



UNIVERSITY of MARYLAND
EASTERN SHORE

Office of the President and
Vice President for Administration and Finance

March 27, 2020

Dear Hawks,

The University of Maryland Eastern Shore stands with our sister institutions in the University System of Maryland in that this transition to distance learning should provide some financial relief for our students and their families.

We will be working to provide our Hawks with pro-rated credits based on adjustments to your room, board, student activity, student union, athletic, and parking fees.

We are diligently working with all pertinent departments to provide these credits to your account as soon as possible. Per guidance from USM, credits will be applied directly to your student account. If this creates an overage on the account, then refunds will be generated. As always, refunds will go through our third party vendor, BankMobile.

Please note, this is an unprecedented time in the State of Maryland and within the University System. We will do everything we can to expedite our efforts, but please realize much of this work is larger than just the university community.

We expect to start the refund process by mid-April. Please review your Student Account, after April 15 for updates.

Once your account is credited, if you have any questions, feel free to contact our Student Accounts office. You may reach us at (410)651-6092 or (410)651-6093 or via email at studentaccounts@umes.edu. We will address your concerns in a timely manner.

Thank you for your patience as we undertake this process.

Sincerely,

Dr. Heidi M. Anderson
President

and

Mr. Lester Primus
Vice President for Administration and Finance

