition

Olds College has partnered with PayMyTuition for domestic and international refund processing. PayMyTuition will remit the refund to domestic students via credit card or Interac, and to international students via credit card or bank transfer.

Any refunds processed back to your credit card will only be completed to the credit card on record if your refund has been requested and processed 90 days following the completion of your payment.

Refund to Credit Card - Domestic and International Students

If your refund is eligible for return to your credit card, you will receive the following notification from PayMyTuition once your refund is in progress:



Hello Student,

PayMyTuition has been authorized by Olds College to initiate a payment of \$1,000.00, to be refunded to your credit card on record.

You should see the funds deposited within 1-3 Business days.

We kindly request you verify the receipt by checking your credit card account.

Regards,

PayMyTuition Support Team

Email: studentrefunds@paymytuition.com

Toll Free: [+1.855.663.6839](tel:+18556636839)

Canada Local: [+1.905.305.9053](tel:+19053059053)

US Local: [+1.201.209.1939](tel:+12012091939)



DOMESTIC STUDENTS - How to Access Your Refund

1. Once the process for your refund has been initiated by Olds College, students will receive an email notification from PayMyTuition with instructions on the next steps:



Hello Student,

PayMyTuition has been authorized by Olds College to complete your payment request, and we have begun to process the request with ID OC-D-123456 for \$1,000.00 CAD to be delivered to you by way of Interac e-transfer.

In the next 24-48 hours, you will receive an email from Interac stating you have received an e-transfer for this payment. Please follow the instructions within that email which will require you to enter a one-time passcode to access your funds so the payment may be deposited.

This unique passcode can be found within your Self-Service account.

If you have any questions or concerns, please reach out to our support team.

Regards,

PayMyTuition Support Team

Email: studentrefunds@paymytuition.com

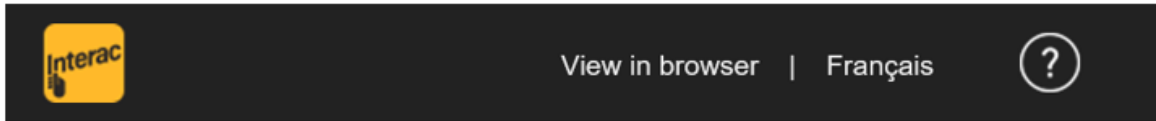
Toll Free: [+1.855.663.6839](tel:+18556636839)

Canada Local: [+1.905.305.9053](tel:+19053059053)

US Local: [+1.201.209.1939](tel:+12012091939)



2. You will receive an Interac e-Transfer email instructing you to log into your Self-Service Student Portal to retrieve your one-time passcode from PayMyTuition, which will allow you to securely access and collect your refund payment:



Hi Student,

Olds College sent you \$1,000.00 (CAD).

Message:

To deposit your funds you will need to log into your school's online student portal and input the passcode available in the PayMyTuition Payment Center.

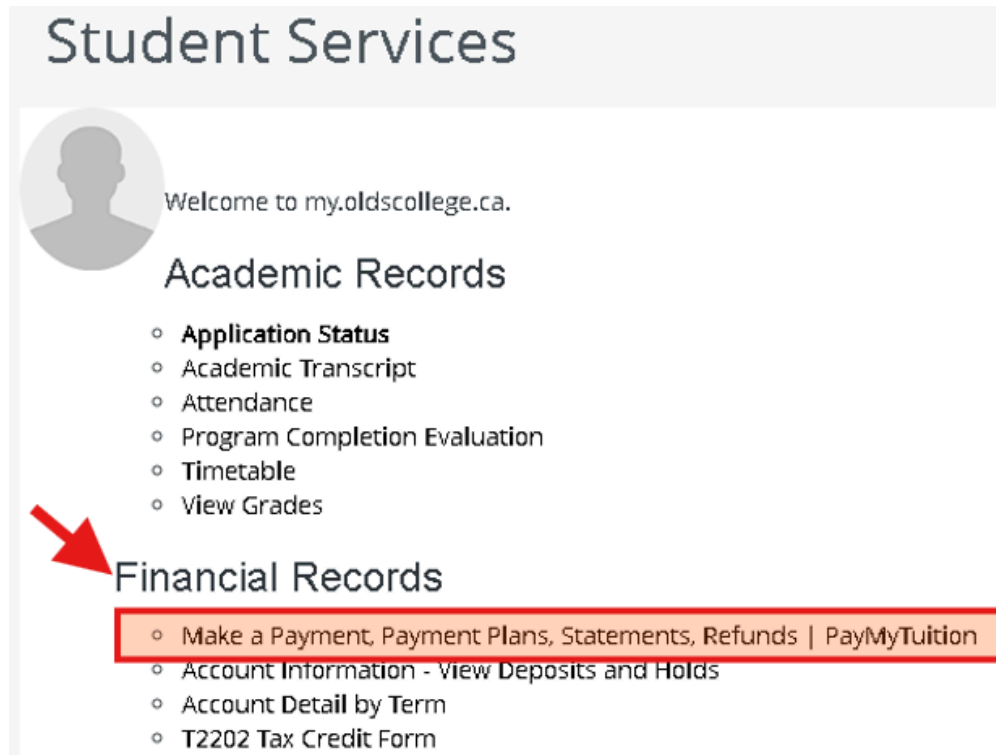
To Access your PayMyTuition account and One-Time Passcode:

1. Sign into your [MyOldsCollege](#) account:

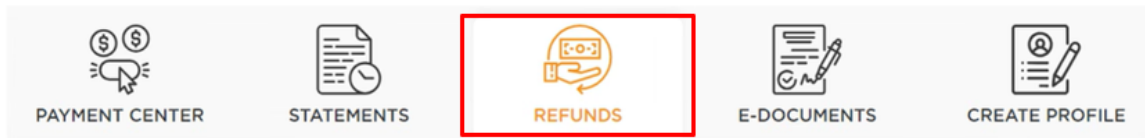




2. From the Student Services section, select **"Make a Payment, Payment Plans, Statements, Refunds | PayMyTuition"** from the menu:





3. Once you are redirected to the PayMyTuition portal, select the **"Refunds"** tab to access your refund portal:








- Review the **"Outstanding Refunds"** section for any active refunds, and click on the one-time passcode icon in the **"Action"** column to view your passcode:


PAYMENT CENTER



STATEMENTS


REFUNDS


E-DOCUMENTS


CREATE PROFILE



Refund Options

 **Interac Refund**






To receive your Interac refund, a transfer notification email will be sent to you from Interac. Click on the 'Passcode' icon below to obtain your passcode and follow the instructions from the notification email to accept your funds.

Outstanding Refunds

Completed Refunds

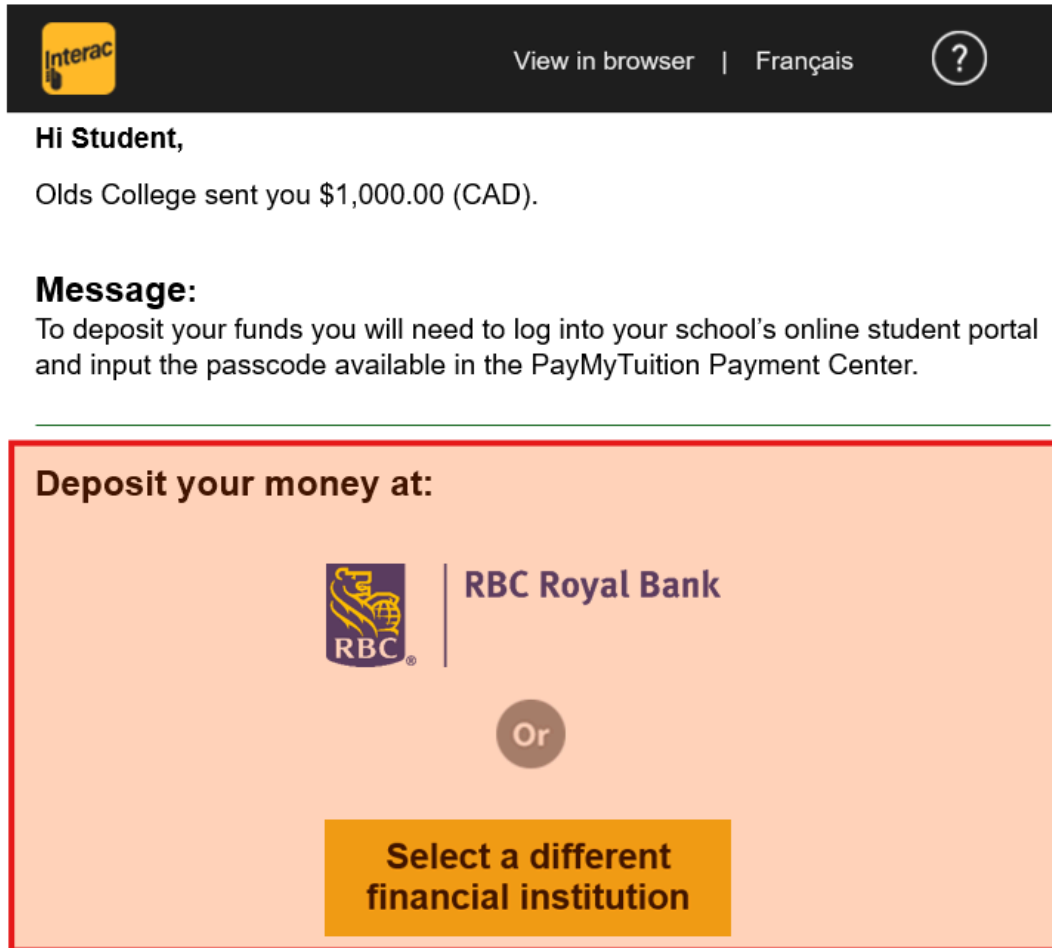
Refund ID	Date Initiated	Amount	Payment Method	Status	Action
S0332415	25-04-2024	555.00		INITIATED	

10 ▾





5. Return to the Interac notification and select to deposit your funds at your desired financial institution:



*If your email address is registered for auto-deposit through your bank, you won't require a one-time passcode to finalize the deposit. Instead, when you select to deposit your funds, you'll sign into your financial institution, and the refund will auto-deposit upon sign in.

Important: Please complete the e-Transfer process within 30 days, after which it will expire. If you do not retrieve your passcode and collect your funds prior to the expiration date, your refund will be automatically cancelled, and the funds will be returned to your student account. You will be required to submit a new refund request should you want the funds returned to you.

INTERNATIONAL STUDENTS - How to Access Your Refund

Once the Olds College has initiated the process of your refund, you will receive a notification from PayMyTuition with a link to access your refund form.

You can click on the link within the email to be redirected to your refund form:



Hello Student,

PayMyTuition by MTFX has been authorized by Olds College to initiate a refund of \$1,000.00 CAD. To complete the refund process, please click the link included and complete your beneficiary instructions so we can affect payment.

[Click here to initiate your refund.](#)

We've made our new refund portal easy and convenient for students. If you have any questions or concerns, don't hesitate to contact our support team – we're here to help!

Regards,

PayMyTuition Support Team

Email: studentrefunds@paymytuition.com

Toll Free: [+1.855.663.6839](tel:+18556636839)

Canada Local: [+1.905.305.9053](tel:+19053059053)

US Local: [+1.201.209.1939](tel:+12012091939)

Alternatively, your refund will be available by logging into your Self-Service Student Portal.

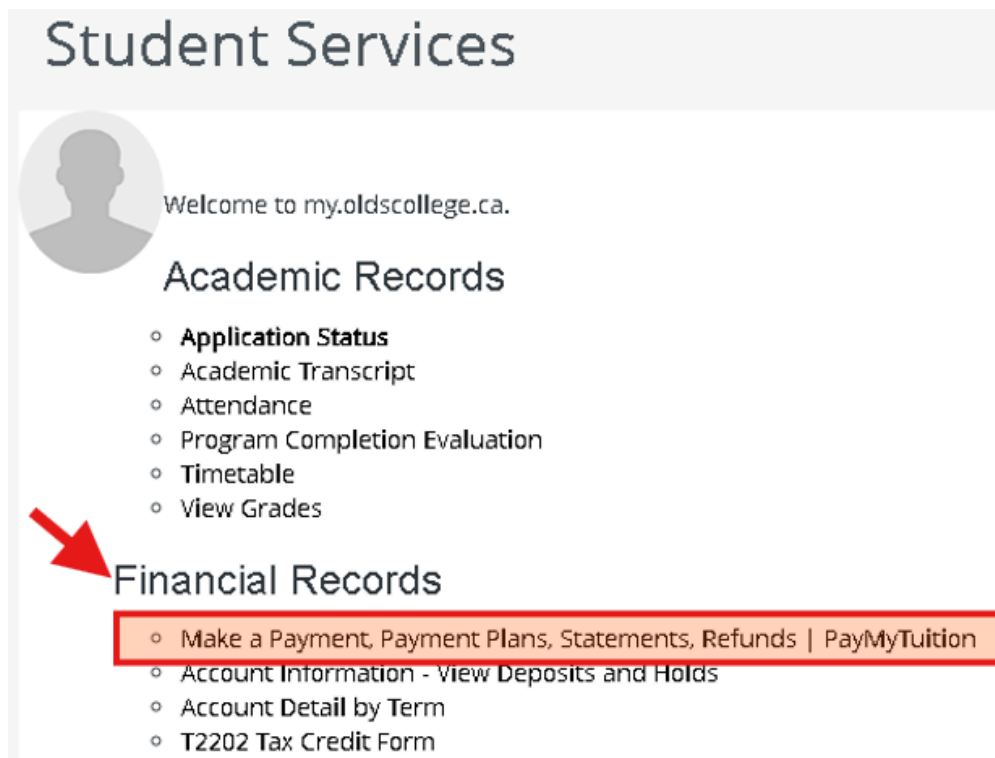


To Access your PayMyTuition account and Bank Transfer Instructions Form:

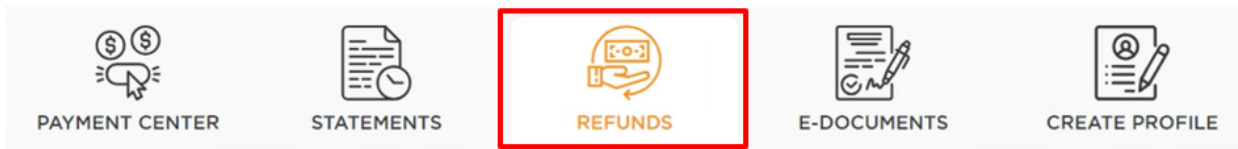
1. Sign into your [MyOldsCollege](#) account:




2. From the Student Services section, select **"Make a Payment, Payment Plans, Statements, Refunds | PayMyTuition"** from the menu:




- Once you are redirected, select the **"Refunds"** tab to access your refund portal:






- Within the **"Outstanding Refunds"** section, locate your available refund with a status of Initiated, and select the **"Instructions"** icon within the **"Action"** column to access your refund form:

 **Credit Card Refund**

The refund will be issued using the same payment method as the original transaction. If your payment was made with a credit card, the refund will be issued back to the same credit card.

 **International Refunds**

If you're receiving an international refund, simply click on the 'action' link below and complete your payment instructions. Once you've submitted them, we will verify the instructions and process your refund within 2-3 business days.

Outstanding Refunds						Completed Refunds
Refund ID	Date Initiated	Amount	Payment Method	Status	Action	
966	30-01-2024	1.11		CANCELLED		
1102	28-02-2024	1.11		INITIATED		

Completing your Bank Transfer Refund Instructions

- Enter beneficiary details:** Complete the online refund beneficiary instruction form, which requires currency, identification documentation (either passport or driver's license), banking and beneficiary information.
You may choose to deposit the funds into someone else's bank account. When you are directed to the PayMyTuition refund form, you will have the option within the Beneficiary Information tab to select someone else as the recipient and input their bank information:

Student Information

Beneficiary Information

Identification Documentation

Beneficiary Details

Beneficiary Account Holder *

☐ Me
 ☐ Someone Else

2. **Complete verification:** Upon receipt of your completed beneficiary instructions, PayMyTuition will verify your request for accuracy. They will complete fraud and compliance checks to comply with various anti-money laundering and compliance laws.
3. **Payment confirmation:** PayMyTuition will send you a confirmation email once your beneficiary information has been verified and approved. You will receive a PDF summary that is password protected. This PDF can be accessed using the bank account number that you provided as your beneficiary bank as the password.
4. **Refund processed:** Once your refund has been processed, you will receive a notification that your refund is complete. Please allow 3 to 5 business days for the payment to be deposited into your account.

PayMyTuition User Guides:

- [Authorize User Guide](#)
- [Security Settings](#)
- [Setting up a Tuition Payment Plan](#)
- [Online Payments Guide](#)
- [Breakdowns & Statements](#)
- [Notification Guide](#)
- [eRefund Setup Guide](#)

Need Assistance?

Connect with PayMyTuition directly by calling 1.855.663.6839 (toll-free) or through one of their [local country contact numbers](#).

You can also reach PayMyTuition Support at support@paymytuition.com or through their [support page](#).

No matter what time zone you are in, you will have a dedicated customer support team available to you through live chat, email, and phone to answer any of your questions and help you with the refund process.