Procedure to Request a Refund due to

Student Drop or Withdrawal Prior to Study Abroad Departure

1. Student contacts study abroad program director of need to withdraw from study abroad program. This request needs to be made in writing and the date of receipt is to serve as the official "withdrawal date" for the purposes of the UGA Study Abroad Refund Policy. If student fails to communicate their withdrawal to Program Director, but simply drops their classes or are withdrawn for non-payment, this date becomes the official "withdrawal date".
2. Program Director notifies student to drop (or withdraw) from both the academic and SABD courses in Athena (prior to the end of Add/Drop and/or withdrawal deadlines)
   a. http://www.reg.uga.edu/academicCalendar2016-2017
3. Program Director notifies the Office of International Education of student decision to withdraw and requests facilitation of a refund by completing the **online form**.
4. Program Director notifies student of the percentage of the Program Fee and the exact amount to be charged to the student based on the UGA Study Abroad Program Refund Policy.
5. Program Director changes student status to "Withdrawn" in the GoAbroad Portal.
6. OIE Finance coordinates with Student Accounts to charge student the portion the Program Fee balance due, according to Study Abroad withdrawal/refund policy.
7. Other eligible tuition/fee refunds processed per Student Account Refunds policy.
8. Student will make final payments due to UGA via Student Accounts.

In addition, if student is requesting a withdrawal for a reason which *might* be covered by the CISI Insurance Program Fee Refund Benefit:

- *See **2015-2016 USG CISI Policy** - **For travel dates starting before June 1, 2016***
   Program Fee Refund Benefit (Student Only): Benefit Maximum $5,000 USD
   CISI will reimburse the Program Fee if the Insured Student would otherwise be eligible for benefits under the Policy but is prevented from taking the Trip for any of the following reasons: 1) Death of a Family Member; 2) The Insured Student or Family Member suffers an Injury or Sickness that is not a PreExisting Condition. The Insured Person's or Family Member's Injury or Sickness must be so disabling, as certified by a Doctor, to reasonably cause a person to cancel the Trip. Benefits are payable up the maximum shown in the Schedule of Benefits only if: 1) the event causing the cancellation of participation in the Trip occurs within 30 days prior to the scheduled departure date; 2) to the extent the program fee has been paid and is not refundable We will not reimburse any amount of the Program fee for: a) the Program Application fee; b) any deposit paid to confirm participation in the Program; or c) any insurance premiums or fees.

9. Program Director shares CISI Claim Form & CISI Contact Info with Student
   a. 2015-2016 USG CISI Claim Form - *Travel dates starting before June 1, 2016.*

      b. [2016-2017 USG CISI Claim Form](#) - *Travel dates starting on June 1, 2016 or later.*

      c. [CISI Contact](#): (800) 303-8120 and Email: Claimhelp@mycisi.com

10. OIE Finance provides program director, student and CISI claims (Claimhelp@mycisi.com) official documentation itemizing the details of the non-refundable amount of the Program Fee including total amount, non-refundable balance paid, CISI insurance cost, and deposits paid.

11. **CISI will determine the final eligibility of the Program Fee Refund Benefit from CISI.** Generally, students may not make a CISI claim for the CISI insurance premium portion of the Program Fee, deposits paid or Program Fee amounts refunded from UGA.

If a student is withdrawing during the official program dates and after the official withdrawal deadlines, Program Director, OIE shall coordinate with student and Student Affairs regarding Hardship Withdrawal situations.

- https://ovpi.uga.edu/student-opportunities-resources/student-resources/student-academic-appeals/appeal-process/course