



## FINANCIAL AID GUIDANCE MEMO

REFERENCE:	FA 21-005
TOPIC:	REFUND POLICY
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RELEVANT STATUTE:	VARIOUS

The purpose of this document is to describe the refund policy institutions are required to follow regarding all our financial aid programs. When a refund is owed for any of our programs, a refund check must be submitted to our office within 30 days. This refund can be determined through your end-of-year reconciliation or an ODHE Financial Aid Audit. The 30 days will begin once your adjustment file is submitted in HEI or we become aware of a refund owed.

If the refund check is not submitted within 30 days, interest will begin to accrue monthly at 1% (see Ohio Revised Code 3333.122 – sec. G – <http://codes.ohio.gov/orc/3333.122>).

If after 45 days the refund check is not submitted, the amount owed will be turned over to the Ohio Attorney General’s Office for collection (see Ohio Revised Code 131.02 - <http://codes.ohio.gov/orc/131>). When the refund is turned over, your institution will be responsible for the refund amount plus any fees charged by the Ohio Attorney General’s Office.

Financial aid personnel should direct refund questions to:

For Financial Aid Audits

Alyssa Ooten, Financial Aid Auditor – 614.387.1013 or [aooten@highered.ohio.gov](mailto:aooten@highered.ohio.gov)

For Choose Ohio First (COF)

Corey Dixon, COF Assistant Director – 614.644.5704 or [cdixon@highered.ohio.gov](mailto:cdixon@highered.ohio.gov)

For Nurse Education Assistance Loan Program (NEALP)

Lisa Reed, Program Manager – 614.466.3561 or [lreed@highered.ohio.gov](mailto:lreed@highered.ohio.gov)

For Ohio College Opportunity Grant (OCOG)

Tamika Braswell, Program Manager – 614.728.8862 or [tbraswell@highered.ohio.gov](mailto:tbraswell@highered.ohio.gov)

For Ohio War Orphans Scholarship (WOS), and Ohio Safety Officers Memorial Fund (OSO)

Ramah Church, Program Manager – 614.752.9528 or [rchurch@highered.ohio.gov](mailto:rchurch@highered.ohio.gov)