



+ **BankMobile**
Disbursements

Your refund. Your choice.

Siena Heights University delivers your refund with BankMobile Disbursements.

Be on the lookout for your Personal Code.

Once it arrives, simply follow these steps
to make your refund preference selection:

1

Visit refundselection.com

2

Enter your personal code

3

Select how you want your
money delivered

Your electronic options¹ for receiving your refunds are:

Deposit to an Existing Account

Money is transferred to an existing account the same business day we receive the funds from Siena. Typically, it takes 1 – 2 business days for the receiving bank to credit the money to your account.

Deposit to a BankMobile Vibe Checking Account

If you open a BankMobile Vibe Checking Account (upon identity verification), money is deposited the same business day we receive the funds from your school.

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Disbursements | **Bmt**❖

¹ At some schools paper check delivered by USPS is an option.

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All you need to know about refunds!

What kinds of money might I receive?

The most common type of money we disburse to students are funds left over from financial aid awards, loans or grants after tuition has been paid. Students receiving these funds have usually requested this additional support to help with books and living expenses.

Other types of money may include reimbursement for tuition overpayment or a dropped class. We use the term “refund” but your school may have another name for these funds, such as a disbursement, residual or a stipend.

How will I get a Personal Code?

There are multiple ways you can get a code:

- **MAIL:** Look out for the green envelope. Your code will be sent to the address you have on file with Siena.
- **EMAIL:** We will send you an email with your code.
- **ON DEMAND:** Visit refundselection.com and click on the Need A Code? link.

You may use any personal code assigned to you to make your refund preference selection.

How is my money delivered?

Delivery of refund money is a multi-step process. First, Siena draws funds from the respective loan and/or grant provider and applies it to your student account. Once this information is verified by your school, it is sent to BMTX, Inc. Once the specific refund information and funds are received, it is processed and disbursed according to your selection.

What is the BankMobile Vibe Checking Account?

Designed exclusively with students in mind, the BankMobile Vibe Checking Account is a digital-only, FDIC insured checking account that offers the power to bank anywhere, anytime. You can earn interest with qualifying deposits². If you select the BankMobile Vibe Checking Account as your refund choice, you will receive a temporary virtual Debit Mastercard® to use until your physical card arrives in the mail. Also, you can earn interest with qualifying deposits.

Identity Verification is required to open up a BankMobile Vibe Checking Account online via our Customer Identification Program (CIP). You can be ready by having handy one of the following: Government-issued photo ID (non expired), signed Social Security card or state-issued ID or passport.

BankMobile Vibe Checking Accounts provided by Customers Bank, Member FDIC and Equal Housing Lender.

How will I know when my money has been sent?

We send you an email to the address you entered during setup or you can view the status of your refund online at refundselection.com.

You can also sign up for mobile alerts³.

An alert will be sent each time the status of your refund changes. These alerts are sent real-time to provide you with the most up-to-the-minute information regarding your refunds. To sign up, select Mobile Alerts from the User Profile menu option.

Can I change my preference for receiving money?

Yes. Just log in to refundselection.com and select **Refund Preferences** from the **Refunds** menu option. Once on the page, make your new selection and click the **Update Preference** button to complete the process. Be aware that your new selection will only affect future money you receive from your school.

Please note, there may be circumstances where your ability to change your refund preference may be restricted. For example, if we become aware of potential ID theft or compromised account.

Questions or concerns? Get in touch!

Customer Care: 1-877-327-9515

Visit refundselection.com or get easy answers anytime by using our online FAQ database.

Does the BankMobile Vibe Checking Account have a monthly service fee?

Yes. The BankMobile Vibe Checking Account has a \$2.99 monthly service fee, however, you may avoid this fee by making Qualifying Deposits totaling \$300 or more per statement cycle. Qualifying Deposits include direct deposit, transfers from external bank accounts, check deposits, point-of-sale deposits and cash deposits such as those made via Green Dot® Reload @ the Register™.

Financial aid refunds or other refunds issued by your school, interest earned on your account, promotional credits such as cash back awards, internal account transfers, fee waivers, fee credits, returned items or dispute credits are not eligible toward the \$300 in total deposits. For more information, see the BankMobile Vibe Checking Account Fee Schedule and Interest Rate Information and Account Terms and Conditions.

² For details see the BankMobile Vibe Checking Account Fee Schedule and Interest Rate Information and Account Terms and Conditions.

³ Message and data rates may apply, please see your provider for details.