



**FINANCE POLICY #700-04  
REVENUE REFUNDS**

Effective Date: February 10, 2012

Approved By:

- I. PURPOSE:** The purpose of this policy is to establish guidelines for refunding or adjusting fees and other monies paid to the Department of Professional and Occupational Regulation.
- II. POLICY STATEMENT:** The Department of Professional and Occupational Regulation shall process revenue refunds in an accurate and timely manner and in accordance with state policy and Board regulations.
- III. DEFINITIONS:**
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| Overpayment | A payment that exceeds the amount due to the Department |
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- IV. RELATED DOCUMENTS:** N/A
- V. GENERAL PROVISIONS:**
- A. REVENUE REFUNDS**
1. The Department shall issue refunds of fee/penalty overpayments, Contractors and Real Estate Transaction Recovery Fund assessments and Appraisers National Registry fees to applicants who are not granted a license. License and renewal fees are non-refundable.
  2. If a refund is not authorized, the section that received the refund request shall be responsible for informing the individual.
  3. The Finance Section shall process refund requests in accordance with state procedures. All checks will be made payable to the licensee or certificate holder regardless of who paid the fee. Non-licensee refunds shall be made to the original payee. Checks will be mailed to the address of record unless different mailing instructions are submitted with the refund request.