

Approved By:

- I. PURPOSE:** The purpose of this policy is to establish guidelines for refunding 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:**
- Overpayment A payment that exceeds the amount due to the Department.
- IV. RELATED DOCUMENTS:** N/A
- V. GENERAL PROVISIONS:**
- A. REVENUE REFUNDS**
1. The Department shall issue refunds for overpayments of fees and monetary penalties.
 2. The Department shall issue refunds for Contractor and Real Estate Transaction Recovery Fund assessments and Appraiser National Registry fees collected from applicants not granted a license.
 3. Application fees for licenses, certifications, and registrations and renewal fees are non-refundable.
 4. The Finance Section shall process refund requests in accordance with state procedures.
 - a. All checks will be made payable to the regulant regardless of who paid the fee. However, refunds of overpayments may be made to the payer if the payment was for the benefit of more than one regulant.
 - b. Non-regulant refunds shall be made to the original payer.
 - c. Checks will be mailed to the address of record unless different mailing instructions are submitted with the refund request.
 - d. Overpayments made with a credit card shall be refunded to the credit card. Overpayments more than 180 days old will be refunded by check.
 5. Whenever a refund request from a regulant is not authorized, the section that received the refund request shall be responsible for informing the regulant.