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## COVID-19 Update: Important Information Regarding On-Campus Housing Reimbursements

1 message

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**Georgetown University Revenue and Receivables** <studentaccounts@georgetown.edu> Tue, Apr 14, 2020 at 1:00 PM  
Reply-To: studentaccounts@georgetown.edu  
To: pb919@georgetown.edu

If you are unable to see the message below, [click here to view](#).

Dear Students,

We want to thank you again for your cooperation and patience as we worked through the many details regarding reimbursements for your on-campus housing charges following our transition to a virtual learning environment.

We write today to provide updates regarding account credits for the portion of the semester in which you did not occupy your university-provided housing.

Credits have now been posted to your student account in the amount of 45% of your semester housing charge. Forty-five percent (45%) represents the duration from March 16 to the end of the semester. If you receive a scholarship from Georgetown it may have been adjusted to reflect the reduced housing charge and your individual circumstances.

More information about how these credits were calculated and how these changes impacted financial aid can be found among this list of [frequently asked questions](#).

**The housing credit will not automatically be paid out to you.** You may request a refund of any credit balance on your student account via MyAccess, or you may leave the credit on your account to be applied towards future charges. The Revenue and Receivables department processes refund requests in two to three business days. Before requesting a refund, we strongly encourage students to establish a direct deposit refund profile in Student Account Services, accessible via MyAccess.

If you have any questions please do not hesitate to email [studentaccounts@georgetown.edu](mailto:studentaccounts@georgetown.edu) or call (202) 687-7100. If you are a financial aid recipient and you have additional questions or concerns about how your aid was impacted, please email [2020-Housing-Refund@georgetown.edu](mailto:2020-Housing-Refund@georgetown.edu).

Thank you for your continued patience and understanding during these unprecedented times.

Sincerely,

David Green  
Chief Financial Officer

Richard Marea  
Revenue and Receivables