

Dear Students,

As discussed, those of you that ordered any of the following services: background checks and/or drug screens through Complio will be provided a refund. Please follow the instructions below. You must submit your request by **October 30, 2023**. After that date, no additional refund requests will be accepted.

1. Please download the W-9 form at this [link](#) and save a completed copy. The name on the W-9 must match the name of the person who made the payment. For example, if the service was paid for by a parent or spouse, the W-9 must be in that person's name.
2. Send an email from your umaryland.edu account with the completed W-9 form and the receipt of the Complio purchase *as two separate attachments* to nrscomplio@umaryland.edu. Due to sensitive data on the W-9 form, send as a secure email by typing [secure] in the subject line, along with "Complio Refund" with your full name and student @#. See example below:

From: jandoe@umaryland.edu

To: nrscomplio@umaryland.edu

SUBJECT: [secure] Complio Refund: Jane Doe @00123456

3. Your sent email is confirmation of refund submission. Retain for your records. No additional communications will be sent.

Once the application period for reimbursement ends on October 30th, processing will begin. Only reimbursements received on or before October 30th will be processed. Refund checks will be mailed to address listed on the W-9 form approximately 6-8 weeks after October 30, 2023.