



January 14, 2025

Financial Aid Disbursements/Refunds and Changes to Deadlines

This email is a follow-up to yesterday's communication to the campus community regarding delays in processing financial aid disbursements/refunds due to email phishing activity that compromised some students' accounts.

As of this morning, **all** students whose accounts were affected have had the opportunity to update their direct deposit information for their university accounts. Therefore, the following procedures have been implemented immediately to help students have access to the financial funds they are expecting and to help smooth their transition into the spring semester:

- For students who have not yet received their financial aid disbursements/refunds, those funds will be deposited directly into your account over the next two days. All disbursements/refunds will be complete by the end of the day on Thursday, Jan. 16.
- The tuition and fees payment deadline for all students has been extended by one week to the end of the day on Friday, Jan. 24. The usual 10-day grace period will apply.

We hope this will help ease any anxiety or frustration that our students may be experiencing. Should you have any questions regarding financial aid, please contact the Office of Financial Aid at finaid@pfw.edu. For questions regarding your university account, please contact the Office of the Bursar at bursar@pfw.edu.

As a reminder, please continue to remain very careful about clicking on emails or links from unknown or suspicious sources.

Thank you for your patience while we have been addressing this critical information technology matter.

Sincerely,

Krissy Surface
Vice Chancellor
Enrollment Management and the Student Experience

inside@pfw.edu no later than 2 p.m. on the day prior to the next edition to be considered for inclusion. Newsletter guidelines can be accessed in the PFW News Center by [clicking here](#).

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