



MEMORANDUM

DATE: July 1, 2023

TO: Students of California State University, Bakersfield

FROM: Elizabeth Walker
Director of Accounting and Reporting, Student Financial Services

SUBJECT: International Payment and Refund Policy

Effective April 1, 2023 and covering all future academic terms beginning Summer 2023, Student Financial Services will not accept international wires as a payment method for tuition and fees.

California State University, Bakersfield has partnered with Flywire to streamline the tuition and fee payment process for students who need to utilize an international bank to pay outstanding balances. Benefits to utilizing the service include:

- Multiple payment options and currencies
- Ability to track a payment from start to finish
- Savings on bank fees and exchange rates
- 24-hour access to the customer service by chat, skype, email and telephone

Students who need to utilize Flywire to pay their tuition and fees can log into their myCSUB.edu account to access the Flywire payment service. Please see attached flyer containing information on how to sign up and use Flywire.

International payments remitted through Flywire should be no more than 110% of a student's outstanding balance. Effective April 1, 2023, California State University, Bakersfield will not refund more than 10% of tuition and fees, unless the student withdrawals from the University. In the event a student withdrawals from the University, any refunds owed back to the student will be sent via Flywire. Overpayments and refunds can also be applied to a future semester.

Effective April 1, 2023, if a student sends an international wire directly to California State University, Bakersfield's bank account in violation of the above policy, and is due a refund in excess of 10% of billed tuition and fees, the excess will be applied to a future semester. In the event a student withdraws from CSUB or does not plan to attend CSUB in a future semester, refunds will be sent back to the originating bank account from the information provided by CSUB's bank.

Please contact Student Financial Services at sfs@csub.edu or 661-654-3225 with any questions.