

1. Leave of Absence and Withdrawal Refund Standards

Please refer to the regulations on the Office of Academic Affairs website.

2. Refund Handling Units

1. **Leave of Absence or Withdrawal:** Please contact the Registration Unit of the Office of Academic Affairs to process your leave of absence application. If you are unable to apply online, please take the leave/withdrawal certificate issued by the Office of Academic Affairs to the Cashier's Office to apply for a refund.
 - Undergraduate Academic Affairs Division (33662388#204~225)
 - Graduate Academic Affairs Division (33662388#402~416)
 - Branch Office of Academic Affairs in the College of Medicine (2356-2192)
2. **Refund for Dormitory or Change of Dormitory:** Please contact the Student Housing Service Division to apply (33662264~33662268).
3. **Refund for Overseas Chinese or Mainland Chinese Students' Insurance:** Please contact the Overseas Chinese and Mainland Chinese Student Advising Division (3366-3232).
4. **Refund for International Students' Insurance:** Please contact the Office of International Affairs (33662007).
5. **Refund for Medical Examination Fees:** Please contact the Health Center (33662161).

3. Refund Timing

1. **Refunds for Tuition and Fees During Collection Period**

Refunds are processed approximately 4 to 5 weeks after the end of the collection period. Since tuition and fees collected through China Trust need to wait for about one week for the bank to generate account reconciliation reports for over 30,000 transactions, and only after the Finance Office has received the payments can the refunds be requested. For the tuition fees of 1st semester, students usually receive refunds after mid-October; for the tuition fees of 2nd semester, students usually receive refunds by the end of March.
2. **Refunds Processed After the Collection Period Ends**

Refunds are processed in about 3 to 4 weeks.
3. **To Ensure Accurate Refunds**

Please make sure that all required information are filled out completely and accurately to ensure that the refund is correctly deposited into your bank account.

4. Refund Inquiry and Notification

1. **If the Refund is Deposited into Your Account(Chinese Vision Only):**

Please check the refund status by accessing “myNTU → Accounting and Finance → Payment Inquiry and Notification.” You can also apply for payment notifications and update your email address and phone number under “Payment Notification Settings” (please do not use a Hotmail email address). An email notification will be sent once the funds are deposited.

2. **If the Refund is Deposited into a Non-Personal Account and You Need to Check the Status:**

Please contact the Cashier's Office staff for assistance (3366-2016).