



# CIBC Student Payment Portal—FAQs

As a student of Western University, CIBC Student Pay Portal allows you to pay using a Canadian bank account or card. Below are some of the frequently asked questions in this regard.



# The Platform

## How can I make a payment using the CIBC Student Pay Portal?

To pay via the CIBC Student Pay Portal, follow these steps:

- 1 Log in to the Western University Student Center and navigate to the 'Fees and Refunds' section.
- 2 Select CIBC Student Pay, which will redirect you to CIBC's secure portal.
- 3 In the portal, choose 'Canada' under the 'Country / Region' field.
- 4 Select your preferred payment method, enter the required student and payer details, and submit your payment.

## Do I need a CIBC account or visit a CIBC branch to use this payment platform?

No, you do **NOT** need a CIBC account or visit a CIBC banking center. You can pay your university fees from anywhere, at any time, conveniently online.

## How can I check the status of my tuition payment?

You can track your payment anywhere, anytime by visiting the payment platform. Please log into the portal, or you can input the unique Reference ID generated for each transaction in the 'Track Your Payment' functionality on the top menu of the platform. Alternatively, please send an email to [studenthelp@cibc.com](mailto:studenthelp@cibc.com) if you have any further questions or require more clarity.

## Do I need to inform Western University of the tuition payment?

This is not necessary as CIBC informs Western University of all payments received. Your student account will be automatically credited.

## What are the payment options for payments coming from Canada?

When paying from Canada, you will have access to pay using the Direct Debit EFT, or credit / debit card using Visa or Mastercard.

## How will I know when my funds are received?

You will receive an email notification from CIBC advising you that your funds have been received and processed to Western University. Please allow 2-3 business days for your student account to be updated accordingly.

## I made a mistake and need to correct information I entered in the portal?

Please contact CIBC immediately at [studenthelp@cibc.com](mailto:studenthelp@cibc.com). Please ensure you have mentioned the following information in your communication:

- Student Name
- Student ID
- Transaction Reference Number
- Date of Transaction
- Amount

## How can I contact CIBC's team for further support?

For any questions regarding your university fee payment, please direct them to CIBC's financial professionals available 24/7. Please click here for [contact information](#).

## I received a confirmation email indicating funds have been sent to the school, yet my student account hasn't been updated?

Once the funds have been sent to Western University, please allow 2-3 business days for your student account to update accordingly. If the transaction time exceeds this, please contact us at [studenthelp@cibc.com](mailto:studenthelp@cibc.com).

## I haven't received my refund amount, and its been over a month outstanding?

Please allow 2-5 business days for the refund to come to your account. Note, the refund will be sent the same way the initial payment was received. Please check the account used to make the initial payment (bank account, credit card account, etc.). If you have still not received the refund, please contact us at [studenthelp@cibc.com](mailto:studenthelp@cibc.com).

## Direct Debit Electronic Funds Transfer (EFT)

### How long does it take for the tuition fees to be deposited into my Western University student account?

The average debit transaction will take 3 to 5 business days to be deposited into Western University's bank account. Once the funds have been sent to Western University, please allow 2-3 business days for your student account to update accordingly.

### What additional information is needed to pay via direct debit?

You will need to provide the following:

- Name of Bank / F.I (note – please input full bank name, e.g. CIBC should be inputted 'Canadian Imperial Bank of Commerce')
- Bank Account Number
- 9 Digit A.B.A Routing Number
- Bank / F.I Full Address
- Type of account

### My transaction failed. What can I do now?

Once a transaction has failed, you are able to initiate a new one through the CIBC portal. Most transactions fail as a result of incorrect banking information being inputted, so we recommend verifying your account information with your bank prior to submitting a transaction.

### I can't pay the full amount of my payment request because of insufficient funds in my debit account.

If there are insufficient funds in your account, the transaction will fail. You may be charged NSF charges by your local bank, which is not covered under the quote provided by CIBC. If you wish to initiate a new transaction, please do so through the CIBC portal and ensure that there are enough funds in your account.

## Visa/Mastercard

### Which cards do you accept?

We accept both debit and credit cards issued by Visa and MasterCard.

### How long does it take for the tuition fees to be deposited into my Western student account?

On average, Visa and MasterCard transactions will be processed within 1-2 business days, but some may require up to 5 business days to be deposited into Western University's bank account. Once the funds have been sent to Western University, please allow 2-3 business days for your student account to update accordingly. If the transaction time exceeds this, please contact CIBC at [studenthelp@cibc.com](mailto:studenthelp@cibc.com).

### I can't pay the full amount of my payment request because of my credit card limit.

We recommend you contact your local bank for further assistance. Alternatively, you may make multiple payments through the CIBC platform to send the total amount owed to Western University.

### My transaction failed. What can I do now?

Transactions often fail as a result of incorrect information being inputted. Please review your payment details and ensure the information is correct. Transactions also fail as a result of CIBC's security protocols. When making a payment using Visa / Mastercard, CIBC has an additional security measure to authenticate the cardholder. When making a transaction, the payer will be required to input a one-time verification code sent to the phone number linked to the cardholder's account. Please ensure you have the phone linked to the cardholder with you while making the payment. For further assistance, please contact us at [studenthelp@cibc.com](mailto:studenthelp@cibc.com).

## Have more questions?



Email CIBC Student pay at  
[studenthelp@cibc.com](mailto:studenthelp@cibc.com)



Call us (toll free) at +1 844-637-8898 (Worldwide)  
[1 800-121-661-661](tel:1800-121-661-661) (India)