
Step 1

When we receive your completed request, and within the 6 – 8 week timeline, we update your refund in your MyDC student account. You can check this by logging into your [MyDC account and viewing account summary by term](#).

Step 2

Wire Transfer

If you paid using credit card or by multiple methods (i.e. Flywire and credit card), funds will be returned to you through a wire transfer. When submitting a refund request, please ensure that you provide us with accurate information, as erroneous information can result in delays.

If you have a Canadian bank account set up, you can provide this banking information to intlenroment@durhamcollege.ca with receipt of your online submission and we [can process an EFT form](#).

After we have released your wire refund on your student account, it can take 5 – 7 business days for us to release it back to your bank. Once it is released from us, it is your responsibility to follow up with your bank on their release times. Please note, if you provided us incorrect information, this could result in the wire being returned and delaying your refund.

Flywire

It is important that you check your Flywire account frequently to review the status of your refund. Once we begin processing your refund you will be able to track the progress through your Flywire account. There are three stages to your refund;

1. Refund – initiated – refund has been created by the school but funds have not been received by Flywire yet
2. Processing refund – funds have been received by Flywire and refund is being processed – this is waiting for Flywire to complete their part
3. Refund Completed – funds were received and delivered to the originating bank account – this can take up to 5 – 7 business days

CIBC Business Solutions

1. Visit [CIBC Track Your Payment](#) and enter your transaction reference ID
2. If you have issues tracking your transaction please email studenthelp@cibc.com if you have any further questions or require more clarity

Thank you,
International Finance