




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):

INTERAC e-Transfer: ST CLAIR COLLEGE sent you money.

 ST CLAIR COLLEGE <notify@payments.interac.ca>
To [REDACTED]

1 You forwarded this message on 12/7/2021 8:59 AM.
This message was sent with High importance.
If there are problems with how this message is displayed, click here to view it in a web browser.

CAUTION: Do not click on links or open attachments unless you know the content is safe. This email is not from a St. Clair College email address. Please ensure you recognize the sender.

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>