**About BankMobile (formerly Higher One®) Easy Refund℠**

**What is BankMobile (formerly Higher One)?**

In Fall 2011, Oregon Tech partnered with Higher One®, a higher education financial services company to bring more options for Oregon Tech students to receive their refunds – the Easy Refund℠ Card.

As of June 16, 2016, all Oregon Tech refunds are now automatically processed through BankMobile (formerly Higher One®) and sent to students by one of three methods they can choose from.

**How does the BankMobile® Easy Refund℠ process work?**

1. Oregon Tech determines we owe you a refund.
2. We mark your account refund to be processed.
3. Your refund status is updated overnight with BankMobile® and they are notified that you have a refund coming the following morning.
4. We wire the funds to BankMobile® to be disbursed.
5. BankMobile® disburses the funds to the appropriate students depending on their Refund Preference.

**Do I have to choose a BankMobile Refund?**

Yes and No. You ***do*** have to use the BankMobile Code (sent to you in the green envelope 7-10 days after you register) if you’d like to choose a Refund Preference. You ***do not*** have to open a BankMobile Vibe account.

**What are my Refund Preference options?**

ACH Transfer (Direct Deposit)

*This option allows you to have your refund directly deposited into an existing bank account. You will need to provide your bank account information to sign up for this option through BankMobileVibe.com. Refunds disbursed this way generally take 2-3 days to deposit in your account once your refund has been processed by BankMobile.*

Paper Check

*This option allows you to receive your refund by paper check mailed to your current mailing address. You will be responsible for ensuring that BankMobile® and Oregon Tech have your correct current mailing address on file. Funds disbursed this way generally take 7-10 days to arrive by USPS once your refund has been processed by BankMobile®.*

OneAccount

*This option opens an FDIC insured checking account in your name that is linked to your BankMobileVibe℠ MasterCard Debit Card. In some cases you will be asked to provide additional identity verification information. Funds disbursed in this way generally are available the same day your refund is processed by BankMobile®.*

**What happens if I choose not to select a Refund Preference?**

Once Oregon Tech processes a refund for you, an email notification will be sent to you by BankMobile® letting you know your refund is available and you should login to BankMobileVibe.com in order to input your personal code and select a Refund Preference. If you choose not to select a refund preference, the disbursement of your refund will be delayed by 21 days. Once the 21 days has passed a default paper check will be released that may take 7-10 days to arrive by USPS (meaning you may not receive your refund for 31 days after your refund has been processed by BankMobile®).

**About BankMobile® Easy Refund℠ (Continued)**

**How do I choose my refund preference?**

Visit [RefundSelection.com](https://oregontech.vibeaccount.com) and click the “Let’s Get Started” button on the bottom of the page. Enter your Personal Code then select Continue. On the “Choose your refund preferences” page, scroll to the bottom to see all three refund choices available to you. Click on the choice that you would like to have, and follow the step-by-step screens to complete the process.

**How do I change my Refund Preference?**

You can change your refund preference any time by logging in to <https://oregontech.vibeaccount.com>. Once you are logged in, select *Profile* and *Financial Aid Refunds* from the menu at the top and scroll down to *Refund Preferences*.\*

*\*Your change in refund method will take affect with your* ***next*** *refund disbursement to Higher One®.*

**Are there fees associated with using the OneAccount?**

Yes, there are fees for certain transactions with a BankMobileVibe checking account. A complete list of fees can be found at: <https://www.vibeaccount.com/info/outfees.jsp>

**Is there a daily maximum amount I can withdraw at an ATM?**

Yes, there is a maximum of $500 you can withdraw at an Allpoint ATM in each 24 hour period. Additionally, there is a limit of $1,500 on signature-based debit card transactions in each 24 hour period. The purchase limit can sometimes be temporarily increased at your request (login to <https://oregontech.vibeaccount.com> for additional details on this).

**What if I signed up for a BankMobileVibe Card Account, but have decided I don’t want it?**

You have the option of closing your Bank Mobile Vibe Card Account at any time with no penalty. After you have changed your Refund Preference, you will need to ensure your BankMobile Vibe Card Account balance is zero. If your refund balance is not zero, you can:

* Request an online Bill Pay check made payable to yourself from your BankMobile Vibe Card Account login by selecting *Payments and Transfers* and *Online Bill Pay* from the menu at the top of the page
* Withdraw cash from an Allpoint® branded ATM
* If you have checks for your OneAccount or BankMobile Vibe Account, you can simply write yourself a check.

Once your account balance is zero, call BankMobile® Customer Care at 1-877-EASY515 (327-9515) Monday through Friday 8:00 am to 11:00 pm EST and ask them to close your account.

**What if I incur charges at Oregon Tech after my Financial Aid refund has been sent to BankMobile®?**

If your refund has already been sent to BankMobile® you will need to pay Oregon Tech for any charges placed on your account after the disbursement occurred by the end of Fee Payment (the second Friday of the term).

**Have additional questions?**

If you have additional questions, please contact the Cashier’s Office ([cashier@oit.edu](mailto:cashier@oit.edu) or 541-885-1202) or visit the Cashier’s Office Website (<http://www.oit.edu/cashiers>) or check out the BankMobile Vibe® FAQ page (<https://higherone.custhelp.com/app/home>. 07/21/16