

# Who should I talk to?

When it comes to getting answers about financial aid, billing and enrollment, knowing where to start is half the battle. While some questions may require multiple departments to fully solve, this list will give you an idea of where to begin.

General information about your classes, financial aid package and account overview is always available in your student portal ([student.msu.edu](http://student.msu.edu)). If you require assistance after visiting your portal, reference this list.

## I have questions about my refund.

Contact MSU Student Accounts.

## I have questions about my bill.

Contact MSU Student Accounts.

## I have a question about a charge on my account.

Contact MSU Student Accounts.

## I have a refund in one semester and a bill in the other. Who do I contact?

Contact MSU Student Accounts.

## I have questions about my financial aid package.

Contact the Office of Financial Aid.

## My aid package is not showing in the financial aid portal.

Contact the Office of Financial Aid.

## I have increased educational expenses and need to request an increase in my financial aid.

Contact the Office of Financial Aid.

## I need to adjust my loan amount.

Adjustments to your loan are made in your student financial aid portal ([student.msu.edu](http://student.msu.edu)). If you need assistance, contact the Office of Financial Aid.

## I want to sign up for direct deposit of my refunds.

Sign up in the [student information portal](#). Select the Student Accounts tile, click on "Go to My Account", then "My Account" then "Direct Deposit refunds."

### MSU Student Accounts

**(517) 355-3343**

[student.receivables@ctrl.msu.edu](mailto:student.receivables@ctrl.msu.edu)

### Office of Financial Aid

Med/Law Advising Line:

**(517) 353-2401**

Med Advisor Email:

[ofamed@msu.edu](mailto:ofamed@msu.edu)

Law Advisor Email:

[ofalaw@msu.edu](mailto:ofalaw@msu.edu)



Office of Financial Aid  
MICHIGAN STATE UNIVERSITY