

To National Service Trust Vendors:

Effective October 1, 2016, the Corporation for National & Community Service and the National Service Trust implemented a “no check” process in regards to the remittance of refunds for Segal AmeriCorps Education Award and Interest Accrual payments that we have disbursed on behalf of your student and/or borrower.

All refunds should be remitted through [www.pay.gov](http://www.pay.gov). The National Service Trust payment form is located under the link for the Corporation for National and Community Service.

If you feel that your institution is unable to comply with remitting a refund electronically, you can submit a written waiver request for consideration. The criteria which warrants approval of a waiver is outlined below.

All requests for waivers should be labeled “Request for Electronic Refund Waiver” and forwarded to the National Service Hotline via webform [here](#).

Criteria for Electronic Refund Waiver – A waiver to the requirements to remit refunds electronically will be considered where:

- An individual determines, in his or her sole discretion, that payment by electronic funds transfer would impose a hardship due to a physical or mental disability or a geographic, language, or literacy barrier, or would impose a financial hardship;
- The political, financial, or communications infrastructure in a foreign country does not support remittance by electronic funds transfer;
- The remitter is within an area designated by the President or an authorized agency administrator as a disaster area. This waiver is limited to payments made within 120 days after the disaster is declared;
- The threat may be posed to national security, the life or physical safety of any individual may be endangered, or a law enforcement action may be compromised;  
or
- The remitter does not expect to make more than one payment within a one-year period.

Under 42 U.S.C. § 12604(c)(5) and 45 C.F.R. § 2528.50 an institution that receives a disbursement from the Corporation for National and Community Service (CNCS) for an individual who withdraws or fails to complete the period of enrollment in an institution must provide a refund to CNCS in an amount determined per the institution’s published refund requirements, or if no published refund policy exists, a pro-rata refund of the unused portion of the education award.

**Questions? Call the National Service Hotline at 1-800-942-2677.**

Sincerely,

National Service Trust