What is a Federal Direct Parent PLUS Loan credit balance refund?
Under federal regulation, a credit balance on a student’s account is considered to have occurred when the amount of financial aid exceeds allowable charges. In most cases, credit balances are typically refunded directly to students via direct deposit to the bank account they have designated in Campus Connect.

The law requires that if a credit balance is created as a result of a Federal Direct Parent PLUS Loan being applied to the student’s account, the credit balance must be returned to the parent-borrower. However, the parent-borrower may authorize DePaul University in writing to transfer the proceeds of a PLUS Loan to a student through direct deposit to a bank account in the student’s name.

How do I indicate to whom the Federal Direct Parent PLUS Loan credit balance refund should be issued?
When a parent-borrower completes the online Federal Direct Parent PLUS Loan application, he or she will be asked the following question:
"If there is a credit balance after your Federal Direct Parent PLUS Loan has been applied to the student's school account, to whom do you want the school to pay the credit balance?"

The parent-borrower will have the option to choose "Me" or "The Student." If they choose "The Student," any available refund will be issued to the student. If they choose "Me" (refunds go to the parent-borrower), we are required to issue the refund to the parent-borrower.

What if I indicate that I want the Federal Direct Parent PLUS Loan credit balance refund to go directly to my student?
If the parent-borrower indicates that the Federal Direct Parent PLUS Loan credit balance can be issued to the student, it will be refunded to the student via direct deposit to the checking or savings account that has been designated in Campus Connect. Direct deposit is the fastest way for a family to receive a Federal Direct Parent PLUS Loan credit balance refund.

Students who are anticipating credit balance refunds should be advised to log onto Campus Connect to ensure that their direct deposit information on file is up-to-date.

What if I want the Federal Direct Parent PLUS Loan credit balance refund to be issued to me (the parent-borrower)?
Our policy is to issue paper checks payable to the parent-borrower seven to ten business days after a credit balance has resulted from the Parent PLUS Loan being disbursed to the student’s account.

What must I do if I indicated that I wanted the Federal Direct Parent PLUS Loan credit balance refunded to me, but now I want to have it issued to my student?
If a parent-borrower initially indicated that the refund should be sent to the parent-borrower and now wants the Federal Direct Parent PLUS Loan credit balance refund to be issued to the student, they can submit a written request to change the refund to the student. To make such a request, please contact Caritha Miller at cmille51@depaul.edu.