Please read the following instructions on how to submit a UPass refund request for the Winter 2022 term. You can only submit a refund request through the GRT & ION UPass Refund Request form: [https://surveyhero.com/c/UPassRefundsW2022](https://surveyhero.com/c/UPassRefundsW2022)

You must only submit the form ONCE during the opt-out period of **January 5 - 25, 2022**. Information collected in the form will only be used for the purposes of verifying and processing your UPass refund request. Please note that the earlier you submit a request, the sooner we may perform the verification and process your refund.

**Questions?** If you have any questions while completing the form, please contact gsaoffice@uwaterloo.ca for assistance.

The form will take you through the following steps which will be described in further detail throughout this document.
- Step 1: Provide up-to-date contact information
- Step 2: Select ONE reason for a refund
- Step 3: Upload supporting documents as needed for proof of eligibility
- Step 4: Click “Finish” to complete and submit the request

### Step 1: Provide up-to-date contact information

In this section, you will be providing up-to-date contact information for the GSA Office to verify your information and process your refund should you be eligible. The GSA Office will use the provided email for any inquiries related to your form submission.

You will need to enter the following information:
- UW Student ID #
- UW email address
- First name
- Phone number
- Last name
- Current home/mailing address and Canadian Bank Account status

### Step 2: Select ONE reason for a refund

You will be asked to select ONE of the following reasons for submitting a UPass refund request. Depending on the reason selected, you may need to upload supporting documentation as proof of eligibility that will be verified by the GSA Office. The GSA Office will use this information to assess your eligibility for a Winter 2022 term UPass refund. It is recommended that you choose the category in which proof of documentation is most easily obtained and uploaded.

Reasons for a Winter 2022 term UPass refund and required documentation as proof of eligibility:

<table>
<thead>
<tr>
<th>Reason for Refund</th>
<th>Documentation for Proof of Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A) You are a UW student who retains a valid Canadian National Institute for the Blind (“CNIB”) registration during the Winter 2022 term.</td>
<td>A valid CNIB Card</td>
</tr>
<tr>
<td>(B) You are a UW student who pays fees to UW, but are taking a majority of academic courses at an OUT OF REGION (outside Waterloo Region) University in the Winter 2022 term.</td>
<td>A screenshot of the course enrolment page (on Quest or equivalent) showing enrolment or waitlist status for all UW AND out-of-region University courses for the Winter 2022 term</td>
</tr>
</tbody>
</table>
Step 3: Upload supporting documents as needed for proof of eligibility

This section will guide you through scanning, uploading, and file naming the necessary documentation for verification as needed.

Questions? If at any point you are uncertain about the required documentation, please contact gsaoffice@uwaterloo.ca for assistance BEFORE you submit the form.

Step 4: Click “Finish” to complete and submit request

Following Step 3, you will be directed to an exit page asking you to click “Finish” in order to submit your refund request.

After submitting, you will receive a “Thank You” message that you can screencap for your records. Please be assured that we have received your refund request. We kindly ask that you do not contact the GSA office to confirm receipt of your submission for a refund due to the high volume of emails we receive during this period.

The GSA will process refunds after the submission deadline has closed. You will be notified in a few weeks by email the status of your refund request. The GSA Office will aim to process verified refunds by the beginning of March 2022.