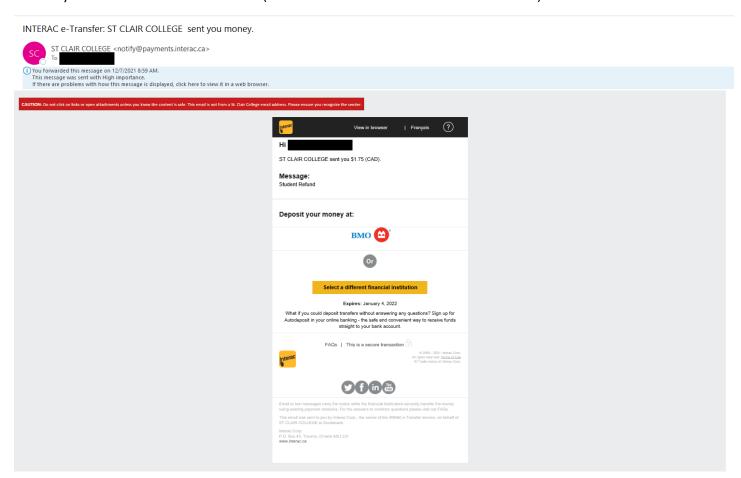


Dear St. Clair College Students,

To enhance the student refund request process, St. Clair College will begin issuing e-Transfers for refund requests \$10,000 or less beginning the week of January 17th, 2022. Refund requests greater than \$10,000 will continue to be issued via cheque and mailed to the student's address noted on the St. Clair College Student Information System (SIS).

Once a refund request is processed, you will receive an email from **ST CLAIR COLLEGE.** The subject line will be "INTERAC e-Transfer: ST CLAIR COLLEGE sent you money," indicating you have received an e-Transfer from St. Clair College. **Emails will be sent to St. Clair College student emails only.** No e-Transfer refunds will be issued to personal email addresses.

The body of the email will look as follows (the black box will contain the student's name):



Simply follow the instructions contained in the email to have the funds deposited directly to your Canadian Institution bank account. An instructional video has been provided outlining instructions on how to claim your e-Transfer refund. The video can be viewed here, under "How to Claim e-Transfer refund": https://www.stclaircollege.ca/registrars-office

If you have requested a refund for \$10,000 or less and have not received an email in your inbox after 7 (seven) business days to claim the refund, please review your junk folder as the security filters for your email may have directed the email there.

E-Transfer refund notifications expire after 30 (thirty) calendar days. If you have not claimed your refund after 30 (thirty) calendar days, you will need to initiate another refund request through the Student Information System (SIS). Reminder emails to deposit your e-Transfer are sent out once a week from Scotiabank.

Instructions to request a student refund online, and/or check on the status of a requested refund, can be viewed under "How to Refund a Credit on your Account" at the following link https://www.stclaircollege.ca/registrars-office and select "How to Refund a Credit on your Account."

If you have any questions with regards to claiming your e-Transfer via online banking, please contact your bank for further assistance.

If you have any questions regarding your refund, please contact the Registrar's Office at:

Email: info@stclaircollege.ca

Phone: 519-972-2759

Website: https://www.stclaircollege.ca/registrars-office