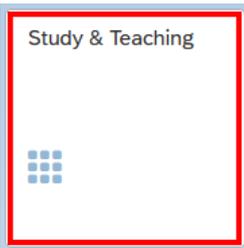
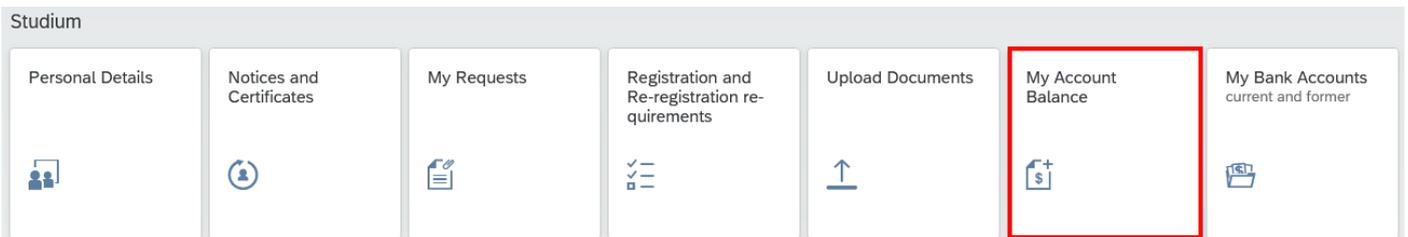


## Request a refund

1. Click on the button „Study & Teaching“:



2. Open the app „payment overview“:



3. If you have a balance, it will be indicated by a positive amount. Please select the appropriate semester:

Period	Balance
Wintersemester 2024/2025	176,40 EUR >
Summersemester 2023/2024	0,00 EUR >

*If you have a balance in multiple semesters, please note that a refund must be requested separately for each semester.*

4. Then click on the “Request refund” button.

Wintersemester 2024/2025 Balance 176,40  
EUR

Description	Amount	Still open
Payment	-299,35	0,00
Administrative Fee	50,00	0,00
Student Body Fee	9,95	0,00
Fee for Studierendenwerk	63,00	0,00
Fee for Public Transportation	176,40	0,00
Late Fee	19,94	0,00
Fee for Public Transportation	-176,40	-176,40

Payment reference for Wintersemester 2024/2025 (Attention: changes every semester):  
242-2010159 Mustermann Max

Possible refund available! Based on the account balance as shown above you are possibly eligible for a refund.  
Click on the 'Request a Refund' button to proceed.

[Request a refund](#) 

5. In the next window, all semesters in which you have a balance will be listed again. Please select the desired semester by clicking on the corresponding row.

Select Period

Period
Wintersemester 2024/2025 >

6. There are now two possibilities:

a) **You have a balance consisting of multiple contribution portions:**

Add each amount to the cart by clicking the "Add" button, then go to the cart. There, click the "Add to refund request" button.

Refund Requests  

Wintersemester 2024/2025

Refund Type	Amount	
Overpayment	15,00 EUR	<a href="#">Add to refund request</a>
Refund Tuition Fee Real	176,40 EUR	<a href="#">Add to refund request</a>

b) **Your balance consists of a single amount:**

Click directly on the "Go to request overview" button.

Refund Requests 

Refund Requests

Refund Type	Amount	Period
Refund Tuition Fee Real	176,40 EUR	Wintersemester 2024/2025
<b>Total</b>	<b>176,40 EUR</b>	

[Go to Request overview](#)

7. If you have already entered bank details, these will be displayed for you to select. If several bank details have already been entered, select the desired account via the drop-down field and then click on “Complete refund request”.

[Request Overview](#) ?

> Student Information

> Address Information

∨ Refund Requests

Refund Requests

Refund Type	Amount	Period
Refund Tuition Fee Real	176,40 EUR	Wintersemester 2024/2025
<b>Total</b>	<b>176,40 EUR</b>	

∨ Bank Information

Existing Bank Account

Bank Account:

New Bank Account

DE95100900008841015020 (Max Mustermann)

DE69100900008841015003 (Sabine Müller)

[Complete refund request](#)

8. If you do not yet have a bank account or would like the payment to be made to another account, click on “New Bank Account”, enter the bank details and then click on “Complete refund request”.

New Bank Account

Account Holder: Max Mustermann

IBAN\*: BE68539007547034

[Complete refund request](#)

You will now receive notification of the successful application.

✓ Success

Your request was successful. You will be redirected to the My Requests app.

OK

Please note that the processing time is approximately two weeks.