

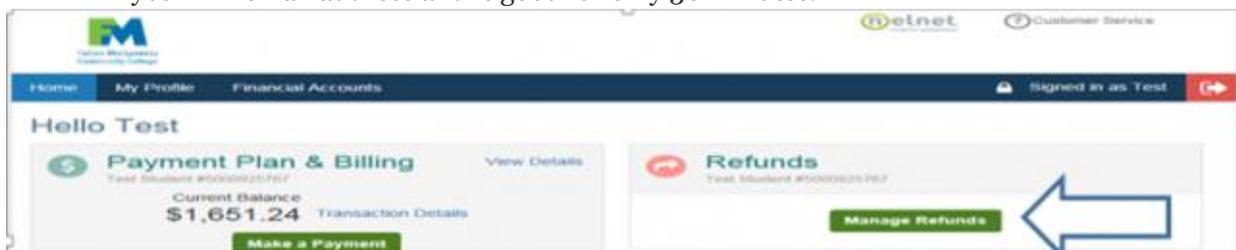
When refunds of tuition charges are due as in the case of withdrawal or canceled classes, the Bursar's Office will refund any amount due to the student. Refunds are processed 3-4 weeks after the start of the semester.

\*Note: Financial Aid Refund Schedule – Loans will be disbursed beginning approximately 4 weeks after the start of the semester; Grants will be disbursed around Easter (Spring) or Thanksgiving (Fall).

Refunds are issued in the form of a check or ACH direct deposit via Nelnet. Please note that direct deposit is the preferred method of disbursement since it is faster and more secure. Students who elect to receive a check should be aware that the check is from Wells Fargo Bank and will be mailed to their permanent / local address on file. Check payments are usually delivered about 3 – 14 business days after refund processing day versus the 1 – 2 business days for an ACH direct deposit.

**To Select Your Refund Method:**

- Log into your student account at <http://myfm.fmcc.edu/>\*. (You can also access Self Service through MyFM on the FM main webpage.) *\*(If you have not received your student account login information, please contact the Registrar's office at [registrar@fmcc.suny.edu](mailto:registrar@fmcc.suny.edu))*
- Click on “Finances – View Bill / Make A Payment”. *\*(If this tab does not appear, please try using a different browser)*
- Select the “Manage Refunds” option. If you are enrolling in direct deposit or editing a refund method, you will need to enter an Authorization Code. The Authorization Code is sent to your FM email address and is good for only 30 minutes.



- Click the “Edit Refund Method” link and enter your account details.



Welcome, Test Student

ID: P000068339



### Refund Method

Refund Method Selected    Paper Check    [Edit Refund Method](#)    [Remove Refund Method](#)    [Edit Profile](#)

Refund History

Change History

| Changed Date               | Change Made    | Changed By |
|----------------------------|----------------|------------|
| 7/16/2015 7:35:41 AM (CST) | Profile Update | P000068339 |

- Select your refund method and enter account details. Use the blue “?” help features if you need assistance with the routing and account numbers. Once all your information is entered, click save.
- Live Chat Help with a Nelnet Customer Service Representative is available Monday – Friday 9:00 AM – 6:00 PM EST. To initiate live chat, click the live help icon in the upper right hand corner of the page. You can also reach them at 1-800-609-8056.
- If you have additional questions regarding your bill, you may contact the Bursar’s Office via phone (518) 736-3622 option # 5 or by email at [bursar.office@fmcc.edu](mailto:bursar.office@fmcc.edu).
- All notifications regarding your refunds will be sent to your FM student email address. If you would like those notifications to be sent to another email address, you can edit your profile and add that email address as a secondary email address.