How Do I Issue a Refund to a Student's CHOOSE Act Account?

How do I issue a refund to a student's CHOOSE Act ESA for a tuition refund, an overpayment, an incorrect payment, or a processed order?

Any refund to a participating student's CHOOSE Act account must be made through ClassWallet. Refunds must not be given directly to the student or the parent/guardian of the student.

Refunds can be sent back to ClassWallet via two methods – either by **ACH Transfer** or **Check**. Regardless of the refund method, you must send the **required documentation and details listed below** for each refund to **bookkeeper@classwallet.com**:

1. A copy of the credit memo
2. ClassWallet PO
3. Accountholder's name as listed on ClassWallet
4. Accountholder's email
5. Item(s) being refunded
6. Refund total amount

If you're issuing the refund via ACH Transfer:

Your bank must initiate the transfer and use the ClassWallet bank account provided as the destination. ClassWallet cannot pull funds from your bank account.

Use the following banking details to initiate the transfer:

- **Name on Account:** Kleo Inc DBA ClassWallet
- **Routing Number:** 267090594
- **Account Number:** 9855866071

If you're issuing the refund via Check:

Mail the check payable to **Kleo Inc DBA ClassWallet** and mail it to the following address:

Kleo Inc DBA ClassWallet
PO Box 632419
CINCINNATI, OH 45263-2419

Don't Forget! Regardless of the refund method, you must send the required documentation and details for each refund to **bookkeeper@classwallet.com**.

For more information, contact ClassWallet at 877-313-2125 or help@classwallet.com.