



## CALIFORNIA STATE UNIVERSITY, LONG BEACH

### CALIFORNIA STATE UNIVERSITY, LONG BEACH POLICIES AND PROCEDURES FOR SUBMITTING REQUEST FOR SPECIAL CIRCUMSTANCES REFUND

#### **BACKGROUND**

Refund regulations for the California State Universities are defined within the California Code of Regulations, Title V, Section 41802 and 41913. The deadlines that correspond with these regulations are published in the Schedule of Classes each semester. It is the students' responsibility to be familiar with the deadlines and other information made available through the Schedule of Classes and other publications.

The California Code of Regulations allows the reversal of registration fees and/or tuition after the established deadlines if one of the following conditions exist:

- 1) Death of Student. Official documentation must be submitted to the Office of Enrollment Services prior to the end of the semester.
- 2) Compulsory Military Service. Official documentation must be submitted to the Registration Department prior to the end of the semester.
- 3) Campus Variation. Official documentation of University error must be submitted to the Student Account Services Department prior to the end of the semester.
- 4) Fees Collected in Error. Official documentation of Academic Disqualification must be submitted to the Registration Department prior to the end of the semester.
- 5) None of the above.

#### **PROCEDURE**

- Complete the Request for Special Circumstances Refund. Attach your statement of events specifying all factors that you feel are pertinent to your case. Include any and all documentation that will support your claim. Failure to provide the required supporting documentation will result in the return of the request without consideration.
- Retain the yellow copy of the Request for Special Circumstances Refund and copies of all attachments for your records. Submit the white copy of the application and all supporting documentation to Student Account Services BH- 148 windows #8, 9, and 10. The documentation can also be mailed to:

California State University, Long Beach  
Student Account Services  
Bursar's Office –BH155  
1250 Bellflower Blvd. MS 0103  
Long Beach, CA 90840-0103

#### **POLICY**

- Students remain responsible for any balance due unless officially notified otherwise. The filing of a Request for Special Circumstances Refund does not release a student from their responsibility to pay an obligation.
- The Student Account Services Department will research each Request for Special Circumstances Refund. The Student Account Services Department will notify each applicant, in writing, of the approval or denial of the request.
- If the application is approved, the applicable charges related to registration fees and/or tuition will be reversed in the student account. Any resulting refund owed the student will be processed according to the University's refund policy.
- If the application is denied, the student has the opportunity to file an appeal with the Financial Appeals Independent Review (F.A.I.R) Committee. Information regarding the appeal process will be included in the notification of denial.